



# POWERING RESILIENCY



POPULAR ANNUAL FINANCIAL REPORT  
**YEAR ENDED JUNE 30, 2023**

GREENVILLE UTILITIES IS AN ENTERPRISE FUND OF THE CITY OF GREENVILLE, NORTH CAROLINA

# Greenville Utilities

This popular annual financial report was prepared by the Finance Department.

## BOARD OF COMMISSIONERS

**Kelly L. Darden, Jr.**, Chair  
**Peter Geiger**, Chair-Elect  
**Lindsey Griffin**, Secretary  
**Ferrell L. Blount III**  
**Mark Garner**  
**Marcus Jones**  
**Tommy Stoughton**  
**Ann Wall**

**Anthony C. Cannon**,  
General Manager/CEO

**Chris N. Padgett**,  
Assistant General Manager/CAO

**Jeff McCauley, CPA**,  
Chief Financial Officer

## FINANCE DEPARTMENT STAFF

**Jonathan Britt, PE**, Manager of Advanced Analytics  
**Tanya Brown**, Accounting Technician II  
**Kim Coggins, CLGFO, CBEO**, Business Analyst II  
**Meredith Dent**, Accountant/Auditor II  
**Cleve Haddock, CLGPO**, Procurement Manager  
**Jessica Hardy**, Accountant/Auditor III  
**Will James**, Buyer I  
**Maria Johnson**, Senior Financial Planning & Rates Analyst  
**Cynthia Langley**, Accountant/Auditor IV  
**Heather Manning**, Accountant/Auditor III  
**Caitlyn McLawhorn**, Accounting Technician I  
**Molly Ortiz**, Senior Financial Planning & Rates Analyst  
**Kelly Powell**, Accountant/Auditor I  
**Margie Taylor**, Accountant/Auditor IV  
**Amanda Wall, CPA**, Controller  
**Brandie Whitehurst, PACE**, Administrative Assistant to the CFO  
**Michelle Yeager**, Accountant/Auditor III

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## A Note About the Popular Annual Financial Report

Popular Annual Financial Reports (PAFR) are simplified, abbreviated versions of Annual Comprehensive Financial Reports (ACFR). ACFRs are very detailed and intended for experienced financial professionals and, thus, are not easily understood by the general public. This PAFR has been prepared with the general public in mind with highlights of the fiscal year contained in GUC's ACFR for the year ended June 30, 2023.

This report does not contain all of the detailed information contained in Greenville Utilities' FY2022-23 ACFR, including certain financial statements, schedules and disclosures that are normally included in a financial statement. To obtain the most current and past GUC ACFRs, please visit our website at: [www.guc.com/about-us/financial-information](http://www.guc.com/about-us/financial-information). All information has been prepared using generally accepted accounting principles known as GAAP.

Greenville Utilities is dedicated to enhancing the quality of life for those we serve by safely providing reliable utility solutions at the lowest reasonable cost, with exceptional customer service in an environmentally responsible manner.

# GFOA Popular Annual Financial Report Award

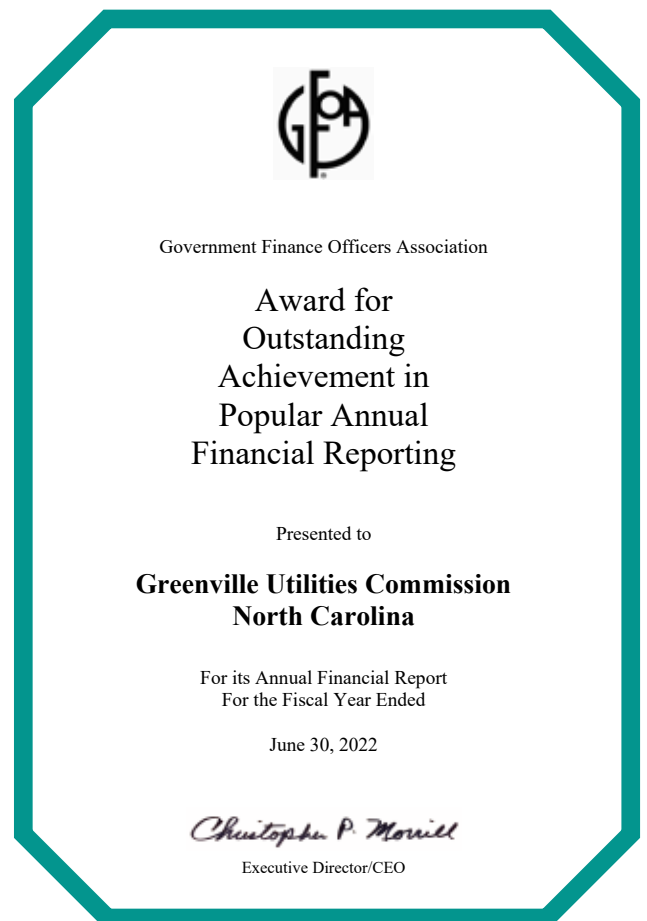
The Government Finance Officers Association of the United States and Canada (GFOA) presented the Utilities Commission with the Award for Outstanding Achievement in Popular Annual Financial Reporting for its Popular Annual Financial Report (PAFR) for FY 2022. This is the eighth consecutive year the Utilities Commission has won this award.

The GFOA established the PAFR Program in 1991 to encourage and assist state and local governments to extract information from their comprehensive annual financial report to produce high-quality popular annual financial reports specifically designed to be readily accessible and easily understandable to the general public and other interested parties without a background in public finance and then to recognize individual governments that are successful in achieving that goal.

