

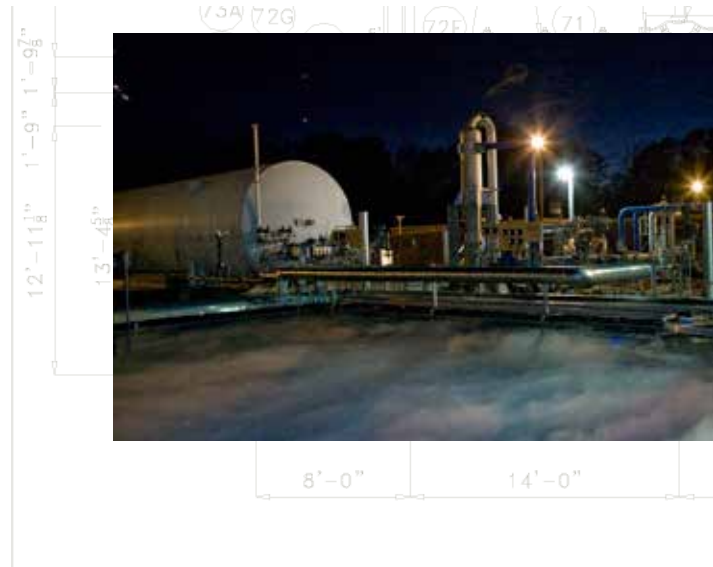


**Greenville
Utilities**

AT YOUR SERVICE

Flexibility
Reliability
Experience
Progressiveness
Expertise
Facilities





A publicly-owned utility, Greenville Utilities Commission (GUC) provides electric, water, sewer and natural gas services to more than 152,000 customer connections in the City of Greenville and 75% of Pitt County. For over 110 years, Greenville Utilities has been a vital part of the community, growing and progressing along with its expanding service area.

In 1905, Greenville's public officials recognized the potential advantages to community ownership:

- A unique insight into local needs
- Local control of policies and rates
- Concern for keeping costs down
- Financial benefits that stay at home
- Responsiveness and reliability

Today, the wisdom of those early decision-makers is clear. Our mission is to enhance the quality of life for those we serve by providing safe, reliable utility services at the lowest reasonable cost, with exceptional customer service. Hometown benefits such as long-term commitment to the community, not-for-profit operations and local decision-making are highly valued by the consumers served by publicly-owned utilities like GUC.

Greenville Utilities is guided and managed by an independent, eight-member Board of Commissioners. The Board approves rates, develops plans, the annual budget, and sets policy that is carried out by GUC's General Manager/CEO.

GUC is not regulated by the NC Utilities Commission; therefore, we have rate-setting flexibility. We have consistently taken the initiative with local business and industry, offering mutually beneficial options designed to reduce energy costs.

As a catalyst for our community's growth, GUC is well-positioned for the future, with state-of-the-art facilities and equipment, excess capacity in electric, water/sewer and natural gas, and the flexibility to meet specific needs. GUC has earned a reputation as one of the best utility systems in the state, and is well respected for its innovative programs.





16'-0"

10'-0"

15'-0"

15'-0"

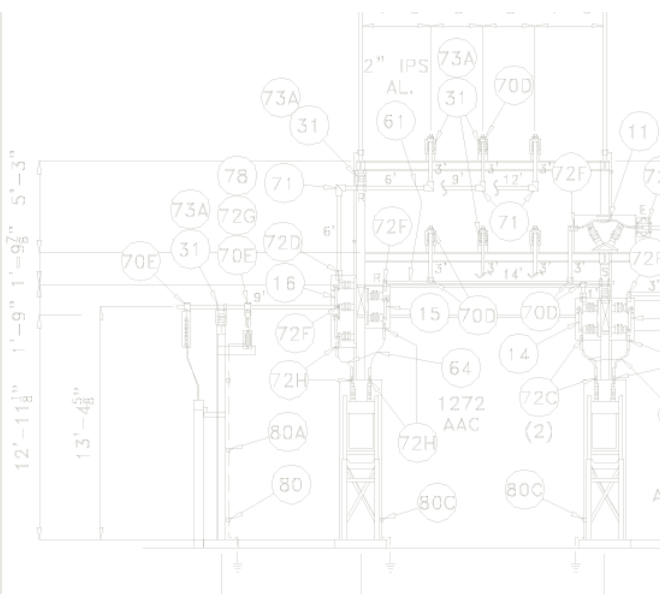
24'-0"

