



CUSTOMER CONNECTIONS

Official Newsletter for Cleveland Utilities' Customers

A MESSAGE FROM OUR CEO



Tim O. Henderson

Happy fall to our Cleveland Utilities' customers. I personally always look forward to this season of milder temperatures, lower humidity, the onset of changing leaves, camping, football, and a multitude of other activities. After beginning summer with a downward trajectory of COVID 19 cases, we now enter the fall season with even greater apprehension due to the delta variant and rise of cases occurring in our community. We are proud that safety has always and continues to be our number one priority, both for you our customer and our employees alike. At the onset of the pandemic, we put additional precautionary measures in place to help protect everyone at a high level. This continues today.

As you may recall, one of the major projects we initiated last year was renovations to our lobby area. The modifications established a safer environment overall, allowing for better separation and enhanced protection for everyone. I am pleased to report our lobby is fully open to handle all walk-in requests, although we still highly encourage contactless options when possible. Let's review some of these together:

- Payments, which can be made online, by telephone, one of our self-service kiosks or through the MyUsage mobile app.
- We offer an AutoPay feature through our online Customer Portal where you can set up your account to automatically withdraw from a credit/debit card or checking account. Additionally, we offer the traditional automatic bank draft program where your bill automatically drafts from your checking account. Both AutoPay methods can save you time as well as a trip to our office or the cost of postage.
- Most other utility requests can be handled by telephone or online. Simply contact our 24/7 Call Center at 423-472-4521 or visit www.clevelandutilities.com.

CU has also provided another level of customer service moving forward. I am very excited to announce we have extended an hour of operation in our drive-thru area. You can now access it Monday through Friday, 8 a.m. to 6 p.m. We are continually looking for ways to improve our customer service experience and this is just another means to further accommodate the busy schedules we all have.

In closing, I write you today with optimism for the future and gratitude to the past. I truly believe we can learn from everything that life throws our way. It's just up to us how we move forward. Let's do so with an attitude of resilience to whatever comes our way. This pandemic has demonstrated just how unified we can be, the impact each of us can have individually, and the value of working together for the greater good of all. At CU, we will remain steadfast in our commitment to deliver safe, reliable utility services, and we are always here for you.

Blessings to you all!

Tim

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**United
Way**



United Way of the Ocoee Region Day of Action!

The mission of the United Way of the Ocoee Region is to be a community-based organization that leads the efforts in identifying community needs, facilitating collaboration, and maximizing resources to positively impact our community and surrounding area.

Every year thousands of people across the globe take part in the Day of Action to improve their communities by volunteering with the United Way. This year was no exception as CU employees volunteered their skills, time and spirit of giving to make a difference in Cleveland & Bradley County. The United Way Day of Action took place in July. This event is a great opportunity for local businesses and industries to get involved and lend a hand.

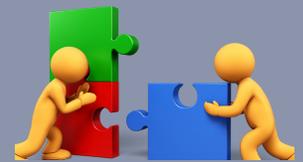


CU had nine employees who were assigned to work at Woodson Forest School. They performed different tasks such as installing house wrap, insulation work, and cleanup. "The best part of volunteering is knowing that even though my contribution is small, it can still make a difference. I also enjoyed meeting new people and working with co-workers that I don't often see throughout the year. The United Way means a lot to us because they are local and we get to give back to the communities around us," said Kristen Renner, CU Accounting Clerk.

"I had a great experience at the United Way Day of Action, and I'm so grateful CU allows and encourages employees to contribute to one of the organizations that do a lot of good in our community," stated Luke Thomason, Electric Engineer.

We appreciate all our employees who donated their time to help make the United Way Day of Action a success. CU volunteers include Jeremy Chastain, Kim Duncan, Ken Flowers, Todd Gober, Woody Miller, Andrew Phillips, Kristen Renner, Luke Thomason, & Nathan Vann.

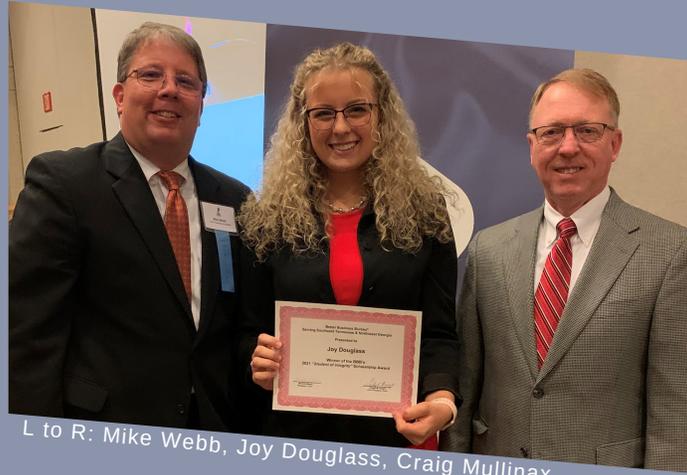
Nelson Mandela said, "What counts in life is not the mere fact that we have lived. It is what difference we have made to the lives of others that will determine the significance of the life we lead."



What difference will you make today? And tomorrow?



BBB Student of Integrity Scholarship Award



L to R: Mike Webb, Joy Douglass, Craig Mullinax

The Better Business Bureau Student of Integrity Scholarship is one way we serve our community by promoting integrity in the workforce. Students are the future business owners and managers of tomorrow.

This was the 17th year for the BBB Student of Integrity Scholarship and it was awarded to ten outstanding high school students. The high school seniors selected personify high ethics through trust, fairness, leadership, community service, academic integrity, humility, compassion and respect. Scholarships are awarded on behalf of the recipients to an accredited college, university, or trade school. BBB's Integrity Foundation's Board of Directors is committed to the belief that identifying and honoring high school seniors for character, integrity, and ethical conduct are important roles in fostering its mission of promoting ethics in the marketplace.

Cleveland Utilities was among the sponsors for the 2021 Better Business Bureau (BBB) Student of Integrity Scholarship Award, which was presented in August at the BBB Annual Meeting. This scholarship awards high school seniors who demonstrate a high level of integrity and excellence in their lives. Ms. Joy Douglass was the recipient of the scholarship sponsored by CU. Ms. Douglass graduated from Cleveland High School in May and is now attending Lee University. Once again, CU is proud to be a part of the BBB program this year and invest in local students. This is just an example of our commitment to giving back to those we serve and helping our community thrive. Joy, we wish you all the best in college and future endeavors.

2021 CU HOLIDAYS

Our offices will be closed for the following holidays. Our Call Center is open 24/7.

Veterans Day - November 11
Thanksgiving - November 25 & 26
Christmas - December 23 & 24
New Year's - December 31 & January 3, 2022



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Holidays,
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24/7 @
423-472-4521

CLEVELAND UTILITIES' CUSTOMER CONNECTIONS

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