



GET READY FOR WINTER TEMPERATURES

Old Man Winter is bringing colder temperatures our way. The cold temperatures we experience during the winter can bring higher utility bills. That's because outdoor temperatures drive energy usage more than any other single factor. As temperatures drop, we use more electricity or natural gas to stay warm, and that causes higher utility bills. Usage varies due to a number of factors, but on average, the heating system uses 60% of the home's energy. If temperatures are really cold, then your usage will likely be much higher than normal.

Reduce the Impact of Winter's Bite

While none of us can control the weather, there are steps you can take to reduce energy usage as much as possible during the cold winter months. We encourage customers to:

- Keep air filters clean (usually change them monthly), and make sure your heating system is operating efficiently.
- Set your thermostat to the lowest comfortable temperature. If you have an electric heat pump, set the thermostat at 68 degrees or lower and "forget it." For other forms of heat, set the thermostat at 68 degrees (or lower), but if you're gone for several hours or more, set it at 55 degrees, or even lower (unless pipes are in danger of freezing) while you're away.
- Make sure your home is well-insulated.
- Weather strip or caulk windows and doors to seal small cracks.
- Insulate your water heater and set the temperature at 120 degrees.



Energy Services

GUC's Energy Services Office has many tips to help you save money. Call them at 252-551-1521 to simply ask them questions about how to save on your utility bills.



DILLON GODLEY JOINS BOARD OF COMMISSIONERS

The Greenville City Council has appointed Dillon Godley to the Greenville Utilities Board of Commissioners. Mr. Godley is the Chief Financial Officer for E.R. Lewis Construction Company with experience working in the petrochemical and consumer finance industries. He graduated summa cum laude, earning a Bachelor of Science in Finance from East Carolina University. Prior to his GUC appointment, he served two times on the Greenville Board of Adjustment.

Commissioner Godley is a Vanceboro native who has lived in Greenville for the better part of a decade.

CAN YOU RECOGNIZE A NATURAL GAS LEAK?

Natural gas is one of the safest, most reliable, and environmentally friendly fuels in use today, but leaks can occur. There are three key ways to recognize a natural gas leak.

LOOK. Blowing dirt, bubbling creeks or ponds, dry spots in moist areas or dead plants surrounded by green, live plants also may indicate a natural gas leak.

LISTEN. An unusual hissing sound near gas lines or appliances may indicate a natural gas leak.

SMELL. In its raw state, natural gas is colorless and odorless. Natural gas utility companies add a substance to create the familiar, rotten egg-like odor you associate with natural gas.

You should take action even if you detect only the faint odor of natural gas in the air.

Find out more at guc.com/natural-gas-safety.

If you think you have a gas leak, please call our Emergency Hotline immediately at 1-855-SOS-2GUC (1-855-767-2482).



PROTECT YOUR PIPES

Freezing Temperatures Can Be A Pain In The Pipes!

Here are some ways to make sure your pipes survive freezing cold temperatures:

- Insulate pipes in unheated parts of the home (like crawl spaces).
- Open doors on cabinets below sinks to allow warmer room air to circulate around the plumbing.
- Disconnect water hoses from outdoor spigots.
- Protect your lawn sprinkler systems. Irrigation line breaks and sprinklers spraying onto sidewalks and roadways will quickly lead to serious public safety hazards and expensive repairs.
- Locate the master water shut-off valve in your home now in case you experience a burst pipe and need to cut your water off in a hurry.

Find out what to do if your pipes freeze at guc.com.

HELP A NEIGHBOR IN NEED

You can make a difference for a family in need this winter. GUC's Neighbor to Neighbor program meets local needs by providing funds to assist low-income families in Pitt County with their heating bills. It's a voluntary program, supported through GUC customers' tax-deductible contributions. GUC matches contributions up to \$20,000 each year. Find out how you can help at guc.com.



SPREADING HOLIDAY CHEER

For the 18th year in a row, employees from throughout GUC contributed unwrapped toys to the Salvation Army's Operation Santa Claus program. Individual departments also did their own special giving-back activities.

GUC was also a proud sponsor once again of the annual "Christmas With The Embers" concert which raised money to purchase toys for Operation Santa Claus.

WINTERTIME SAFETY TIPS

Hurricane season is over, but snow and ice storms can cause storm-related outages. If we have winter storms, here are some things to keep in mind.

If you have an outage or other utility emergency, call our Emergency Hotline at 1-855-SOS-2-GUC (1-855-767-2482). Someone is there to help you get the help you need 24/7, no matter the weather.

If you have a generator, make sure you use it safely:

- If your generator is to be connected directly into your home's electrical system, be sure to use a licensed electrician to do the work.

- Make sure your wiring system is disconnected from Greenville Utilities' system before operating the generator.
- Ensure the main circuit breaker in your electric service panel box is in the OFF position. If you have a fuse box instead of breakers, pull out the main block, remove the fuses and reinsert the empty block. This is necessary to prevent your generator's electricity from going back into GUC's system, which could endanger the lives of line crews and your neighbors.
- Generator exhaust is deadly, so be sure the area is properly ventilated.

Visit guc.com for more details.