SECTION A-A

GUC has the second largest municipal electric system in the state, both in number of customers served and quantity of electricity purchased and distributed.

ELECTRIC

- Greenville Utilities operates an electric distribution system serving the City of Greenville and approximately 75% of the rural portion of the County with 65,351 connections. Our electric system, measured by number of customers served, is the second largest municipal electric system in the State and the 44th largest in the nation.
- GUC and 31 other North Carolina municipalities are members of the North Carolina Eastern Municipal Power Agency (Power Agency), a joint agency of the State of North Carolina. On July 31, 2015, the Power Agency completed the sale of its electric generating assets to Duke Energy Progress which drastically reduced GUC's share of the outstanding debt on those assets.
- Additionally, Duke Energy Progress has entered into a 30 year agreement to provide wholesale power to the Power Agency. The reduced debt service costs and the lower costs of wholesale power allowed the Utilities Commission to reduce electric retail rates by a total of 11% since the sale.
- GUC's Board of Commissioners created a rate stabilization fund which will help keep GUC's electric rates steady for several years which enhances economic development opportunities, and improves the quality of life for the region.



NATURAL GAS

- Increasingly, natural gas is becoming the premier fuel for use in industrial processes, in generating electricity and heating residential homes. In an effort to reduce costs associated with purchasing and transporting natural gas, we entered into a supply contract with Piedmont Natural Gas (PNG) in November 2005.



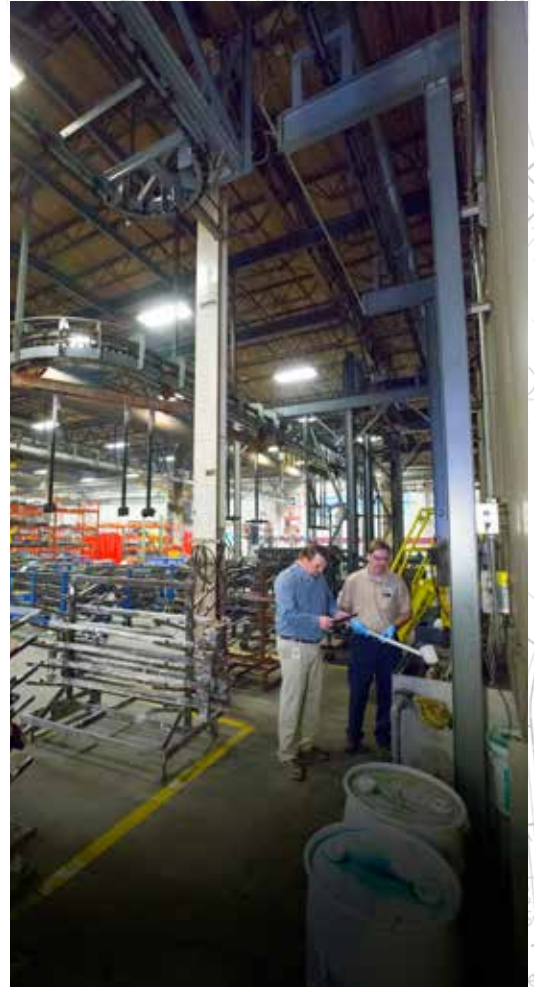


WATER SUPPLY

- In addition to reliable electric service, another key issue for an area's growth is water supply capacity, quality and reliability. GUC excels in all three areas. GUC's water system has the capacity to supply up to 24.5 million gallons per day (MGD), compared to a current average day demand of 13 MGD. The water supplied to GUC's customers consistently meets higher standards than state and federal regulations require.