The Utilities Commission's PAFR was evaluated by four independent judges in five categories:

- reader appeal
- understandability
- distribution methods
- creativity and notable achievements
- overall quality

*Government Finance Officers Association (GFOA) advances excellence in government finance by providing best practices, professional development, resources and practical research for more than 20,500 members and the communities they serve.*



# A Message from the General Manager/CEO, Anthony C. Cannon

Greenville Utilities Commission (GUC) is pleased to present you with our Popular Annual Financial Report (PAFR) for the fiscal year ending June 30, 2023. The PAFR is designed to give readers a simplified, easy-to-read version of our FY 2022–23 Annual Comprehensive Financial Report.

Our value as a company has always focused on safely providing reliable and affordable utility services with a focus on resiliency. Being a resilient utility means that we can respond to customer needs as quickly as possible, reducing the impact of service interruption. With the recent growth in our region, we must also be able to anticipate and respond to opportunities for growth and expansion. We must be resilient to respond to the ever-changing regulatory requirements placed on the services we provide. It takes planning ahead to ensure we are prepared to provide exceptional customer service.

As a resilient utility, GUC is a strategic partner for economic growth in our region. Our core principles guide us to make sound decisions while staying focused on our strategic goals. Our financial position remains strong. Our auditors have finished their year-end review and issued a clean opinion of our finances.

We hope you enjoy reading this report and that you have a better understanding of how GUC continues to safely power our future.

Sincerely,



Anthony C. Cannon  
General Manager/CEO





## ORGANIZATIONAL CHART



## GUC Executive Management



**Anthony C. Cannon**  
General Manager/CEO



**Chris N. Padgett**  
Assistant General Manager/CAO



**Jeff McCauley, CPA**  
Chief Financial Officer

# Profile of the Greenville Utilities Commission

In 1903, Greenville was a town of just 2,565 governed by a Board of Aldermen. With an eye towards progress, on April 7, 1903, a \$65,000 bond referendum was passed to fund the creation of the water, sewer and electric systems. Two years later, on March 20, 1905, Greenville's new Water & Light Commission was established with about 72 electric and 30 water customers. The natural gas system was added in 1925.

The Commission is owned by the citizens of Greenville and is governed by an eight-member Board of Commissioners responsible for approving rates, development plans, the annual budget and for setting policy that is carried out by our General Manager/CEO. The City Manager for the City of Greenville serves as a full-voting member of the Board. Five other additional board members are nominated by the City Council and two are nominated by the Pitt County Board of Commissioners. All members are approved by the City Council. Board members serve three-year terms, with a maximum of two terms. The Commission meetings are held the third Thursday of each month, except in June when the meeting is on the second Thursday.

The Commission operates under a charter issued by the North Carolina General Assembly (the Commission Charter). In accordance with the provisions of the Commission Charter, the Commission annually transfers to the City of Greenville an amount equal to six percent of the difference between the electric and natural gas systems' net fixed assets and total bonded indebtedness, plus an amount equal to fifty percent of the Commission's retail cost of service for the City of Greenville's public lighting. The annual transfer amount represents approximately eight percent of the City's total annual General Fund budget and provides a secondary benefit to the citizens of Greenville, in addition to the direct benefit of utility services.





# Appointed Officials



**Kelly L. Darden, Jr.**  
Chair



**Peter Geiger**  
Chair-Elect



**Lindsey Griffin**  
Secretary



**Ann Wall**  
City Manager



**Marcus Jones**  
Board Member



**Mark Garner**  
Board Member



**Tommy Stoughton**  
Board Member



**Ferrell L. Blount III**  
Board Member

# POINT-OF-SALE SOFTWARE

In October 2022, GUC implemented a point-of-sale software system to allow walk-in customers to pay their bills via credit/debit card, ApplePay, or GooglePay. Exceeding customer expectations is one of GUC's core values. By providing additional ways to pay bills, this service has been especially helpful to customers who receive assistance through their insurance companies to pay their utility bills, as most insurance companies issue debit cards that customers can use to complete their transactions. In almost the first full year since making this service available, there have been 13,275 credit/debit card transactions at our walk-in locations.

Covid-19 impacted many customer-facing services at GUC. The number of customers paying their utility bill in person declined significantly, diminishing opportunities to interact with customers. Adding these additional payment options has increased the number of in-person payments, and in turn, is providing more opportunities to connect with customers.

# TRANSMISSION STRUCTURE REPLACEMENTS

Transmission lines are key infrastructure to ensure GUC's ability to provide reliable power to our customers. In 2018, Electric Engineering performed a transmission system inspection and found many of GUC's transmission poles were reaching end of life. In FY 2019–20, the Electric department began a capital project to replace wooden transmission poles, that had reached their end of life, with new steel structures. The installment years of the wood pole assets ranged from 1973 to 1990. The scope of this project includes the replacement of approximately 230 transmission poles over a 5-year period. To date, 145 poles have been replaced and 70 additional poles are scheduled to be replaced in the spring of 2024. After completion of the 5-year project, there will be approximately 74 wood transmission poles remaining on the system, which were installed in 1990 and will reach end of life in 2030. Upgrading these poles to steel has significantly increased the strength of our transmission system, providing our customers with more reliable and resilient power.

