

MAKING A DIFFERENCE

TODAY. TOMORROW. *TOGETHER.*



Greenville Utilities is an Enterprise Fund of the City of Greenville, North Carolina

POPULAR ANNUAL
FINANCIAL REPORT
Year Ended June 30, 2022

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
Ann Wall
Kristin Braswell
Ferrell L. Blount III
Tommy Stoughton
Marcus Jones

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
Sandy Dail, CFE, Accountant/Auditor IV
Meredith Dent, Accountant/Auditor II
Cleve Haddock, CLGPO, Procurement Manager
Jessica Hardy, Accountant/Auditor III
Will James, Buyer I
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, Senior Administrative Assistant

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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, 2022.

This report does not contain all of the detailed information contained in Greenville Utilities' FY2021-22 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. 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 2021. This is the seventh 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.



Government Finance Officers Association

Award for Outstanding Achievement in Popular Annual Financial Reporting

Presented to

**Greenville Utilities Commission
North Carolina**

For its Annual Financial Report
for the Fiscal Year Ended
June 30, 2021

Christopher P. Morill

Executive Director/CEO

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, 2022. The PAFR is designed to give readers a simplified, easy-to-read version of our FY 2021–22 Annual Comprehensive Financial Report (ACFR).

As a community-owned utility, it means we are community-owned and community-powered to continue providing reliable utility solutions at the lowest reasonable cost today, tomorrow, together. It means people from our community are making decisions about our utility. The people who are providing fast and friendly service, high reliability, and re-investing in our system to make sure we are safely providing you utility solutions are the same friendly people you see around the community.

In keeping an eye towards our region's growth, this report highlights the major initiatives of the FY 2021–22 year which demonstrates our continued commitment to provide safe, innovative, and sustainable utility solutions that serve as our foundation of growth. Our financial position remains strong, and 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 *today, tomorrow, together*.

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 Utilities Commission Charter). In accordance with the provisions of the Utilities 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



Kristin Braswell
Board Member



Ferrell Blount III
Board Member



Tommy Stoughton
Board Member



Marcus Jones
Board Member

FREE ENERGY SERVICES AUDITS

Since 1977, the Commission's Energy Services Office has been a source of helpful reliable energy information. Providing free Energy Audits for residential and light commercial structures, the Commission was one of the pioneers in the use of energy-efficient building diagnostics tools. The use of infrared thermography and blower door technology can pinpoint costly leaks in the home. Energy Specialists can schedule a comprehensive on-site evaluation, checking for insulation, air sealing, heating and cooling systems, moisture-related issues, air quality, ducts, and other energy-related items. After careful analysis of your specific situation, the Specialist will suggest measures to reduce energy usage. You will be given a written follow-up report so that you can make informed decisions on energy improvements in your home.







WATER TREATMENT PLANT EXPANSION PROJECT



In keeping an eye towards our region's growth and to serve our customers today, tomorrow, and together, construction continues to expand our Water Treatment Plant (WTP). The project began in 2020 and, when finished, will add the capacity to treat another 10 million gallons of water per day, allowing the Commission to meet future demands for years to come. The expansion project is scheduled for completion in 2023.

The Commission's existing Plant was placed into service in 1983 with a capacity of 12 million gallons per day (mgd). An expansion to the plant was completed in 2002, resulting in the current "rated" treatment capacity of 22.5 mgd. The Commission's customer base and system demands have continued to increase.

Two sections of expansion construction are taking place. These are in addition to the new 3-million-gallon ground storage tank that has increased storage capacity of finish water to 9-million-gallons. On one side of the main Plant building is construction for the new superpulsator clarifier. This newer technology combines rapid mix, flocculators, and sedimentation into a single tank. Superpulsators eliminate the need for additional sludge collection and removal facilities, which take up a lot of space. On the opposite side of the Plant building is construction for an additional chemical storage facility. Four aluminum sulfate tanks and one orthophosphate tank will be installed as well as new chemical feed pumps and instrumentation.



SUGG PARKWAY SUBSTATION

A new 115 kV distribution substation has been constructed in Indigreen Corporate Park to serve new and future electrical load in the surrounding industrial area. With current and expected growth in the area, the Sugg Parkway Substation will provide the infrastructure needed to meet existing and anticipated load within the next few years.





YEAR IN REVIEW: Major Awards

Greenville Utilities Commission was recognized by these reputable organizations:



American Public Gas Association (APGA) awarded the:

- **System Operational Achievement Recognition (SOAR)** for excellence in operations. This designation is good for three years. The Gas Department previously received this award at the Silver level in 2015 and 2018. This is the first time the Gas Department has achieved Gold status.
- **APGA Safety Award** to the Gas Department for an outstanding safety record in 2021. The Gas Department was one of 31 gas systems from across the country to receive this recognition. This marks the 12th year (and 5th consecutive year) that the Gas Department staff has exemplified worker safety at a national level.



