



Keep Fairburn Beautiful Week  
April 19 - 24  
Making Our City Shine



Issue 21 Volume 4

## Fairburn Newsletter - April 2021

### Mayor

Elizabeth Carr-Hurst

### Mayor Pro Tem

Alex Heath

### City Council

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### Spring is Here, and Fairburn is in Bloom!

Beautifying our City is an essential step in promoting our community's unique appeal and enhancing attractiveness. To commemorate, we are kicking off Keep Fairburn Beautiful with a week of activities starting April 19-24, 2021, which will include:

#### **Monday, April 19<sup>th</sup> - Keep Fairburn Beautiful Week Kick-Off Announcement**

Join us at the Staging Courtyard for pictures and giveaways.

#### **Tuesday, April 20<sup>th</sup> - Make Your Neighborhood Shine Promotion Day**

Now is the time to spruce up your gardens, yards, driveways, shrubberies, and even mailboxes.

#### **Wednesday, April 21<sup>st</sup> - Keep Fairburn Beautiful Scavenger Hunt**

Citizen teams will come together for a fun-filled afternoon of clean-up in designated areas and refuse disposal that will earn them prizes and swag bags.

#### **Thursday, April 22<sup>nd</sup> - Earth Day Beautification Projects**

City staff will help with planting flowers, clean-up, and community beautification awareness activities throughout the City.

#### **Friday, April 23<sup>rd</sup> - City Wide Clean Up Day**

Fairburn residents can drop off trash and other household items at various locations.

#### **Saturday, April 24<sup>th</sup> - City Wide Clean Up and Shred Day**

Fairburn residents can shred papers at City Hall and drop off trash and other household items at various locations.

Visit the Fairburn Website for more details. <https://www.fairburn.com/KFB>

## Mayor's Corner



Dear Fairburnites,

I want to take this opportunity to thank you for your cooperation and patience as the City transition to a new Utility Billing System. Even though we are still experiencing some issues with erroneous bills, we are working diligently to resolve all issues in a timely manner. I ask if you believe your utility bill is inaccurate, please notify the Fairburn Utility Department at 770-969-3481 to request a reread of your account. The City is also improving our online utility payment portal, and it will be fully operational by April 1.

As we continue to get logistics together to reopen Duncan Park, the City Council will discuss a date for a soft opening at our next Council meeting scheduled for April 12, 2021. I hope you stay safe and continue to mask up, secure an appointment for your vaccination, if you have not done so, and remember to social distance when out in public.

Lastly, please stop by Fairburn City Hall to receive a souvenir of the Mayor's State of the City Address as we continue to *"Move Forward and Beyond Together!"*

Mayor Elizabeth Carr-Hurst



## ERRONEOUS BILLING

“The Utilities Department identified some meter file errors during last month’s billing. We have been reviewing accounts and making the appropriate adjustments (deemed necessary). Fortunately, this system glitch did not affect all of your accounts. However, we are encouraging customers to contact our office for a review if their consumption seems higher than normal. We kindly ask for a review period of 2-3 business days. The staff is working diligently to improve our processes and software to better service the great citizens of Fairburn. We can be reached at (770) 969-3481, or emailed at [billing@fairburn.com](mailto:billing@fairburn.com) and [support@fairburn.com](mailto:support@fairburn.com). We appreciate your patience and continued support through this process.

## PAYMENT OPTIONS

“We are now accepting payments through the new online payment portal; Insite. In order to enroll, you must have your new account number (including the dashes), along with your last payment amount. If you need this information for enrollment, please contact our office. The link for enrollment is: <https://www.municipalonlinepayments.com/fairburnga>. In addition, there is a new payment option for customers to pay over the phone using an IVR service. You will need your full account and the street # of the address. There is a convenience fee (*charged from the merchant*) of \$1.25 per transaction, for both of these payment options.”

## AUTO PAY OPTION

“During the migration of the billing system, we changed our online payment portal as well. Unfortunately, we were unable to mirror all of the existing online enrollments to the new portal. For security purposes, we wanted to ensure that all sensitive information (bank account numbers, credit/debit card information, etc.) was not corrupted during any files transfers. Therefore, we are requesting for all customers to re-enroll on the new portal for the different methods of payment. Once enrolled, you will have the option to pay with a debit/credit card, or re-enroll in Auto Pay. In addition, there is a new payment option for customers to pay over the phone using an IVR service. There is a convenience fee (*charged from the merchant*) of \$1.25 per transaction, for all of these payment options.”



## April Birthdays

Jada Berry                      Keith McGhee  
Dadrell Finley                Anthony Tarvin  
Malik Green



**THURSDAY, APRIL 15, 2021 | 6:30 P.M.**

**Learn More + Share Your Ideas!**

**REGISTER NOW!**

Register in advance for this meeting using the link below  
<https://tinyurl.com/3efxd7vz>



### TOPICS OF DISCUSSION

- **LEARN** more about City of Fairburn and its Historic Downtown District
- **OFFER** valuable insight on market options and the look, feel and function of downtown development
- **ATTEND** an interactive and engaging meeting that will shape the future of Fairburn

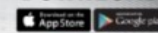
For more information email: [FairburnLCIupdate@fairburn.com](mailto:FairburnLCIupdate@fairburn.com)  
or visit: [tinyurl.com/13j81kue](https://tinyurl.com/13j81kue)

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**"CITY OF FAIRBURN"**

- Pay Utility Bills
- Latest Events
- Service Request
- Facility Reservations
- Employment Opportunities & Much More

**DOWNLOAD**



Our **FREE** Mobile APP



If you missed the State of the City Address you can view it at:

**YouTube:** <https://tinyurl.com/65tyc6j9>

**Facebook:** <https://tinyurl.com/wh6j63th>

**Website:** [www.fairburn.com](http://www.fairburn.com)

**City App:** City of Fairburn