# YEAR IN REVIEW: Major Awards

Greenville Utilities Commission was recognized by these reputable organizations:



**Government Finance Officers Association** awarded the Finance Department:

- **Certificate of Achievement for Excellence in Financial Reporting** for its annual financial report for the fiscal year ended June 30, 2022. This was the 14<sup>th</sup> consecutive year the Commission has received this prestigious award. In order to be awarded a Certificate of Achievement, a government must publish an easily readable and efficiently organized comprehensive annual financial report. This report must satisfy both generally accepted accounting principles and applicable legal requirements. A Certificate of Achievement is valid for a period of one year only. We believe that our current annual comprehensive financial report continues to meet the Certificate of Achievement Program's requirements, and we are submitting it to the GFOA to determine its eligibility for another certificate.
- **Outstanding Achievement in Popular Annual Financial Reporting Award** for the fiscal year ended June 30, 2022 Popular Annual Financial Report.
- **Distinguished Budget Presentation Award** for the FY 2022–23 Budget. In order to receive this award, a governmental unit must publish a budget document that meets program criteria as a policy document, an operations guide, a financial plan, and a communications device. This is the 7<sup>th</sup> consecutive year the Commission has won this award.



**Carolinas Association of Governmental Purchasing** awarded the Finance Department:

- **Sustained Professional Purchasing Award** for the 12<sup>th</sup> consecutive year for demonstrating excellence in purchasing standards during the calendar year. The Utilities Commission is one of 15 member agencies in North and South Carolina to receive the award for fiscal year 2022.



**Electricities of North Carolina** gave recognition to the Commission for the outstanding job that is performed day in and day out to support the mission of delivering better service and more value to the Greenville region despite the challenges in recent years. The five awards of excellence include Grid Modernization, Value of Public Power, Wholesale Power Cost, Workforce Planning and Development, and Continuous Improvement. This is the 17<sup>th</sup> year in a row that GUC has won Awards of Excellence.



**North Carolina Division of Water Resources** awarded the Water Treatment Plant:

- **North Carolina Area Wide Optimization Program Award** for surpassing federal and state drinking water standards in 2022. This marks the eighth year in a row that the Water Treatment Plant (WTP) has received this prestigious award. The NC Division of Water Resources has included the Commission among the 66 out of 149 water treatment plants honored in 2022. The award recognition is a state effort to enhance the performance of existing surface water treatment facilities.



**American Public Power Association (APPA)** awarded:

- **Reliable Public Power Provider (RP3) Diamond Designation** was awarded to the Electric Department for providing customers with the highest degree of safe and reliable electric service in 2021. Public power utilities must demonstrate proficiency in reliability, safety, workforce development, and system improvement. This is the APPA's highest award and the designation is good for three years.
- **Excellence in Public Power Communications** was awarded to the Public Information Office for work done in 2021. The awards were in the Video and Social Media Categories. This was the 6<sup>th</sup> time the Commission has won an award for website and/or social media efforts, and the 4<sup>th</sup> award for video. GUC was one of 49 utilities that took home an award from this year's APPA Customer Connections Conference. Awards were given to those who showed ingenuity and creativity in telling their stories through outstanding copy, design, graphics, social media engagement, and video.
- **Smart Energy Provider (SEP)** designation was awarded in 2022 for demonstrating commitment to and proficiency in energy efficiency, distributed generation, and environmental initiatives that support a goal of providing low-cost, quality, safe, and reliable electric service. The SEP designation, which lasts for two years, recognizes public power utilities for demonstrating leading practices in four key disciplines: smart energy program structure, energy efficiency and distributed energy programs, environmental and sustainability initiatives, and the customer experience. In total, 90 public power utilities nationwide hold the SEP designation.



- **Water Environment Federation (WEF) Operators Challenge.** The Wastewater Treatment Plant (WWTP) "Smooth Operators" team competed at the 21<sup>st</sup> annual Operations Challenge and came in first overall along with first, second, and third place finishes in all five of the events. These events are designed to test the diverse skills required for the operation and maintenance of wastewater facilities, collection systems, and laboratories. The competition showcases how operators and technicians overcome challenges and emergencies. The WEF has developed what is considered the industry's most rigorous professional development program—the WEFtec Operations Challenge.

# Ten Largest Customers

## Current Year and Nine Years Ago

ELECTRIC FUND		Fiscal Year 2023		Fiscal Year 2014	
CUSTOMER	PRODUCT/SERVICE	AMOUNT BILLED	% OF TOTAL REVENUE	AMOUNT BILLED	% OF TOTAL REVENUE
Thermo Fisher Scientific <sup>1</sup>	Pharmaceuticals	\$ 5,312,433	3.12%	\$ 6,891,121	3.59%
Avient Protective Materials <sup>2</sup>	High Performance Fibers	5,055,469	2.97%	4,226,077	2.20%
ECU Health <sup>3</sup>	Health Care	4,161,692	2.45%	5,354,855	2.79%
East Carolina University	Education	3,134,059	1.84%	4,079,982	2.12%
East Carolina University	Education	3,076,119	1.81%	3,310,464	1.72%
Attends Healthcare Products	Medical Products	2,653,398	1.56%	3,189,010	1.66%
East Carolina University	Education	2,455,912	1.44%	2,630,339	1.37%
ECU Health <sup>3</sup>	Health Care	2,091,379	1.23%	1,625,801	0.85%
City of Greenville	Government	2,002,347	1.18%		
Hyster Yale Group <sup>4</sup>	Fork Lift Trucks	1,049,474	0.62%	1,365,578	0.71%
DENSO Manufacturing <sup>5</sup>	Motors		–	1,590,792	0.83%
<b>TOTALS</b>		<b>\$ 30,992,282</b>	<b>18.22%</b>	<b>\$ 34,264,019</b>	<b>17.84%</b>