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, 2021. This was the 13th consecutive year the Utilities 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, 2021 Popular Annual Financial Report.
- **Distinguished Budget Presentation Award** for the FY 2021-22 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 6th consecutive year the Utilities Commission has won this award.



- **Water Environment Federation (WEF) Operators Challenge.** The Wastewater Treatment Plant (WWTP) "Smooth Operators" team made history in 2021 when they became the first team in the United States and Canada to place 1st Overall in the brand new Division III of the WEF Operators Challenge—what is considered the industry's most rigorous professional development program. The competition showcases how operators and technicians overcome challenges and emergencies.



Carolinas Association of Governmental Purchasing awarded the Finance Department:

- **Sustained Professional Purchasing Award** for the 11th 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 2021.



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 2021. This marks the seventh year in a row that the Water Treatment Plant (WTP) has received this prestigious award. The NC Division of Water Resources has included the Utilities Commission among the 66 out of 149 water treatment plants in the State honored for surpassing federal and state drinking water standards in 2021. The award recognition is a state effort to enhance the performance of existing surface water treatment facilities.



American Public Power Association (APPA) awarded the Electric Department:

- **Reliable Public Power Provider (RP3) Diamond Designation** 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.



Association of Marketing and Communications Professionals awarded the Public Information Department:

- **Viddy Awards** for the Water and Wastewater Plant tour videos (Gold Viddy Award) and for the Remembering Hurricane Floyd—20 Years video (Honorable Mention Viddy Award).

Ten Largest Customers

Current Year and Nine Years Ago

ELECTRIC FUND

CUSTOMER	PRODUCT/SERVICE	Fiscal Year 2022		Fiscal Year 2013	
		AMOUNT BILLED	% OF TOTAL REVENUE	AMOUNT BILLED	% OF TOTAL REVENUE
Thermo Fisher Scientific Manufacturing ¹	Pharmaceuticals	\$ 5,640,848	3.23%	\$ 6,898,675	3.68%
DSM Protective Materials	High Performance Fibers	5,051,582	2.89%	4,004,949	2.13%
ECU Health ²	Health Care	4,308,073	2.47%	5,248,948	2.80%
East Carolina University	Education	3,591,151	2.06%	4,722,671	2.52%
Attends Healthcare Products	Medical Products	3,463,022	1.98%	3,122,023	1.66%
East Carolina University	Education	2,671,647	1.53%	3,309,054	1.76%
East Carolina University	Education	2,470,180	1.41%	2,102,771	1.12%
ECU Health ²	Health Care	2,168,885	1.24%	1,777,981	0.95%
City of Greenville	Government	2,009,171	1.15%	–	–
Mayne Pharma Inc. ³	Pharmaceuticals	1,530,706	0.88%	–	–
ASMO of Greenville	Motors	–	–	1,511,554	0.81%
Hyster Yale Group ⁴	Fork Lift Trucks	–	–	1,262,624	0.67%
TOTALS		\$ 32,905,265	18.84%	\$ 33,961,250	18.10%

WATER FUND

CUSTOMER	PRODUCT/SERVICE	Fiscal Year 2022		Fiscal Year 2013	
		AMOUNT BILLED	% OF TOTAL REVENUE	AMOUNT BILLED	% OF TOTAL REVENUE
Thermo Fisher Scientific Manufacturing ¹	Pharmaceuticals	\$ 931,064	3.92%	\$ 657,614	4.24%
Town of Farmville	Government	918,769	3.87%	682,978	4.41%
Town of Winterville	Government	361,199	1.52%	96,517	0.62%
ECU Health ²	Health Care	262,245	1.11%	238,997	1.54%
DSM Protective Materials	High Performance Fibers	183,335	0.77%	108,053	0.70%
DSM Protective Materials	High Performance Fibers	177,057	0.75%	–	–
ECU Health ²	Health Care	166,115	0.70%	67,912	0.44%
Fuji Silysia Chemical USA, LTD	Silica Gel	148,747	0.63%	72,869	0.47%
ECU Health ²	Health Care	127,992	0.54%	65,106	0.42%
Stokes Regional Water Corporation	Water Utility	104,688	0.44%	–	–
East Carolina University	Education	–	–	71,905	0.46%
Greenville Housing Authority	Apartments	–	–	52,335	0.34%
TOTALS		\$ 3,381,211	14.25%	\$ 2,114,286	13.64%

