



WE WANT TO HEAR FROM YOU!

Customer Survey To Begin Soon

Providing you with exceptional customer service is a top priority for GUC. Your feedback lets us know what we're doing well and how we can improve. That's why we will be doing a customer survey this spring. A random selection of customers will receive either a phone call or email to complete a brief survey, which should take no more than 10 minutes. If you get the call or email, we thank you in advance for your feedback.



CALL BEFORE YOU DIG

Working in the yard this spring? Be sure to call NC 811 first so that underground utility lines can be located ahead of time. It's the best way to avoid costly and potentially dangerous problems. The free call will let locators know to come by and mark utility lines for you. They ask that you allow three working days. Know what's below – dial 811. **Find out more at nc811.org.**

**Know what's below.
Call  before you dig.**

SAVING TIPS

Spring ushers in beautiful blooms and warmer temperatures. Here are some simple ways to control your utility usage and save money.

- During hot weather, set your thermostat on the highest comfortable setting. We recommend 78 degrees or higher. Remember, every degree above 78 can save you about 4% in cooling costs. If you're not going to be home for an extended period, raise your thermostat to 85-88 degrees.
- Clean or change your filters monthly to keep your system running at peak performance.
- Use a ceiling fan or portable fan to supplement your air conditioning. A fan can make you feel three to four degrees cooler so you can set your thermostat a few degrees higher and save on cooling costs. Use only in occupied rooms since fans cool people, not rooms.
- Switch your central air conditioning to "auto" for better cooling and humidity control versus keeping the system switched "on" continuously.
- Unplug outside refrigerator/freezer if not in use or if items will fit in your indoor refrigerator/freezer.

WHO TO CALL

If you have an outage or other utility emergency, call our Emergency Hotline at 1-855-SOS2GUC (1-855-767-2482). Someone is there to help you get the help you need 24/7, no matter the weather.

1.855.  .2GUC

EMERGENCY HOTLINE



PILOTING INNOVATIVE TECHNOLOGIES

We are exploring new technologies to help business customers who want more options to lower their fleet's carbon emissions. A pilot project is underway to study the efficiency of absorbed natural gas (ANG) for light-duty trucks and vans and the use of low-pressure compressed natural gas (CNG) pumping stations. Visit guc.com for more details, or call us at 252-551-2048.

BE CAREFUL WHAT YOU FLUSH!

It's simple -- there is only one product you can safely flush down the toilet - toilet paper!

Toilets Are Not Trash Cans! When things that shouldn't be flushed are flushed, it causes problems for homes, GUC, and the environment.

Remember: disposable does NOT mean flushable. Even flushable does NOT always mean you should flush it. If the label reads "flushable," like some toilet wipes, you are still safer and more environmentally-correct to place them in the trash.

Here's a list of more things that should NOT be flushed:

- Adult and baby wipes
- Aquarium gravel
- Butane lighters
- Candy and other food wrappers
- Cigarette & cigar butts
- Coffee filters
- Condoms
- Cotton swabs
- Diapers
- Dental floss
- Feminine products
- Food scraps
- Grease
- Kitty litter
- Medicated wipes
- Medicines
- Napkins
- Oil
- Paper towels
- Plastic bags & bottles
- Rags and towels
- Shop cloths
- Sponges
- Syringes
- Tissue
- Vitamins



GAS LINE INSPECTION UNDERWAY

We are conducting an annual inspection of natural gas pipelines. To maintain the safety of its natural gas pipelines, GUC inspects all portions of the gas system in accordance with federal, state, and local guidelines to ensure compliance, system operation, and public safety.

GUC maintains more than 1,100 miles of gas pipeline in Pitt County, safely transporting natural gas. This requires the inspection to be conducted in sections over a period of three years. This year, workers will inspect about 9,072 gas meters & risers and more than 501 miles of pipeline.

Between now and May, people living along or near gas pipelines may notice a contractor from Southern Cross Utilities Inspection Services conducting the inspection for GUC, looking for possible leaks. Since gas pipelines are usually buried underground, it may not be obvious that a pipeline is near you. Their work involves walking around roads, fields, and yards, including all gas meters. Each contractor will have identification and will NOT need access to any homes, businesses, or offices, nor will they ask for any money or personal information.

If you have any questions about this program, please call the GUC Gas Department at 252-551-1587.