WATER FUND		Fiscal Year 2023		Fiscal Year 2014	
CUSTOMER	PRODUCT/SERVICE	AMOUNT BILLED	% OF TOTAL REVENUE	AMOUNT BILLED	% OF TOTAL REVENUE
Thermo Fisher Scientific <sup>1</sup>	Pharmaceuticals	\$ 1,030,292	4.14%	\$ 654,634	4.16%
Town of Farmville	Government	947,031	3.81%	652,132	4.15%
Town of Winterville	Government	384,485	1.55%	194,031	1.23%
Avient Protective Materials <sup>2</sup>	High Performance Fibers	257,099	1.03%	111,195	0.71%
ECU Health <sup>3</sup>	Health Care	245,091	0.99%	242,844	1.54%
Stokes Regional Water Corporation	Water Utility	213,568	0.86%	60,173	0.38%
Fuji Silysia Chemical USA, LTD	Silica Gel	204,294	0.82%	74,982	0.48%
ECU Health <sup>3</sup>	Health Care	173,527	0.70%	70,553	0.45%
ECU Health <sup>3</sup>	Health Care	134,338	0.54%	65,978	0.42%
Greenville Uptown PropCo, LLC	Apartments	92,171	0.37%		
East Carolina University	Education			60,979	0.39%
<b>TOTALS</b>		<b>\$ 3,681,896</b>	<b>14.81%</b>	<b>\$ 2,187,501</b>	<b>13.91%</b>

<sup>1</sup>Formerly DSM Pharmaceuticals, Inc.<sup>2</sup>Formerly DSM Dyneema, LLC<sup>3</sup>Formerly Vidant Medical Center<sup>4</sup>Formerly NACCO Materials Handling<sup>5</sup>Formerly ASMO of Greenville



SEWER FUND		Fiscal Year 2023		Fiscal Year 2014	
CUSTOMER	PRODUCT/SERVICE	AMOUNT BILLED	% OF TOTAL REVENUE	AMOUNT BILLED	% OF TOTAL REVENUE
Thermo Fisher Scientific <sup>1</sup>	Pharmaceuticals	\$ 840,921	3.45%	\$ 732,114	4.21%
Avient Protective Materials <sup>2</sup>	High Performance Fibers	505,301	2.07%	247,285	1.42%
ECU Health <sup>3</sup>	Health Care	364,129	1.49%	414,659	2.38%
Fuji Silysia Chemical USA, LTD	Silica Gel	321,131	1.32%	135,033	0.78%
ECU Health <sup>3</sup>	Health Care	257,231	1.06%	117,993	0.68%
ECU Health <sup>3</sup>	Health Care	199,948	0.82%	112,672	0.65%
Greenville Uptown PropCo, LLC	Apartments	136,421	0.56%		
East Carolina University	Education	119,866	0.49%	104,320	0.60%
Greenville Housing Authority	Apartments	100,290	0.41%	54,012	0.31%
East Carolina University	Education	81,935	0.34%		
Town of Bethel	Government			590,786	3.40%
The Province Greenville NC LP	Apartments			54,444	0.31%
<b>TOTALS</b>		<b>\$ 2,927,173</b>	<b>12.01%</b>	<b>\$ 2,563,318</b>	<b>14.74%</b>

GAS FUND		Fiscal Year 2023		Fiscal Year 2014	
CUSTOMER	PRODUCT/SERVICE	AMOUNT BILLED	% OF TOTAL REVENUE	AMOUNT BILLED	% OF TOTAL REVENUE
ECU Health <sup>3</sup>	Health Care	\$ 2,950,877	6.39%	\$ 1,919,922	5.47%
East Carolina University	Education	2,758,331	5.98%	2,753,844	7.85%
Thermo Fisher Scientific <sup>1</sup>	Pharmaceuticals	2,482,931	5.38%	3,340,756	9.52%
Thermo Fisher Scientific <sup>1</sup>	Pharmaceuticals	1,526,019	3.31%		
Avient Protective Materials <sup>2</sup>	High Performance Fibers	1,413,668	3.06%	1,065,181	3.03%
ECU Health <sup>3</sup>	Health Care	1,385,095	3.00%	676,537	1.93%
Catalent Greenville, Inc. <sup>4</sup>	Pharmaceuticals	1,165,194	2.52%	406,144	1.16%
Fuji Silysia Chemical USA, LTD	Silica Gel	974,441	2.11%	512,840	1.46%
East Carolina University	Education	903,714	1.96%	986,178	2.81%
Hyster Yale Group <sup>5</sup>	Fork Lift Trucks	829,102	1.80%	469,533	1.34%
Avient Protective Materials <sup>2</sup>	High Performance Fibers			769,034	2.19%
<b>TOTALS</b>		<b>\$ 16,389,372</b>	<b>35.51%</b>	<b>\$ 12,899,969</b>	<b>36.76%</b>

<sup>1</sup>Formerly DSM Pharmaceuticals, Inc.  
<sup>2</sup>Formerly DSM Dyneema, LLC  
<sup>3</sup>Formerly Vidant Medical Center  
<sup>4</sup>Formerly NACCO Materials Handling  
<sup>5</sup>Formerly ASMO of Greenville

# Financials

The Commission provides electric, water, wastewater, and natural gas utility service to the City of Greenville and approximately 75% of Pitt County. Each fund is managed independently and provides a rate structure that allows each fund to be financially self-supporting.



**The Electric fund**, the largest fund among Greenville Utilities four funds, generated revenues in excess of \$171 million dollars in fiscal year 2023. The fund provides electricity to more than 73,000 customer connections traveling across 3,251 miles of lines and distributed through 25 substations.