¹Formerly Pantheon Manufacturing

²Formerly Vidant Health

³Formerly Metrics, Inc

⁴Formerly NACCO Materials Handling





Ten Largest Customers

Current Year and Nine Years Ago

SEWER FUND

CUSTOMER	PRODUCT/SERVICE	Fiscal Year 2022		Fiscal Year 2013	
		AMOUNT BILLED	% OF TOTAL REVENUE	AMOUNT BILLED	% OF TOTAL REVENUE
Thermo Fisher Scientific Manufacturing ¹	Pharmaceuticals	\$ 843,081	3.46%	\$ 756,068	4.43%
DSM Protective Materials	High Performance Fibers	730,409	3.00%	287,639	1.69%
ECU Health ²	Health Care	401,144	1.65%	406,135	2.38%
ECU Health ²	Health Care	253,404	1.04%	112,175	0.66%
Fuji Silysia Chemical USA, LTD	Silica Gel	240,195	0.99%	130,523	0.77%
ECU Health ²	Health Care	195,783	0.80%	110,555	0.65%
Mayne Pharma Inc ³	Pharmaceuticals	148,919	0.61%	–	–
Town of Bethel	Government	117,307	0.48%	445,843	2.62%
East Carolina University	Education	111,216	0.46%	122,076	0.72%
Greenville Housing Authority	Apartments	97,286	0.40%	–	–
Pitt County	Government	–	–	57,777	0.34%
Town of Grimesland	Government	–	–	55,143	0.32%
TOTALS		\$ 3,138,744	12.90%	\$ 2,483,934	14.58%

GAS FUND

CUSTOMER	PRODUCT/SERVICE	Fiscal Year 2022		Fiscal Year 2013	
		AMOUNT BILLED	% OF TOTAL REVENUE	AMOUNT BILLED	% OF TOTAL REVENUE
Thermo Fisher Scientific Manufacturing ¹	Pharmaceuticals	\$ 2,984,384	7.59%	\$ 3,022,635	9.63%
East Carolina University	Education	2,527,577	6.43%	2,889,629	9.21%
ECU Health ²	Health Care	2,158,285	5.49%	1,780,473	5.68%
DSM Protective Materials	High Performance Fibers	1,668,732	4.24%	1,027,759	3.28%
Mayne Pharma Inc. ³	Pharmaceuticals	1,194,175	3.04%	354,926	1.13%
ECU Health ²	Health Care	1,170,862	2.98%	598,668	1.91%
East Carolina University	Education	868,268	2.21%	910,058	2.90%
Fuji Silysia Chemical USA, LTD	Silica Gel	734,937	1.87%	393,416	1.25%
Hyster Yale Group ⁴	Fork Lift Trucks	620,579	1.58%	302,919	0.97%
Thermo Fisher Scientific Manufacturing ¹	Pharmaceuticals	564,725	1.44%	–	–
DSM Protective Materials	High Performance Fibers	–	–	732,396	2.33%
TOTALS		\$ 14,492,524	36.86%	\$ 12,012,879	38.29%

¹Formerly Pantheon Manufacturing
²Formerly Vidant Health

³Formerly Metrics, Inc
⁴Formerly NACCO Materials Handling

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 \$178 million dollars in fiscal year 2022. The fund provides electricity to more than 72,200 customer connections traveling across 3,106 miles of lines and distributed through 24 substations.



The Water fund provides clean drinking water to more than 38,600 customers through a distribution system of approximately 724 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 22.5 million gallons per day. The Water Fund, the smallest of GUC's funds, generated revenues of more than \$24 million during the year.

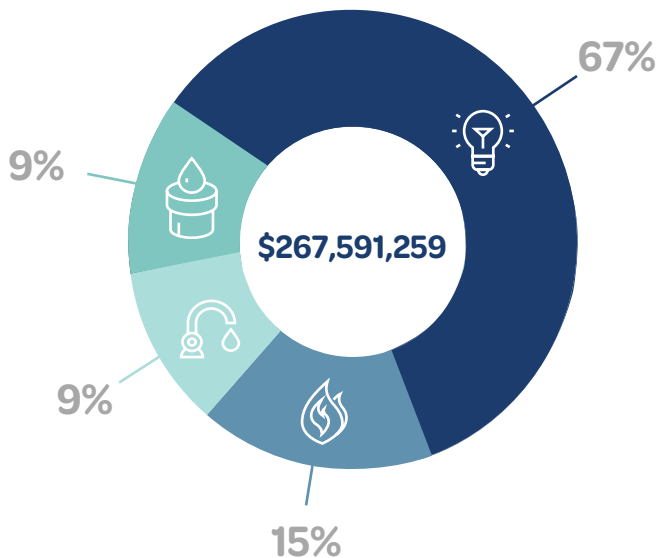


The Sewer fund generated revenues during the year in excess of \$24 million dollars while providing service to more than 32,200 customers over 520 miles of collection lines and mains. The Wastewater Treatment plant is rated to biologically treat a 30-day average of 17.5 million gallons per day.