WASTEWATER TREATMENT

- GUC's Wastewater Treatment Plant has the capacity to treat 17.5 MGD. Currently, we collect, transport and treat an average of 11.29 MGD, a total of more than 4.12 billion gallons a year. This facility allows GUC to fulfill its mission of protecting the environment and public health by producing a higher quality effluent than is required by state and federal regulations.
- GUC employs a Pretreatment Program to protect the wastewater plant and the Tar River by issuing wastewater discharge permits for industries that meet certain criteria as significant industrial users. Since the Wastewater Treatment Plant currently accepts mostly residential wastewater, a generous allocation and capacity exists for industrial discharges. GUC staff assists potential industrial users with the permitting process. After application review, should the industry require a permit, GUC strives to provide a permit which meets the satisfaction of the industry and the required regulations.





The goal of our Key Accounts

*Team is to partner with our
commercial and industrial customers
and assist them in increasing
their profitability*

Load Management

Distributed Generation

Vendors Available

Energy Surveys

PARTNERING WITH KEY ACCOUNTS

Our Key Accounts Program provides a single point of contact for commercial/industrial customers. The American Public Power Association (APPA) has accepted our Key Account business/marketing plans and approved GUC's certification. Currently we have six employees who have completed training and received APPA certification as Key Account Managers. These employees are part of a Key Accounts Team that has representation from each department. The goal of our Key Accounts Team is to partner with our commercial/industrial customers and assist them in increasing their profitability through education, relationship building, support and other forms of assistance.

Our Key Account Managers can help industries connect with services that will be most beneficial for them. Here's a list of available options.

VALUABLE SERVICES

In 1978, GUC was one of the first municipal utilities in the nation to implement load management to control the demand component of its cost of power. This successful program is still going strong, allowing the utility to avoid more than \$8 million in annual demand costs.

Partnership with industrial accounts is essential in maintaining electric rate stability. High-demand customers have the largest impact on our purchased power costs. Controlling electricity at peak times lowers the customer's costs and lowers GUC's costs. Our load reduction rider allows industries to receive credits for KW demand reduction during peak periods. Joint efforts keep demand costs in check for the benefit of all our customers.

Historically our Load Management Program has been successful due to the open communication we have with our industrial and commercial customers. Many have taken advantage of peak shaving opportunities by installing on-site generation.

At the forefront of distributed generation, GUC has operated diesel-engine peak-shaving generators at 12 industrial and large customer sites since 1994. By utilizing these peak-shaving generators last year, GUC avoided electrical demand costs, and participating industries received credits of approximately \$480,000. In addition, Generation Program Customers receive reductions in power costs by running their generators during peak periods.

Through ElectriCities, vendors are available for generation, lighting and energy efficiency projects. ElectriCities is a service organization that represents NCEMPA, as well as cities, towns and universities that own their electric distribution systems. Through consolidation of these services, member cities save money on the cost of administering these functions themselves. Greenville Utilities is a member of this organization, along with more than 90 other members in North Carolina, South Carolina and Virginia.

Through a partnership with the NC State University Industrial Extension Office, GUC and ElectriCities offer Energy Surveys on boilers, compressed air systems, HVAC systems, lighting, chillers/cooling towers, steam traps and steam systems. GUC also has an in-house Energy Services Office that provides surveys upon request, as well as assistance with energy efficiency and water conservation issues. More information is available at our website, guc.com.



Load Profile Data

In partnership with Automated Energy and ElectriCities we provide online access to daily electricity usage and load profile (KW & kWh) data from revenue metering. Data is available in 15 minute intervals.

Electric Usage Reporting & Analysis

To help industries control energy costs, we provide detailed usage reports that outline customers' peak periods and peak usage.

NC GreenPower

GUC serves as the local collection point for funds and offers assistance with GreenPower generation projects.

Engineering Studies

GUC conducts engineering studies on Customer Capacity & Loading; Arc Flash; Fault Current; and Outdoor Lighting. These studies are available to industrial customers.