**The Water fund** provides clean drinking water to more than 39,000 customers through a distribution system of approximately 725 miles. The Tar River is the primary source of fresh water providing approximately 97% of the fresh water needed with additional water provided by deep wells. The utility operates one water treatment facility that can treat 32 million gallons per day. The Water Fund, the smallest of GUC's funds, generated revenues in excess of \$25 million during the year.

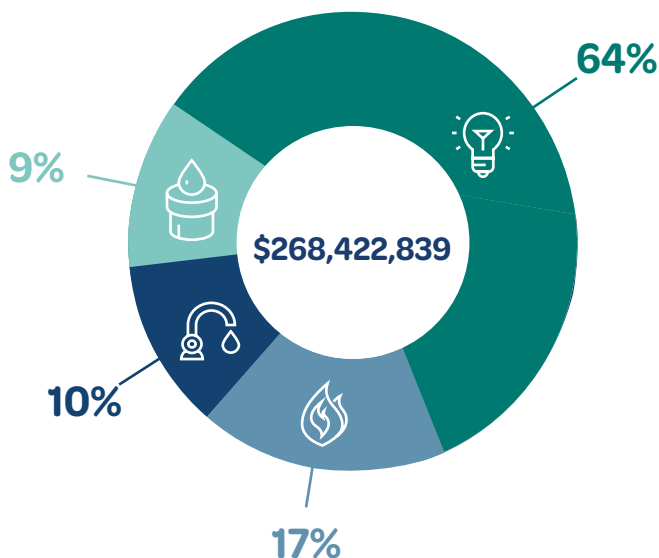


**The Sewer fund** generated revenues during the year in excess of \$24 million dollars while providing service to more than 32,700 customers over 526 miles of collection lines and mains. The Wastewater Treatment plant is rated to biologically treat a 30-day average of 17.5 million gallons per day.

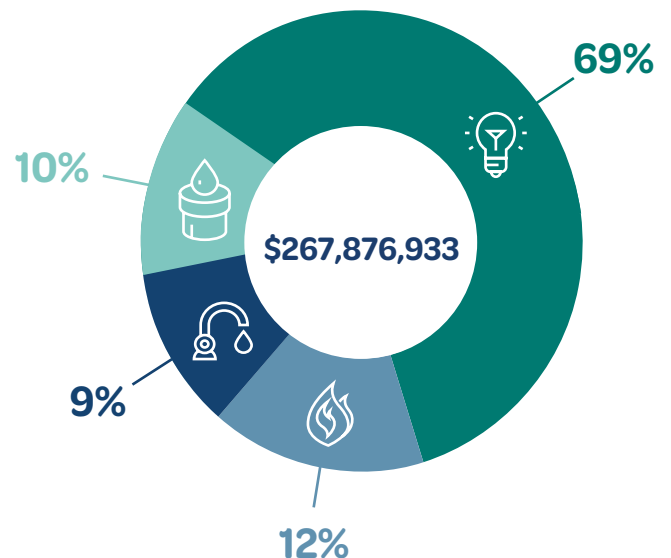


**The Gas fund**, the second largest fund measured by revenue size, provided service to over 24,600 customers during the year over more than 1,250 miles of lines. The fund generated more than \$46 million in revenues. The fund operates a liquefied natural gas storage facility to provide additional capacity for serving customers during periods of very cold weather.