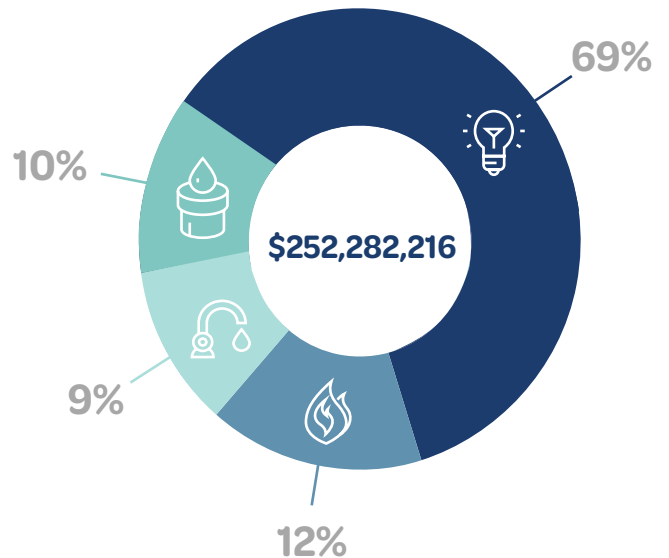


The Gas fund, the second largest fund measured by revenue size, provided service to over 24,300 customers during the year over more than 1,200 miles of lines. The fund generated more than \$40 million in revenues. The fund operates a liquefied natural gas storage facility to provide additional capacity for serving customers during periods of very cold weather.

2022 Total Revenues



2022 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)

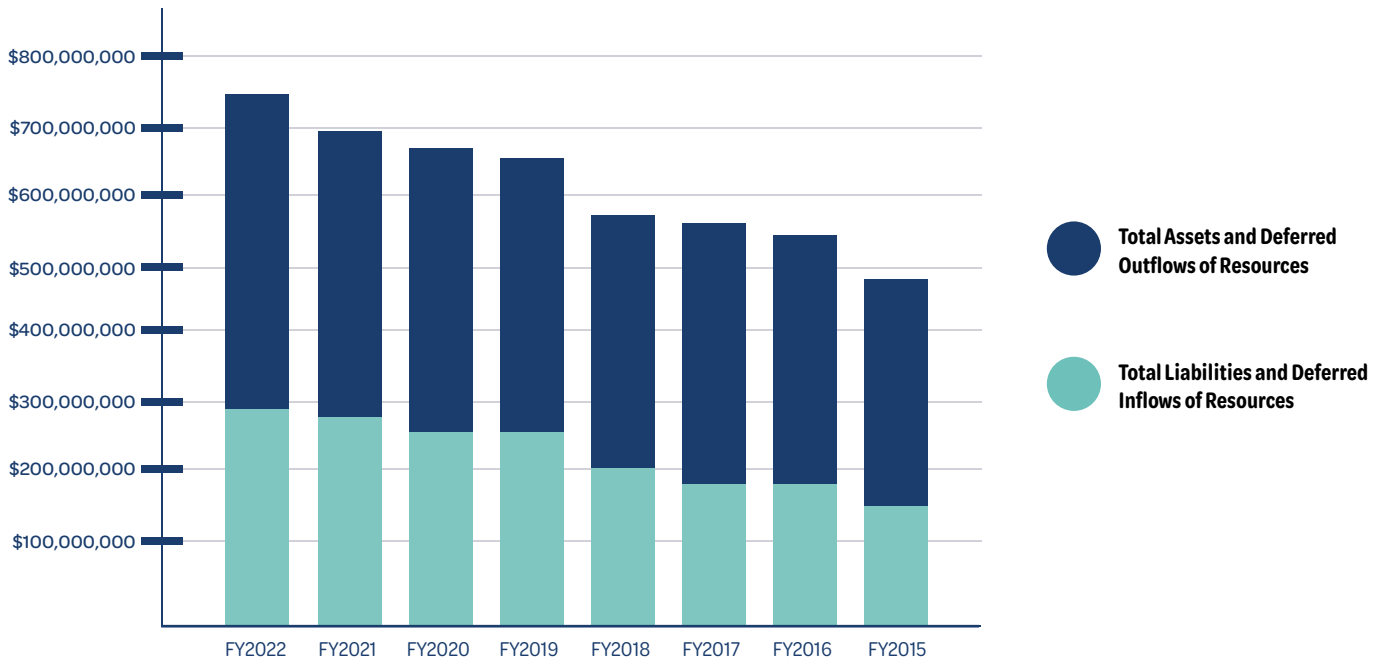
FitchRatings

AA-

(with a stable outlook)

GUC's Net Position

GUC ended the 2022 fiscal year in excellent financial condition. Revenues exceeded expenses and total net position was \$441,531,280. 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 \$266,997,051. That is 5.0% higher than last year's total of \$254,249,501. Operating expenses for the year totaled \$252,282,216 compared to \$241,712,694 for the previous year.



NET POSITION	FY2022	FY2021	FY2020	FY2019	FY2018	FY2017	FY2016	FY2015
Total Assets and Deferred Outflows of Resources	\$ 732,718,660	\$ 696,299,677	\$ 672,166,263	\$ 657,809,058	\$ 575,845,678	\$ 559,550,015	\$ 547,473,938	\$ 487,983,671
Total Liabilities and Deferred Inflows of Resources	\$ 291,187,380	\$ 278,772,833	\$ 263,235,050	\$ 263,352,992	\$ 200,749,650	\$ 180,623,948	\$ 180,952,058	\$ 146,313,177
TOTAL NET POSITION	\$ 441,531,280	\$ 417,526,844	\$ 408,931,213	\$ 394,456,066	\$ 375,096,028	\$ 378,926,067	\$ 366,521,880	\$ 341,670,494





UNDERSTANDING YOUR BILL

Account Identification



252.752.7166 | www.guc.com

Account Information

Account Number 1234567890
Account Name SAMPLE A SAMPLE
Service Address 1234 MAIN ST
Bill Date 11/17/21

My Current Charge Breakdown

For an explanation of your bill charges visit guc.com.