Electric Facility Installations Behind Customer's Meters

At customer request, Greenville Utilities will install electric facilities behind the customer's primary meter.

Infrared Scanning

As part of our maintenance/repair program, each summer Greenville Utilities conducts an infrared scan of all electric facilities, including industrial, to identify problems.

Power Quality Recording & Analysis

If a customer has an on-site issue, Greenville Utilities will trace system disturbances and correct the problem.

Ground Rod/Grid Analysis & Testing

GUC evaluates industrial ground grid systems to identify and correct problems.

Liquefied Natural Gas (LNG)

Greenville Utilities has applied the load management concept to natural gas, using liquefied natural gas during periods of high demand as a cost saving measure. In 1997, GUC became the first municipal utility in North Carolina to construct an LNG storage facility to meet peak demand.

GUC's LNG facility continues to reduce our dependence on one supplier for peak day volumes, reduce purchased gas costs, delay system enhancements and increase gas system reliability. Since 1997, the facility has helped to avoid \$23 million in demand costs.

We are extremely pleased with the operation of the facility and its low maintenance costs. Even though stringent regulations require many inspections and maintenance functions, the LNG plant continues to be a low-maintenance and low-cost facility to operate.

Compressed Natural Gas (CNG) Fueling Station

In April of 2016, we expanded our gas service to include a Compressed Natural Gas (CNG) fueling station near the Industrial Park. Pitt County's first public CNG fueling station brings a convenient, less expensive and environmentally friendly fueling option to area industries and businesses, as well as the public.

LNG Storage Rate

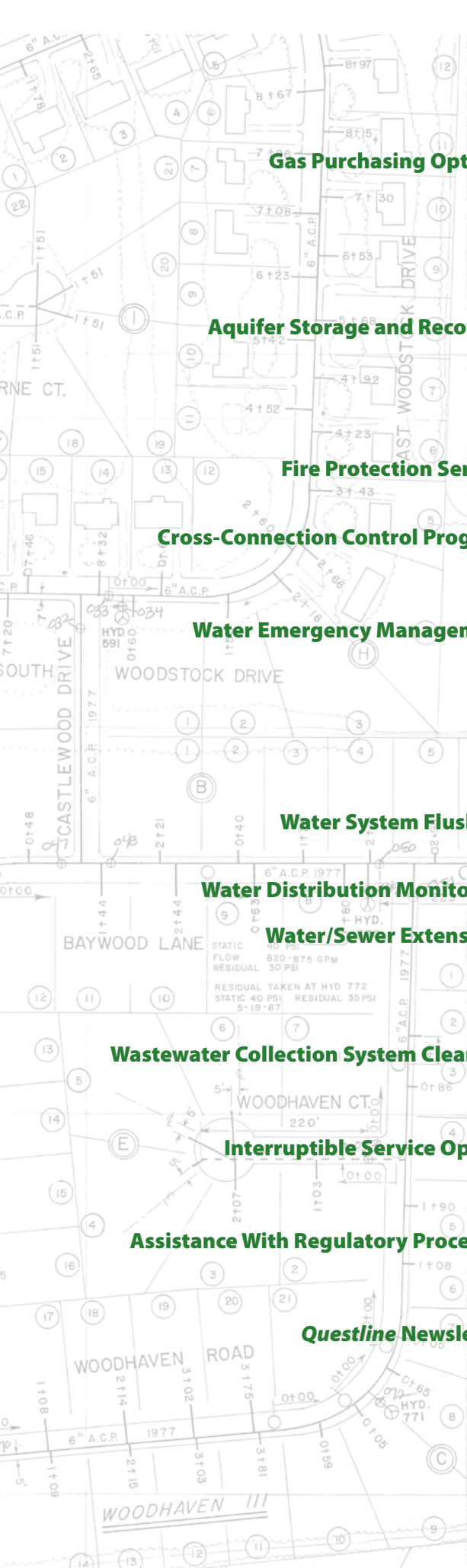
As part of our strategy to provide personalized service, we now have four industrial customers taking service under the LNG Storage Rate. Interruptible customers using more than 30 MCF per day are required to install dual-fuel equipment and alternate fuel facilities. Depending on the type and size of the equipment, costs can exceed \$100,000. By choosing the LNG storage rate, industries can avoid the capital expenditures, restrictions and permit requirements associated with other alternate fuels. Companies can also avoid costs associated with obtaining air quality permits relating to electric generation and heating. LNG storage service can save companies a total initial cost of \$120,000.

