

From left to right are Senator Richard Burr's Eastern Region Field Representative Betty Jo Sheppard, GUC Chair Lynn Evans, Dr. Richard Spruill, GUC Secretary Freeman Paylor, GUC Vice-Chair Lester Brown, Commissioner Julie Carlson, Commissioner Stan Eakins, GUC General Manager/CEO Ron Elks, GUC Commissioner Vickie Joyner, City of Greenville Mayor Pat Dunn and Congressman Walter B. Jones, Jr.'s District Director Millie Lilley.

Greenville Utilities is nearing completion on its industry-leading Aquifer Storage and Recovery (ASR) project. A groundbreaking ceremony was held on December 2nd for the project's final phase, which involves construction of the wellhead facilities. The wellhead facilities are necessary to inject and withdraw treated water from the ASR well.

ASR is the storing of treated drinking water in underground sand deposits during periods of low customer usage and recovering, or using, the water during periods of high customer usage and emergencies. Environmentally-friendly ASR will allow us to store in excess of 300 million gallons of treated drinking water for a fraction of the cost of storing water in above-ground tanks.

During periods of high water demand, the stored treated water will be recovered and pumped into the distribution system. The only additional treatment that is required at the ASR site is disinfection, and sometimes pH adjustment. There are about 72 operating ASR sites in the United States, but Greenville Utilities' project will be the first ASR system in North Carolina.

Representatives for U.S. Senator Richard Burr and U.S. Representative Walter B. Jones, Jr. also shared remarks during the groundbreaking event. Senator Burr and Congressman Jones were instrumental in acquiring two grants to help fund the wellhead facilities portion of the project. In 2007, GUC was awarded a \$703,000 grant from the US Department of Commerce - Economic Development Administration and \$500,000 from the NC Rural Center.

"ASR will have a significant economic impact to our region," said Ron Elks, GUC's General Manager/CEO. "By helping to meet peak demands, ASR also effectively extends the life of the current treatment and production facilities, delays costly expansions and enhances the reliability of service to our customers."

Beat-the-Peak and Get the Credit

Beat-the-Peak (BTP), Greenville Utilities' residential load management program, marked its 30th anniversary last year. GUC began the program in 1978 to lower our community's cost of power. By reducing peaks, which occur when all of our customers use the greatest amount of electricity, we hold down the cost of wholesale power we purchase. Since GUC pays a premium rate for energy consumed during that peak period each month, the lower the peak, the less we all pay.

Load management programs like Beat-the-Peak provide economic and environmental benefits to communities. Under normal load conditions, power producers run their most efficient power plants. However, when high loads occur, power producers will run their less efficient plants to meet the energy demands during those peak periods. By lowering peak demand, we, as a community, are reducing the need to use less efficient power plants. As a result, we are conserving our natural resources.

If you have an electric water heater, central air conditioning unit or heat pump, you can receive a credit of up to \$70 a year on your utility bill by helping us "Beat-the-Peak." Signing up is easy. To get started visit www.guc.com/btp or call 551-1583. We'll be happy to answer any questions.

ASR Project Moves Closer to Completion



Help Prevent Sewer Spills

Greenville Utilities has launched a new "Cease the Grease" campaign to get the word out about what you can do to help prevent sewer spills. The key message is to avoid pouring grease down the drain and to collect it in a throw-away container instead. As a helpful tool, GUC has plastic Cease the Grease lids that fit on soup-can-size containers. The lids are available upon request; just call us at 329-2199.

Many people believe that it's okay to pour grease down the drain as long as they're running the water at the same time, or using their garbage disposal to break it up. That's a myth! It's never okay to pour any type of grease down the drain.

For more information on how you can help to prevent sewer spills, please visit www.guc.com or call 551-1551.

You have a choice with eBill at www.guc.com



With eBill you have a choice of how you receive your GUC bill – paper, electronic or both. It's up to you!

Convenient, flexible and good for the environment!

Visit www.guc.com to sign up.



Help Prevent Natural Gas Pipeline Emergencies

Though natural gas pipeline incidents are uncommon, you should know their signs:

- LOOK.** Blowing dirt, bubbling creeks or ponds, dry spots in moist areas or dead plants surrounded by live, green plants may indicate a natural gas leak.
- LISTEN.** Near a gas appliance or line, there may be a hissing sound when natural gas is leaking.
- SMELL.** Stay alert for the distinctive, rotten-egg-like smell of natural gas. You should take action anytime you detect even a small amount of this odor in the air. If you suspect a natural gas leak, take action!
- LEAVE.** If you ever detect a natural gas leak, LEAVE IMMEDIATELY. Don't try to find or stop the leak. Do not touch anything electrical before you leave or use a telephone, even a cell phone. Do not smoke, turn appliances or lights on or off, or operate any vehicle or equipment that could create a spark.
- CALL.** Once you are out of the suspected area, immediately call our 24-hour Emergency Hotline at 551-1567 or 752-5627. If the smell of gas is particularly strong, you may also call 911.