2023 Total Revenues

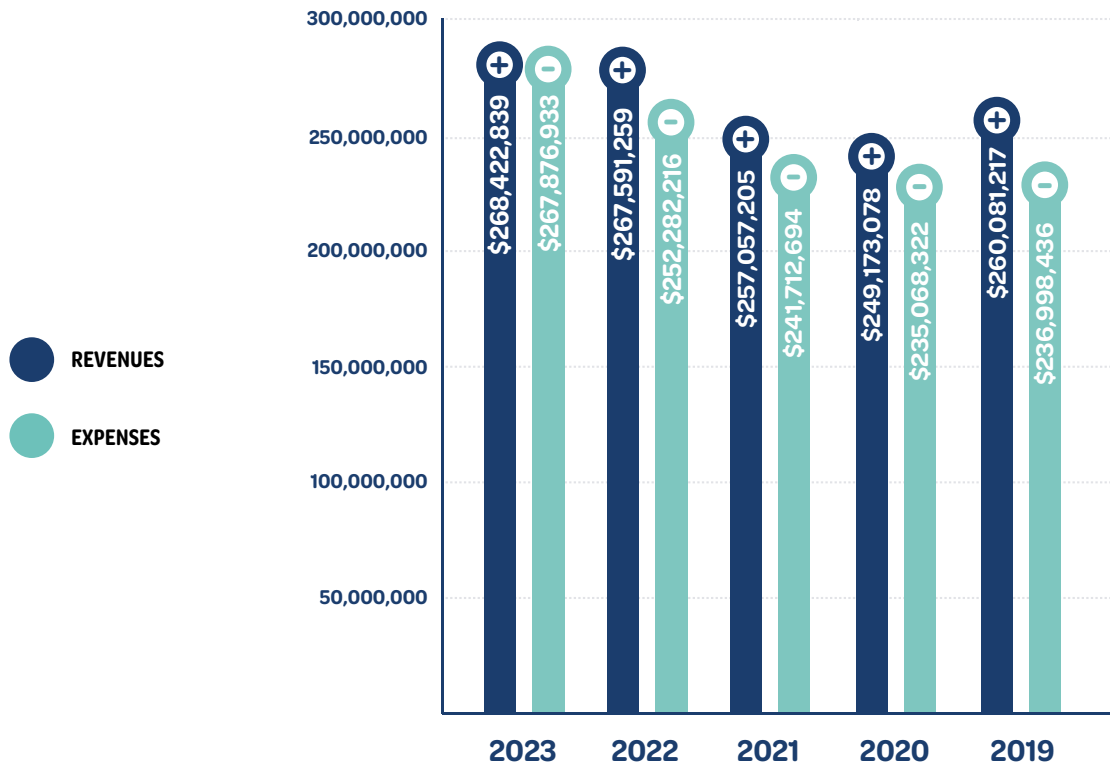


2023 Total Expenses





# Total Operating Revenues Vs. Total Operating Expenses



The primary component of lower revenues and expenses is due to the re-structuring of the electric power supply agreement. The Commission is a member of a group of 32 cities with electric utilities that collectively control generating assets in power plants owned by Duke Energy Progress. During 2015, the group of cities, known as NCEMPA, sold the rights to the generating assets to Duke Energy and entered into a new wholesale power agreement which resulted in lower costs for purchased electricity. The Commission reduced its retail electric power rates by approximately 11% and the corresponding purchase power commodity costs, the largest single expense of more than \$150 million in the previous year, was reduced.

As part of the new power agreement the Commission was able to lower retail electric rates, increase the margins between the cost of electricity purchased and the amount charged for that same electricity, reduce the cost of purchasing electricity for resale and establish a rate stabilization fund to provide a level of protection for rate payers from future rate increases. The rate stabilization fund will accumulate dollars from current year’s earnings and use those dollars to support revenues in future years if electric rates rise higher than expected. This will allow a portion of any future rate increases to be absorbed by the Commission and not passed onto customers.

## Credit Ratings

Excellent credit ratings provide an assessment of an organization’s credit worthiness, make it easier to find financing, and result in lower interest rates. The Commission’s ratings reflect a stable service area anchored by institutional presence, independent rate setting authority and regular rate increases that help drive sound financial operations, and moderate system leverage.

MOODY’S

**Aa1**

(with a stable outlook)

FitchRatings

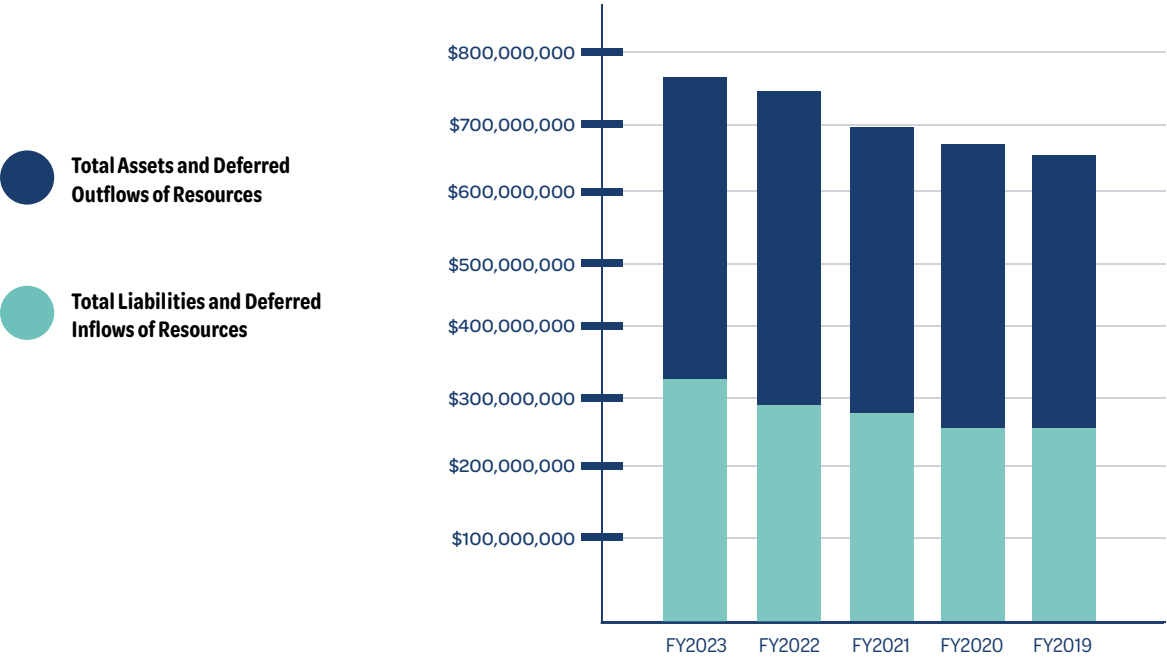
**AA-**

(with a stable outlook)



# GUC's Net Position

GUC ended the 2023 fiscal year in stable financial condition. Revenues exceeded expenses and total net position was \$443,380,645. The primary sources of revenues are rates and charges billed to customers for electric, water, wastewater and natural gas utility services. The total rates and charges for the year were \$267,730,316, compared to last year's total of \$266,997,051. Operating expenses for the year totaled \$267,876,933 compared to \$252,282,216 for the previous year.



NET POSITION	FY2023	FY2022	FY2021	FY2020	FY2019
Total Assets and Deferred Outflows of Resources	\$ 762,427,058	\$ 732,718,660	\$ 696,299,677	\$ 672,166,263	\$ 657,809,058
Total Liabilities and Deferred Inflows of Resources	\$ 319,046,413	\$ 291,187,380	\$ 278,772,833	\$ 263,235,050	\$ 263,352,992
<b>TOTAL NET POSITION</b>	<b>\$ 443,380,645</b>	<b>\$ 441,531,280</b>	<b>\$ 417,526,844</b>	<b>\$ 408,931,213</b>	<b>\$ 394,456,066</b>



Your GUC bill has a new look, including a helpful account summary, current charge breakdown, and usage comparison. The new layout has easy-to-read billing details so you are able to review your usage and charges more effectively.