Meter Station Design

GUC's Engineering Staff provides meter station design services at no charge to meet the industrial customer's natural gas requirements. Usage data is also available at www.guc.com through GUC's Supervisory Control and Data Acquisition (SCADA) system. As a result, our industrial customers are able to monitor and analyze their gas usage. These services are valued at \$52,000.

Information Sharing

GUC constantly strives to effectively reduce costs as much as possible, and natural gas purchasing is an important part of these efforts. Our staff monitors the price of



Gas Purchasing Options

gas on the NYMEX and the daily cash market. Sophisticated on-line monitoring can result in significant savings in our natural gas purchases. We also pass this information on to our Key Account customers every day.

In addition to realizing potential savings under our purchasing agreement with PNG, GUC is able to offer large industrial customers various options for purchasing natural gas. One of the options is multiple-month pricing for interruptible customers. Gas purchasing staff can secure natural gas for a specific period, varying from one to 24 months, at a guaranteed rate when natural gas prices are favorable, which can result in significant savings.

Aquifer Storage and Recovery

GUC is bringing peak shaving technology (load management) to the production of drinking water. Greenville Utilities is one of the first municipalities in North Carolina to pursue Aquifer Storage and Recovery (ASR). A functional ASR system will put GUC in a position to provide an additional water supply in times of peak demand as well as during emergencies.

Fire Protection Service

Greenville Utilities provides fire protection in the Industrial Park area. We also conduct field fire flow analyses.

Cross-Connection Control Program

One of the ways GUC safeguards the water delivered to its customers is through its cross-connection control program. This program is designed to prevent contamination of the public water system through use of backflow prevention assemblies.

Water Emergency Management

While we have adequate capacity, any water system is potentially vulnerable to events such as drought, major water main breaks, etc. and it is essential to be prepared for emergencies that can place unusually high demands on the system. Greenville Utilities' Water Emergency Management Plan designates three stages of emergencies. If any of the emergency stages are declared, we will notify customers immediately.

Water System Flushing

As preventive maintenance, our water distribution system is routinely monitored and cleaned through the use of controlled system flushing.

Water Distribution Monitoring

Additional sampling and monitoring is available at customer request.

Water/Sewer Extensions

GUC conducts in-house reviews of water/sewer system extension construction plans to assure compliance with local and state requirements, and coordinates the permitting process. Our inspection staff monitors construction activities and conducts the required testing/disinfection procedures.

Wastewater Collection System Cleaning

To reduce the potential for system blockages and overflows, each month we routinely clean sections of the sewer system with high-pressure equipment. Priority areas are cleaned more frequently.

Interruptible Service Option

GUC offers customers with alternate fuel sources the option of choosing interruptible natural gas service. We also offer Interruptible Water Supply Service to municipalities or other public water systems.