- Electric Charges
- Gas Charges
- Sewer Charges
- Water Charges
- City Charges



My Usage Snapshot

Service	This Month	Last Year
Electric	297 KWH	
Gas	19 CCF	
Sewer	4 KGAL	
Water	4 KGAL	

NEW Monthly Charge Breakdown & Usage Comparison
 Quick reference for how your charges break down and compare to the same time last year.



Account Number 1234567890
Current Charges \$175.96
Due Date 12/07/21

Total Amount Due \$175.96

AMOUNT ENCLOSED

0545200000 0000017596 0545200000



0110662-GUC3110161-GU...10GRP-000001
 SAMPLE A SAMPLE
 1234 MAIN ST
 GREENVILLE NC 27834-4650

SEND REMITTANCE TO:

GREENVILLE UTILITIES COMMISSION
 PO BOX 1432
 CHARLOTTE NC 28201-1432

Total Amount Due

Total Amount Due by 12/07/21
\$175.96

Thank you, we received your payment of \$172.94 on 11/02/21.

Account Summary

Previous Balance \$172.94
 Payments Received - Thank you! -\$172.94
Balance Forward \$0.00

Current Charges & Adjustments See back for charge details

- Electric Charges \$52.39
- Gas Charges \$36.68
- Sewer Charges \$32.35
- Water Charges \$25.84
- City Charges \$28.70

Total Current Charges \$175.96

Total Amount Due \$175.96

Did You Know?

The Wastewater Annual Report is available to view and download online at www.guc.com/WWAR2019. This report contains information about the performance of our Wastewater System. To request a printed copy please call 252-752-7166.

Payment Stub

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	10/18/21 - 11/16/21	97230	96933	1	297	KWH
Gas	G22777	10/18/21 - 11/16/21	514	495	1	19	CCF
Water	W107998	10/18/21 - 11/16/21	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
Total Electric Charges	\$52.39



My Gas Bill Details

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



My Sewer Bill Details

Base Facilities Charge	\$11.70
Sewer Volume Charge 3.50 kgal	\$20.65
Total Sewer Charges	\$32.35



My Water Bill Details

Base Facilities Charge	\$8.00
Water Volume Charge 3.74 kgal	\$17.84
Total Water Charges	\$25.84



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

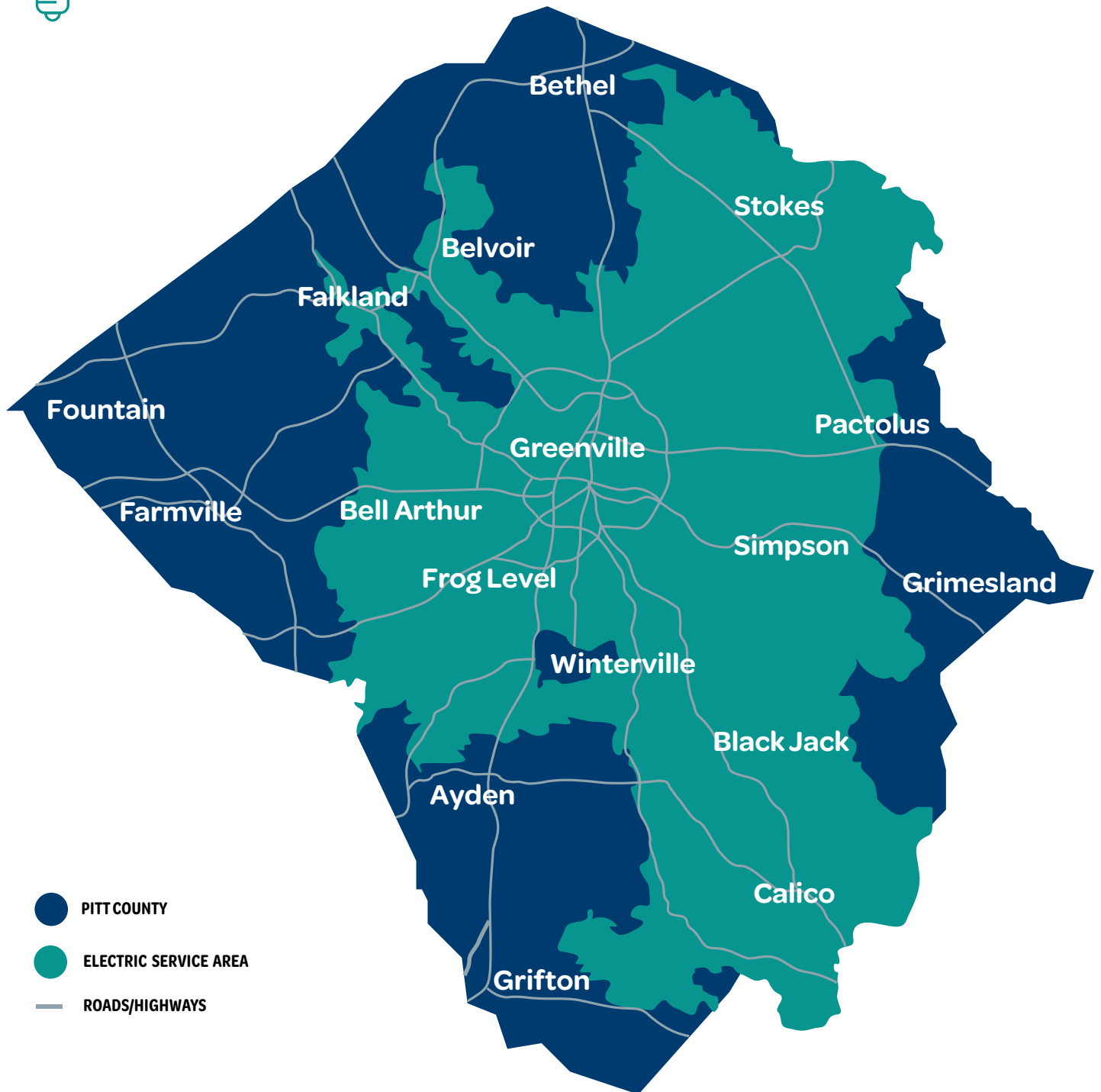
We accept the following credit cards:

Mail	Automatic Draft	Phone	Online or eBill	GUC Express	In Person
 GUC PO Box 1432 Charlotte, NC 28201-1432 Return bottom portion of bill with check or money order payable to GUC.	 Set it and forget it! 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 guc.com.	 Call 1-844-507-3636 Available 24/7 Pay by check (no fee) or credit/debit card (fee applies). All major credit cards accepted.	 Online Account Manager Pay electronically via secure link in the email, text or through the My Account Portal. Pay by check (no fee) or credit/debit card (fee applies). To enroll, visit guc.com.	 Inside or Drive-Thru 501 SE Greenville Blvd 8:00am-5:00pm Pay by cash, check, & money order. Night Drop for after hours payment located next to Drive-Thru window.	 Inside or Drive-Thru 401 South Greene St 8:00am-5:00pm Pay by cash, check & money order. Night Drop for after hours payment located on Washington St. side of the building.

WHO WE SERVE:

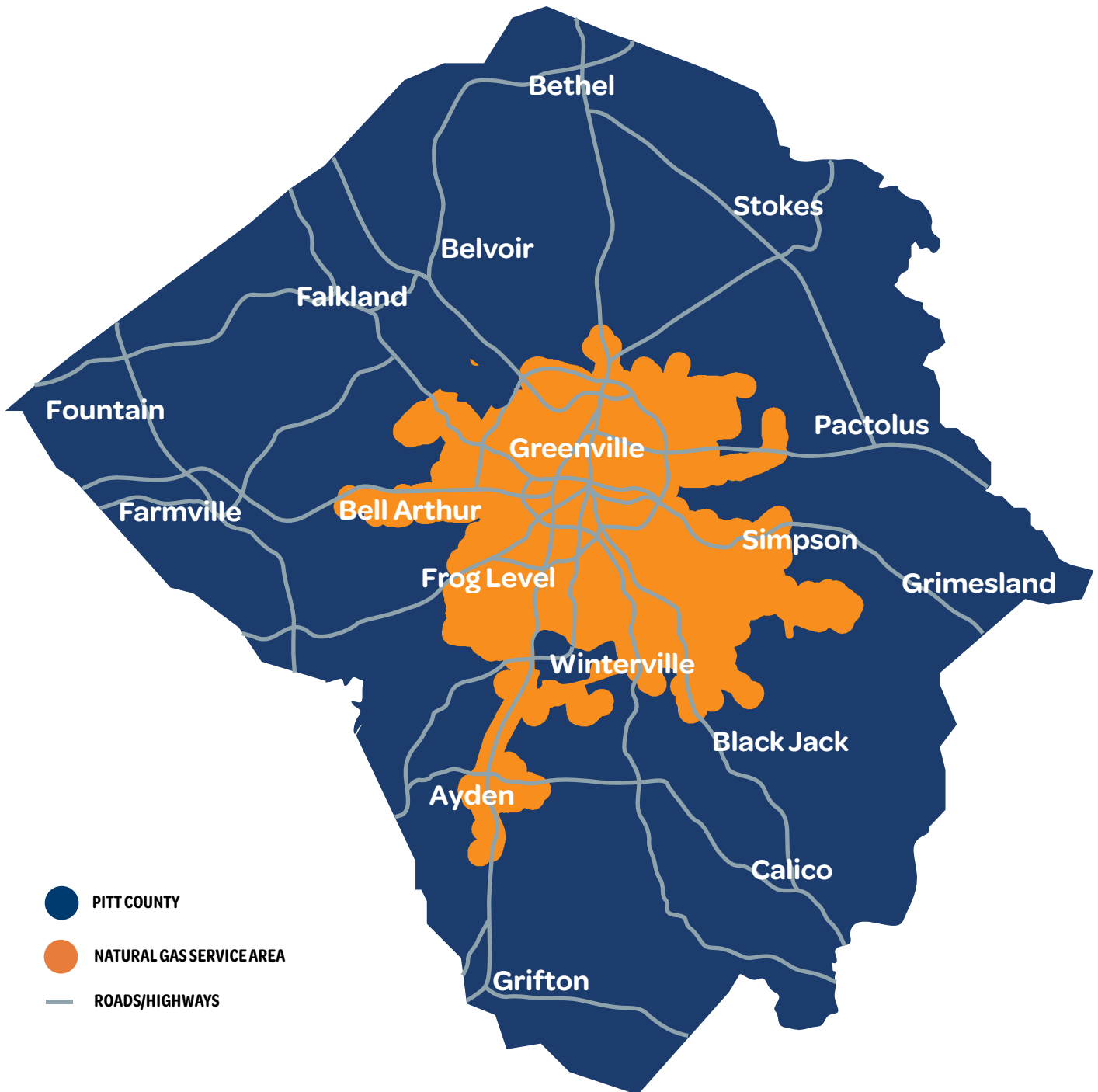


