



GUC RECOGNIZED AS A SMART ENERGY PROVIDER

Greenville Utilities earned the Smart Energy Provider (SEP) designation from the American Public Power Association for demonstrating a commitment to and proficiency in energy efficiency, distributed generation, and environmental initiatives that support the goal of providing safe, reliable, low-cost, and sustainable electric service. The SEP designation recognizes public power utilities for demonstrating leading practices in four key disciplines: smart energy program structure; energy efficiency and distributed energy resources programs; environmental and sustainability initiatives; and customer experience. GUC is one of roughly 100 public power utilities (out of more than 2,000 nationwide) that holds this designation.



GUC'S SMOOTH OPERATORS EARN TOP SPOT

GUC's Wastewater Treatment Plant Smooth Operators team came in 1st place for Division 1 Collections System during the WEFTEC Operations Challenge. This year they competed against 11 teams to earn the No. 1 spot and is the second year they have placed 1st in Collections in the top Division. To showcase how wastewater treatment operators and technicians overcome challenges and emergencies, the Water Environment Federation (WEF) developed what is considered the industry's most rigorous professional development program through the Challenge. This year, a total of 56 teams from around the world competed.

HELPING THE WEST

GUC answered the call for help from our neighbors to the west after Hurricane Helene left devastating damage in its wake. Join us in thanking our electric crews who made the trip to Morganton and Drexel with the primary goal of restoring power to those who were affected by this storm. As a community-owned utility, GUC is part of a network of municipal systems that have mutual aid agreements designed to help each other during urgent situations such as this hurricane event. GUC and its customers have been the recipients of this aid from other utilities many times throughout the years.



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 ways to recognize a natural gas leak.

LOOK. Blowing dirt, bubbling creeks or ponds, and dry spots in moist areas may indicate a natural gas leak.

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

SMELL. A 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.

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

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





ANTICIPATING FUTURE NEEDS

As the GUC customer base increases, so does the amount of natural gas that is needed for use in our community. It is GUC's top priority to safely provide reliable utility solutions at the lowest reasonable cost. That is why GUC is expanding its liquefied natural gas (LNG) plant. More liquefied natural gas storage ensures that our gas costs remain as stable as possible to accommodate a growing community even in the coldest of temperatures.

Currently, the plant houses six storage tanks. The first phase of the expansion project will add six more tanks, two at a time. Site work is expected to be complete this winter, with the activation of the first additional two tanks by November of 2025.



NEIGHBOR TO NEIGHBOR

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 tax-deductible contributions by GUC customers. GUC then matches those contributions up to \$20,000 each year.

Read more about the program at guc.com/community/neighbor-neighbor.

WINTER TEMPERATURES

Cold temperatures have arrived. With low temps come high utility bills. Outdoor temperatures drive energy usage more than any other single factor. On average, heating systems use about 60% of a home's energy. As temps drop, our electricity and natural gas usage increases just to keep up – causing higher utility bills. **Learn how to use less energy and save more money at guc.com/winter-tips.**

Reduce the Impact of Winter's Bite:

The weather is out of your control, but here are steps you can use to take control and reduce your energy usage while still remaining comfortable in the cold winter months. We encourage customers to:

- Keep air filters clean (change them monthly) to help your heating system operate efficiently.
- Set your thermostat to the lowest comfortable temperature. If you have an electric heat pump, set the thermostat at 68 degrees or lower. For other forms of heat, set the thermostat at 68 degrees, but if you are gone for several hours or more, set it at 55 degrees or lower while you're away (but not so low that your pipes are in danger of freezing).
- 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.

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.