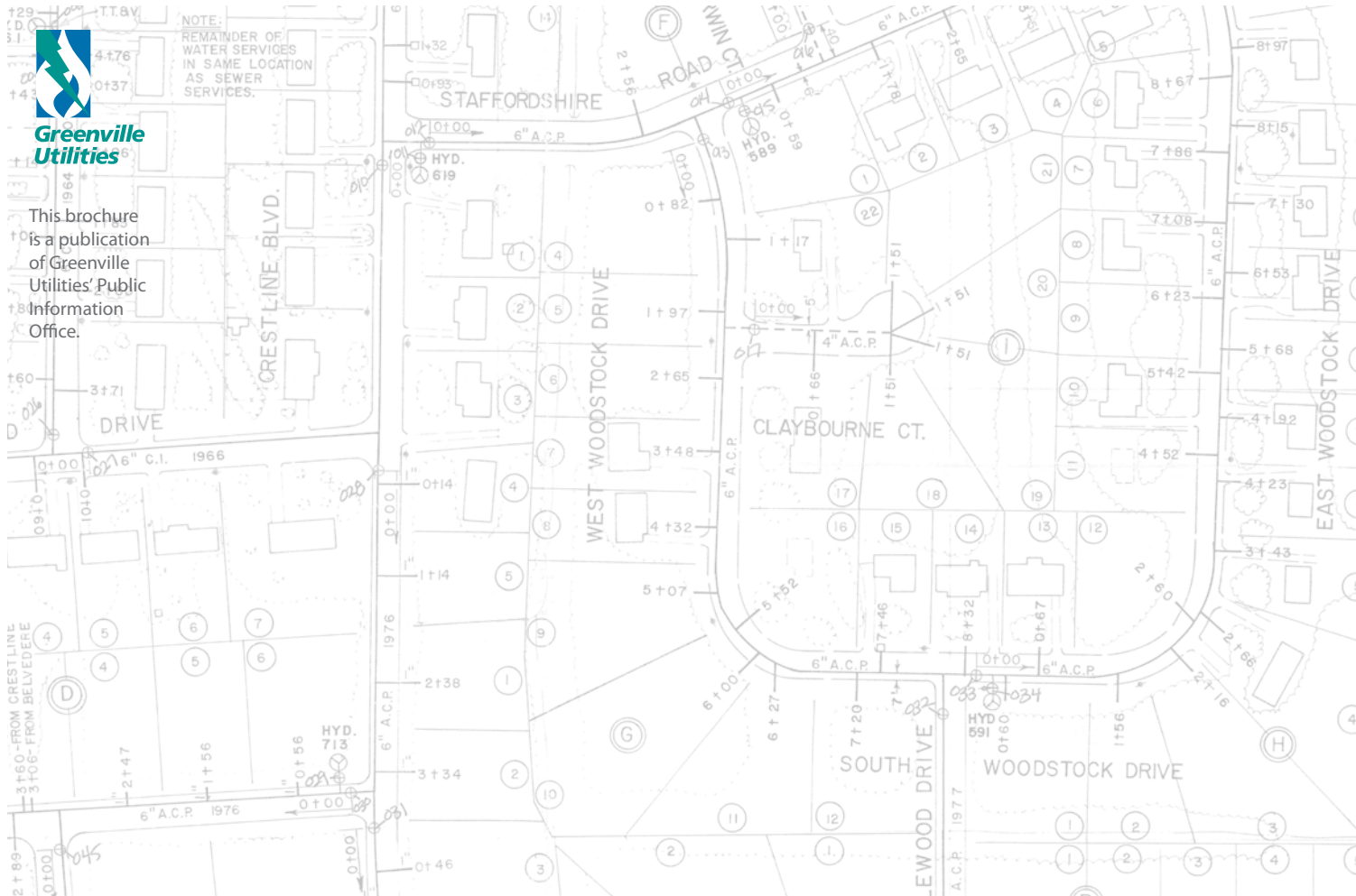
Assistance With Regulatory Processes

Based on our positive working relationships with state and local agencies, Greenville Utilities offers assistance with regulatory processes and procedures to new industries locating to our area.

Questline Newsletter

GUC provides a bi-monthly online newsletter for Key Account customers. Tailored specifically for GUC customers, Questline offers technical, business, research and information assistance quickly and easily. There is also a helpful "Ask-An-Expert" feature.

For additional information, contact John Worrell, GUC's Key Accounts Team Leader, at (252) 551-1569.



**Greenville
Utilities**

This brochure
is a publication
of Greenville
Utilities' Public
Information
Office.