Service Type	Meter No.	Usage Period	Current Read	Previous Read	Multiplier	Usage	Uom
Electric	E100000	10/18/22- 11/16/22	97230	96933	1	297	KWH
Gas	G22777	10/18/22 - 11/16/22	514	495	1	19	CCF
Water	W107998	10/18/22 - 11/16/22	35	30	1	5	CCFW

**Important Messages**

To avoid a 1% late fee, please pay the current charges by due date.

**Phone Numbers**

**Account and Billing Questions**  
(252) 752-7166

**Energy Conservation**  
(252) 551-1521

**Beat-the-Peak**  
(252) 551-1583

**City Fee Questions**  
Refuse (252) 329-4522  
Stormwater (252) 329-4526

**Power Outages, Emergencies**  
1-855-767-2482

**Drinking Water Questions**  
(252) 551-1562

 **My Electric Bill Details**

Base Facilities Charge	\$21.00
Energy Charge 297 kWh	\$27.96
NC Electric Sales Tax	\$3.43
<b>Total Electric Charges</b>	<b>\$52.39</b>

 **My Gas Bill Details**


Base Facilities Charge	\$13.00
Commodity Charge 19 CCF	\$21.28
NC Gas Sales Tax	\$2.40
<b>Total Gas Charges</b>	<b>\$36.68</b>

 **My Sewer Bill Details**

Base Facilities Charge	\$11.70
Sewer Volume Charge 3.50 kgal	\$20.65
<b>Total Sewer Charges</b>	<b>\$32.35</b>

 **My Water Bill Details**

Base Facilities Charge	\$8.00
Water Volume Charge 3.74 kgal	\$17.84
<b>Total Water Charges</b>	<b>\$25.84</b>

 **City of Greenville**







City of Greenville Charges are detailed on included page \$28.70

**NEW Individual Charge Breakdown**  
An in-depth look at how this month's charges break down by services received.

**Payment Options**

**Ways to Pay**

We accept the following credit cards:    

Mail	Automatic Draft	Phone	Online or eBill	GUC Express	In Person
					
<p>GUC PO Box 7287 Greenville NC 27835-7287</p> <p>Return bottom portion of bill with check or money order payable to GUC.</p>	<p><b>Set it and forget it!</b> Your bill is automatically drafted from your bank account (no fee) or credit card (fee applies) each month on the due date. To enroll, visit <a href="http://guc.com">guc.com</a>.</p>	<p>Call <b>1-844-507-3636</b> Available 24/7</p> <p>Pay by check (no fee) or credit/debit card (fee applies). All major credit cards accepted.</p>	<p><b>Online Account Manager</b> Pay electronically via secure link in the email, text or through the My Account Portal.</p> <p>Pay by check (no fee) or credit/debit card (fee applies). To enroll, visit <a href="http://guc.com">guc.com</a>.</p>	<p><b>Inside or Drive-Thru</b> 501 SE Greenville Blvd 8:00am-5:00pm</p> <p>Pay by cash, check, &amp; money order.</p> <p><b>Night Drop</b> for after hours payment located next to Drive-Thru window.</p>	<p><b>Inside or Drive-Thru</b> 401 South Greene St 8:00am-5:00pm</p> <p>Pay by cash, check &amp; money order.</p> <p><b>Night Drop</b> for after hours payment located on Washington St. side of the building.</p>

