



## FROM THE BOARD ROOM

GUC's Liquefied Natural Gas (LNG) plant is only the second one owned by a public gas utility in North Carolina. It's been in service since 1997 and has been expanded since then. It's time for another expansion and the Board of Commissioners recently approved the budget for the capital project to move forward.

How does it work? Natural gas is cooled to the liquid state and stored in one of six tanks for times of high use (typically very cold weather). Storing gas purchased at a lower price allows us to use it during high demand when the price on the day market is high -- saving us money. Stored gas also increases our reliability by ensuring we have gas on hand during times of high use.

Phase One of the expansion will add two additional tanks, as well as the site work for the eventual expansion of a total of



six additional tanks. The entire project will double our current capacity and enable us to continue to purchase gas at the lowest reasonable rate and be prepared to meet our growing customer demand.



## 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 – call NC 811. **Find out more at [nc811.org](http://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



## FINANCE DEPARTMENT EARNS THREE AWARDS

The Government Finance Officers' Association (GFOA) presented GUC with three awards related to how it communicates financial information: the Distinguished Budget Presentation Award, the Certificate of Excellence in Financial Reporting, and Outstanding Achievement in Popular Annual Financial Reporting (PAFR). They also received the Carolinas Association of Government Purchasing Sustained Professional Purchasing Award. Find more details on our website.

## 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



## DETECTING 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. For more information on natural gas safety, visit [guc.com](http://guc.com) or call us at 252-551-1587.