Be EnergyWise

There are a number of things you can do to reduce energy usage and lower bills as much as possible during the heating season.

- If your home has a heat pump with auxiliary electric heat “strips”, don't adjust the thermostat daily. Set it at the lowest comfortable setting (The Department of Energy recommends 68 degrees), and don't adjust the thermostat. Just set it, and forget it.
- In the heating season, set your thermostat for 65-68 degrees. Every degree you lower the thermostat setting can save around 3-5% (per degree) of the operating costs.
- Check and clean or replace your central heating system's filter(s) once each month. Keeping clean filters in the system can save as much as 20% of the operating costs, and will increase the life of the system.
- Much of the energy used for washing clothes is for heating the water. There are two ways to reduce the amount of energy used for washing clothes – use less water and use cold water. Your clothes will be just as clean as when using warm or hot water and you'll save money by not heating water to wash clothes.
- Weatherize your home. Caulking, sealing and weather-stripping around all of your windows, outside doors, or where plumbing, duct work and electrical wiring penetrates exterior walls, floors or ceilings can add up to big savings on your heating bill.
- Check your ducts for air leakage. Look for joints that should be connected but have been separated. Leaky duct work will increase your utility bill significantly.
- Check your ductwork in the attic and/or under the house to be sure it is intact. Separated ductwork causes tremendous energy losses, comfort problems, and will seriously impair indoor air quality.

Call Greenville Utilities at 551-1525 for further information.

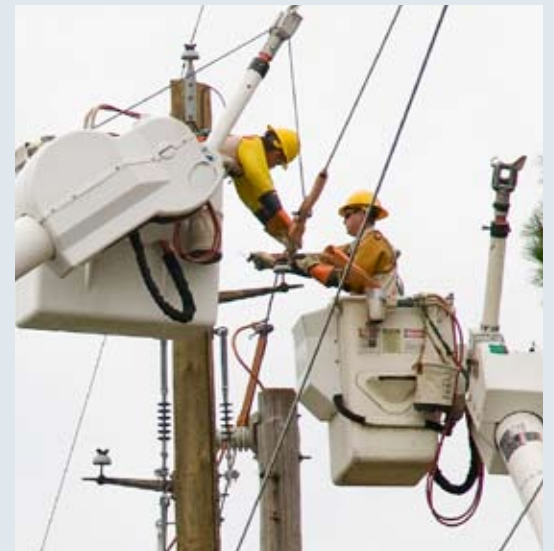
Neighbor to Neighbor Program

GUC's Neighbor to Neighbor Assistance Program provides funds to residential customers who need temporary help paying their heating bills. The program is supported by voluntary donations from customers like you. GUC contributes up to \$10,000 per year in matching funds. You can arrange for your monthly tax deductible donation of \$1, \$2, \$5, \$10, \$15, \$20 (or more) to be added to your Greenville Utilities' bill year-round, or make a lump sum donation (check or cash). Since the program started in 2001, Neighbor to Neighbor has provided nearly \$200,000 to those in need.

Recipients of the funds are determined by Pitt County Department of Social Services (DSS) caseworkers. DSS screens applicants, determines eligibility and distributes the funds (up to \$200/year per eligible household) during the heating season – November through March.

For more information about the program, please contact 752-7166.

Look Up, Look Out!



The safety of those working near electric lines is important to everyone at GUC. And in North Carolina, there is a law – the High Voltage Safety Act – to help keep you safe. This law applies to anyone planning to:

- Work within 10 feet of an overhead high voltage power line.
- Use ladders or operate/install equipment that could approach within 10 feet of a high voltage line during installation or maintenance.

The person performing the work is responsible for contacting North Carolina One Call at 811 (or 1-800-632-4949) and making sure all safety precautions have been taken at least two business days before work begins. Greenville Utilities will assist you to identify hazards and implement necessary safety precautions. You could be subject to charges for protective actions taken on your behalf by GUC.

Look up ... look out, and practice the 10-foot rule. Remember, a simple call can keep you safe when you're working near overhead power lines. NC One Call: dial 811.