ELECTRIC





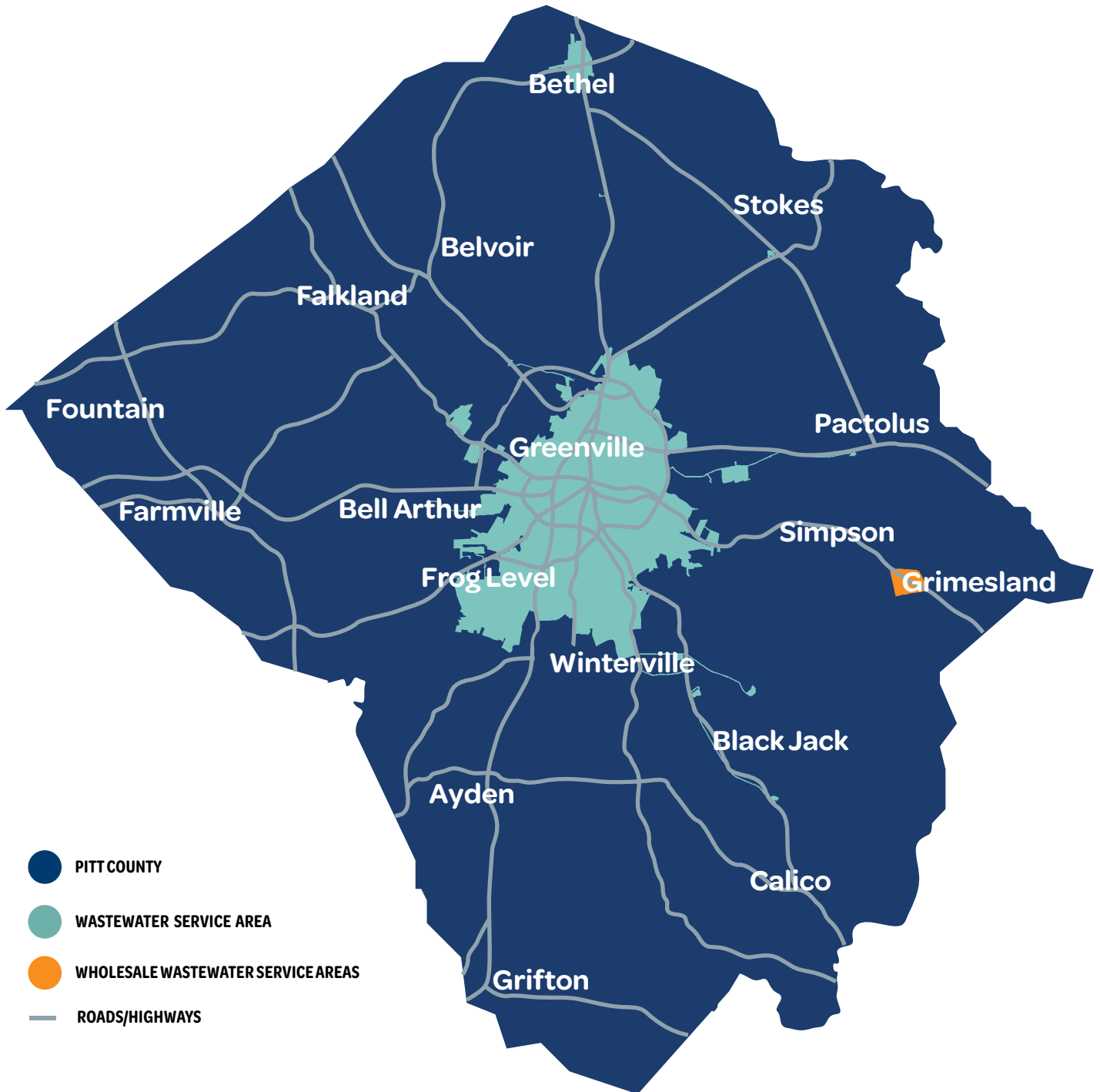
NATURAL GAS



WHO WE SERVE:

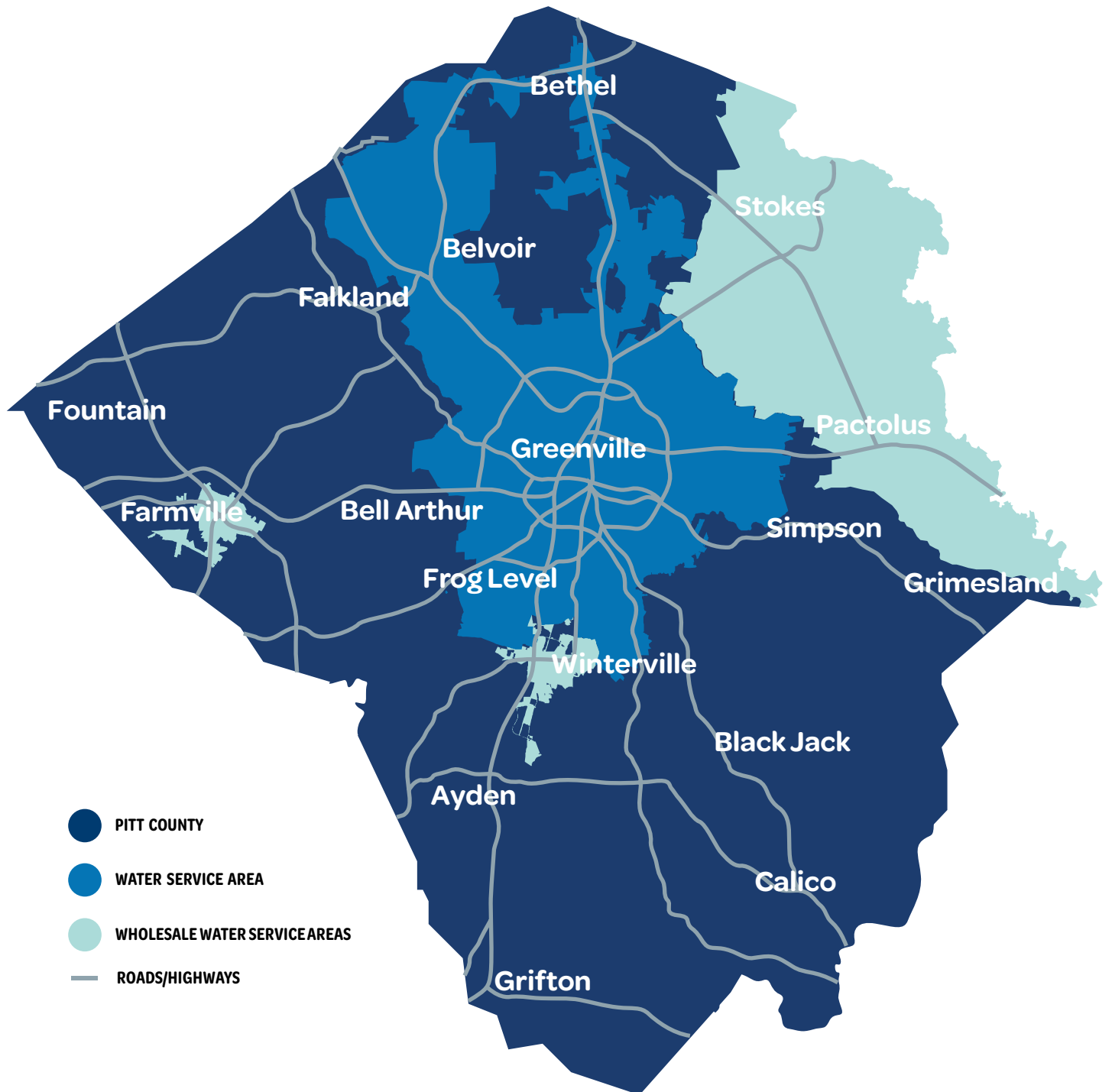


WASTEWATER





WATER





MAIN OFFICE

401 S. Greene St.
Greenville, NC 27834

Office Hours:

Monday–Friday
8:00 am–5:00 pm

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Greenville, NC 27834

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OFFICE OF THE CHIEF FINANCIAL OFFICER

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