# WHO WE SERVE:



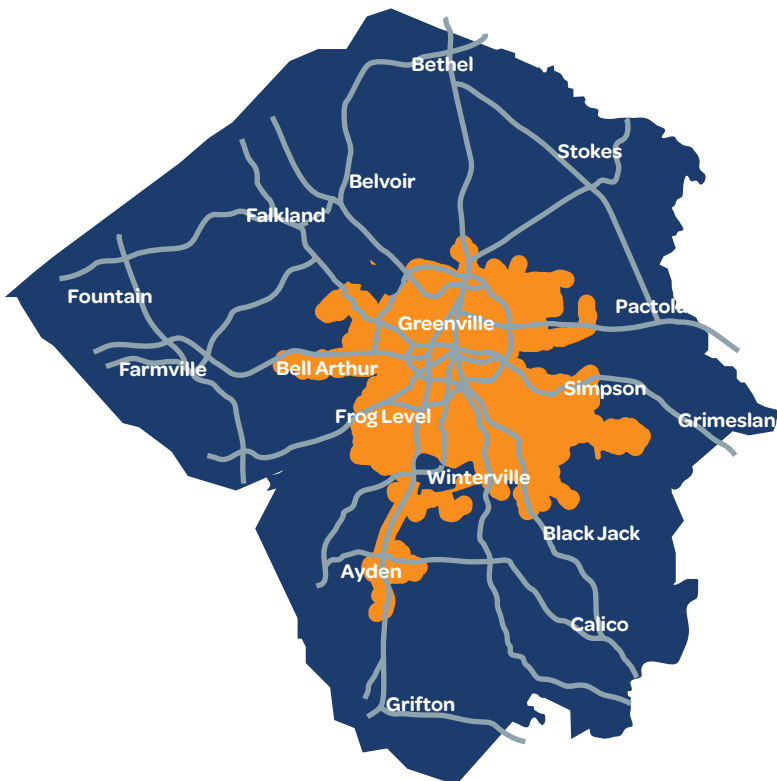
## ELECTRIC

- PITT COUNTY
- ELECTRIC SERVICE AREA
- ROADS/HIGHWAYS



## NATURAL GAS

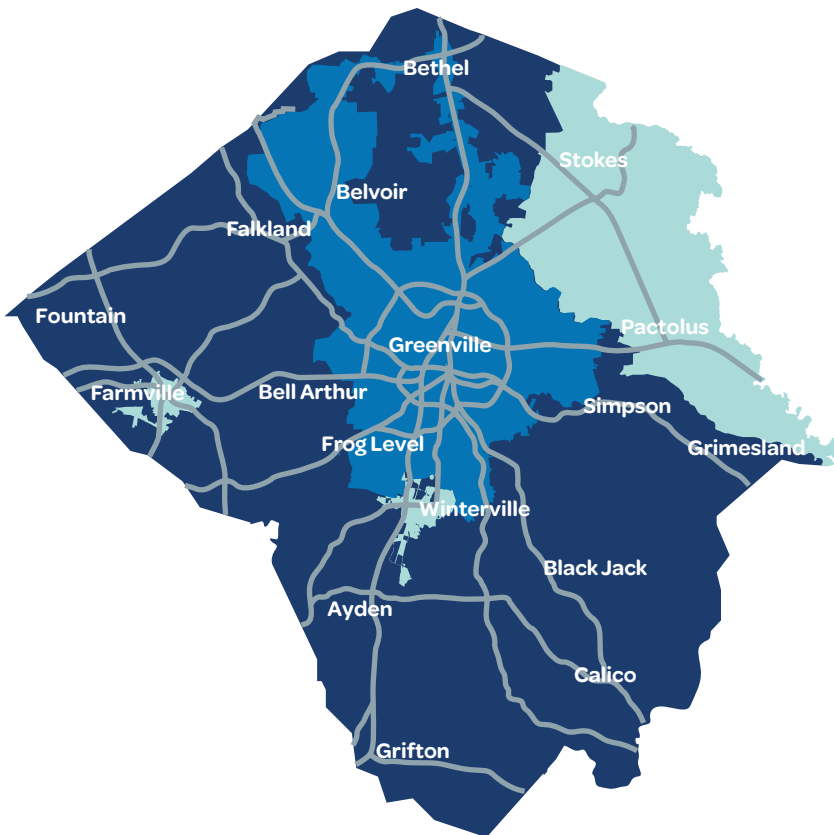
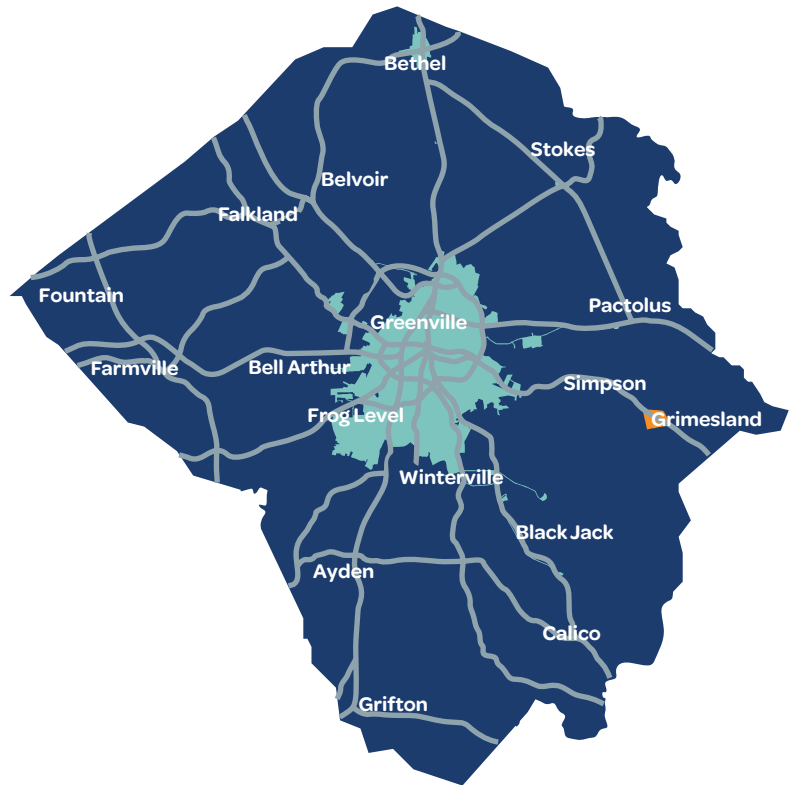
- PITT COUNTY
- NATURAL GAS SERVICE AREA
- ROADS/HIGHWAYS





# WASTEWATER

- PITT COUNTY
- WASTEWATER SERVICE AREA
- WHOLESALE WASTEWATER SERVICE AREAS
- ROADS/HIGHWAYS



# WATER

- PITT COUNTY
- WATER SERVICE AREA
- WHOLESALE WATER SERVICE AREAS
- ROADS/HIGHWAYS



**MAIN OFFICE**

401 S. Greene St.  
Greenville, NC 27834  
*Office Hours:*  
Monday-Friday  
8:00 am-5:00 pm

**EXPRESS OFFICE**

509 SE Greenville Blvd.  
Greenville, NC 27834  
*Office Hours:*  
Monday-Friday  
8:00 am-5:00 pm

**GUC ALERT (Emergency Hotline)**

(855) 767-2482

**To get in touch with us directly:**

visit [GUC.com](http://GUC.com) or call (252) 752-7166