



NATURAL GAS PRICE UPDATE

Inflation has hit families and businesses across the country with higher prices for just about everything. GUC is in the same boat. Utilities are having to pay more to purchase natural gas than they have in many years.

As a result, GUC was forced to raise the commodity rate we charge customers just to recover the increased costs to purchase and deliver gas to us. The average residential customer (using 66 CCF) will have to pay 9% (about \$11) more for the same amount of gas. But how much they actually pay will depend on how much they use. In the summer, customers typically use a fraction of that average. In the cold of winter, they can easily use double that average amount.

Our staff works hard to keep gas prices as low as possible by negotiating contracts to purchase gas at a discount, strategically purchasing when gas and delivery prices are low. GUC also uses a rate stabilization fund to help take the edge off sharp price increases during spike events of bitter cold temperatures and the resulting high demand for natural gas.

What can you do now to reduce how much energy you use this winter and save money? First, we recommend that you get your HVAC unit serviced annually and change your air filters monthly. Next, check out our website to find a host of ways to save money, including energy audits that are available at no cost to residential customers.

Think you may need help paying your utility bills this winter? Get in touch with the Department of Social Services to see what heating assistance programs you may be eligible for and apply.



GUC RECOGNIZED AS A SMART ENERGY PROVIDER

Greenville Utilities has once again earned a Smart Energy Provider (SEP) designation from the American Public Power Association (APPA) and is one of only 91 public utilities in the nation (out of 2,000) to receive this distinction. The recognition is given 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. More details are on guc.com.

TOP NOTCH WATER AWARDS

Hats off to three of our Water Treatment Plant employees who were recently honored by the NC Waterworks Operators Association (NCWOA). Operations Coordinator Ryan Gregory was presented the Outstanding Operator of the Year Award for his exceptional performance, professionalism, and contributions to the water treatment profession. This is the most prestigious award given by the Association each year. Laboratory Technician Kendra Nettles was presented the Laboratory Analyst of the Year Award in appreciation of her outstanding work as a laboratory analyst for GUC and service to the Association. Additionally, Chemist/Lab Manager Chad Flannagan received the Educator of the Year Award for his outstanding devotion, service, and dedication to our community, the Association, and waterworks profession in the area of education.





HELP YOUR NEIGHBOR

The cold winter months can be an especially tough time for some families. Our Neighbor-to-Neighbor Program helps meet 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.

Neighbor to Neighbor is a partnership between GUC and the Pitt County Department of Social Services (DSS). DSS screens

applicants, determines eligibility and distributes the funds (up to \$200/year per eligible household) during the heating season, December – March. Funds are used to pay for all types of heating fuels (kerosene, oil, natural gas, electric heat, etc). 100% of contributions are used to assist families; there are no overhead costs.

There are several ways to donate. Find out how you can make a difference at guc.com.

IF YOU SUSPECT A NATURAL GAS LEAK – *Take Action!*



Here are some key words to help you remember what to do if a natural gas leak is suspected.

1. **LEAVE.** Leave the area immediately. Do not try to find or stop the leak.
2. **DON'T TOUCH.** Do not smoke, light a match or lighter, use a cell phone, flashlight, turn on or off any lights or appliances or operate any kind of vehicle or equipment that could create a spark.
3. **DIAL.** Immediately notify us. Call GUC's toll-free, 24-hour Emergency Hotline at 1-855-767-2482.

DON'T BE SCAMMED!

Scams are an ongoing nuisance that get more sophisticated every day. Don't let them fool you! We want to help protect you by providing warning signs and tips to help you recognize if the person on the other end of the phone (or your front door) is a scammer. Here are some tips to remember:

- **Pay-Now-Or-Else Scheme.** You receive a call from someone telling you that your utilities will be cut off that day (sometimes within the hour) if you don't pay now. GUC will never ask customers who have delinquent accounts to pay immediately "or else." Those customers will receive notices in the mail well in advance – never just a single notification one hour before disconnection.
- **Personal Information Requests.** The caller asks for personal information, like a social security number. GUC never calls customers asking for this type of information.
- **Pay Over the Phone.** They ask you to pay with a prepaid debit card or your personal bank card over the phone. GUC will not call customers asking for a payment over the phone, nor do we ask for prepaid debit cards.
- **Repairs.** They tell you that something needs repair, like your meter, and that you must pay for the repair immediately. GUC does not ask customers to pay for utility maintenance



and repairs on GUC equipment (like meters).

- **Home Visits for Information or Payment.** They show up at your doorstep asking for personal information or payment. GUC employees will never come to your house asking for personal information or payment of any kind.

Also be aware that some scammers have the ability to make a GUC number appear on your caller ID. Don't let that fool you!

If you suspect a scammer is on the phone or at your door, call us at 252-752-7166. If you have given money to what appears to be a scam, call the police or sheriff, then also alert GUC.

