



## **PUBLIC NOTICE**

### **Newport Utilities Limited English Proficiency (LEP) Plan**

Newport Utilities is committed to providing meaningful access to services for individuals with Limited English Proficiency (“LEP”) in accordance with Title VI of the Civil Rights Act of 1964.

This plan outlines the methods used to ensure nondiscrimination in programs, services, and customer interactions.

An LEP individual is a person who does not speak English as their primary language and has a limited ability to read, write, speak, or understand English.

This LEP Plan will be reviewed periodically and updated as demographics, resources, or service needs change.

#### **Assessment of Language Needs:**

Newport Utilities evaluates language needs based on:

- Number of LEP customers in the service area
- Frequency of customer contact
- Importance of utility services
- Available resources of a municipal utility

Spanish has been identified as the most encountered non-English language among customers.

# **Language Assistance Services**

## **Oral Communication**

- Staff utilize Google Translate or similar translation tools to communicate with LEP customers when bilingual staff are unavailable.
- Customers may use personal interpreters if they choose.
- Language assistance is provided free of charge.

## **Written Translation**

Newport Utilities provides Spanish translations of select vital documents, including:

- Service applications
- Payment agreements
- Disconnect notices
- Customer service forms
- Rights/responsibility notices
- Spanish forms are available at the customer service office and upon request.

## **Notice of Language Assistance**

Customers are informed that language assistance is available through:

- Office signage
- Website notices (if applicable)
- Customer service interactions
- Title VI postings

## **Staff Training**

Employees who interact with the public receive guidance on:

- Identifying LEP needs
- Using translation tools
- Providing nondiscriminatory service

## **Complaints**

Individuals who believe language access was not provided may file a complaint:

**Madyson Sartain**  
**Title VI Coordinator**  
**423-625-2802**

Complaints will be reviewed and addressed promptly.



## Newport Utilities Title VI Complaint Procedure

Newport Utilities has established this Title VI Complaint Procedure to provide a process for individuals who believe they have been subjected to discrimination under Title VI of the Civil Rights Act of 1964. Title VI prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal financial assistance.

### Filing a Complaint:

Any person who believes they have been discriminated against may file a complaint within 180 days of the alleged incident.

Complaints should be submitted in writing and include, at minimum:

- Complainant's name, address, and contact information
- Date of the alleged discrimination
- Location of the incident
- Description of the alleged discriminatory act
- Names of any witnesses or involved staff (if known)
- Any supporting documentation

Complaints may be submitted by mail, email, or in person to:

**Madyson Sartain**  
**Title VI Coordinator**  
**423-625-2802**

Language assistance is available free of charge for individuals with Limited English Proficiency.

## **Investigation Process:**

### **Acknowledgment**

Newport Utilities will acknowledge receipt of the complaint within 10 business days.

### **Review**

The Title VI Coordinator will review the complaint to determine jurisdiction and completeness.

### **Investigation**

An investigation will be conducted, which may include interviews, document review, and fact-finding.

### **Resolution**

A written determination will be issued to the complainant within 60 days, when feasible.

## **Appeal Process:**

If the complainant disagrees with the determination, they may submit a written appeal within 30 days of the decision. Appeals should include new information or justification for reconsideration and be submitted to the same contact listed above.

### **External Filing Option**

Complainants also have the right to file a Title VI complaint directly with the appropriate federal or state funding agency.

### **Recordkeeping**

All Title VI complaints, investigations, and resolutions will be maintained by Newport Utilities in accordance with federal record retention requirements.

### **Non-Retaliation**

Newport Utilities prohibits retaliation against any individual who files a complaint or participates in an investigation.

*This procedure will be made available to the public upon request and posted in accordance with Title VI requirements.*

*Published February 2026*

