

GREENVILLE UTILITIES COMMISSION  
GREENVILLE, NORTH CAROLINA

Thursday, August 18, 2022

The Board of Commissioners of the Greenville Utilities Commission met in the Greenville Utilities Board Room in regular session at 12:00 noon with the following members, and others present, and Chair Darden presiding.

Commission Board Members Present:

Kelly L. Darden, Jr., Chair  
Peter Geiger  
Lindsey Griffin  
Tommy Stoughton

Ann E. Wall  
Ferrell L. Blount III  
Kristin S. Braswell  
Marcus Jones

Commission Staff Present:

Tony Cannon, General Manager/CEO  
Chris Padgett  
Phil Dixon  
John Worrell  
Anthony Miller  
Andy Anderson  
Steve Hawley  
Scott Mullis  
Amy Wade  
David Springer  
Durk Tyson  
Colleen Sicley

Lou Norris  
Kevin Keyzer  
Jason Manning  
Scott Farmer  
Anthony Whitehead  
Jacob Swink  
Lena Preville

Others Attending:

Rick Smiley, City Council Liaison; and Ginger Livingston, The Daily Reflector.

Chair Darden called the meeting to order. Secretary Griffin ascertained that a quorum was present.

ACCEPTANCE OF THE AGENDA

A motion was made by Mr. Geiger, seconded by Mr. Griffin, to accept the agenda as presented. The motion carried unanimously.

SAFETY BRIEF

Mr. Kevin Keyzer, Operations Support Manager, provided a safety brief and explained the plan of action should there be an emergency at today's meeting. Mr. Keyzer shared a GUC Safety Video about manhole covers.

RECOGNITION OF SERVICE AS GUC BOARD CHAIR: TOMMY STOUGHTON

Chair Darden thanked Commissioner Tommy Stoughton for his service as the Chair of the GUC Board of Commissioners for the last year.

Commissioner Stoughton began his service with GUC in 2015 replacing Chip Little. He served as Secretary in 2019, Chair-Elect in 2020, and Chair in 2021. He also continues to serve as First Alternate for the NCEMPA Board of Commissioners.

RECOGNITION OF GUC'S iGROW PROGRAM

Mr. Chris Padgett, Assistant General Manager/CAO, introduced Ms. Lena Preville, Senior Human Resources Manager, to share information on the iGrow recognition.

Ms. Previll announced that the NC affiliate of the International Public Management Association for Human Resources (IPMA-HR) is the largest group of public sector Human Resources professionals in North Carolina, representing more than 60 cities, counties, and state government agencies. The NC IMPA-HR recognized GUC in two categories- innovative staffing and career growth/development. These recognitions were a result of the GUC iGrow program with the objective of producing a pipeline of diverse, talented, and prepared internal Water Treatment Plant and Wastewater Treatment Plant Operators and providing an entry point into Water Resources careers.

Ms. Previll congratulated those individuals who participated in the design and implementation of the iGrow program including Julius Patrick, Jason Manning, Anthony Whitehead, Scott Farmer, and David Springer. She thanked them for their hard work and accomplishments.

**CONSENT AGENDA**

The following items were presented for approval on the consent agenda:

(Agenda Item 1) Approval of minutes from the July 21, 2022, Board of Commissioners Meeting

A motion was made by Mr. Geiger, seconded by Mr. Stoughton, to approve the consent agenda. The motion carried unanimously.

**REVIEW OF MONTHLY FINANCIAL STATEMENT – JULY 31, 2022, PRELIMINARY**  
**(Agenda Item 2)**

**July 31, 2022, Financial Statement:**

Key financial metrics for the combined funds for the period ending July 31, 2022:

Operating Cash:	\$77,672,598	Days of Cash on Hand:	115
Less Current Liabilities:	(\$27,908,212)		
Fund Balance:	\$49,764,386		
Fund Balance Available for Appropriation:	17.3%	Days of Cash on Hand After Liabilities:	74
Average Investment Yield:	1.19%		

**Fund Equity/Deficit Before Transfers**

	Current Month			Year to Date		
	Actual	Budget	Last Year	Actual	Budget	Last Year
<b>Electric</b>	\$1,259,346	(\$2,271,496)	\$2,204,859	\$1,259,346	(\$2,271,496)	\$2,204,859
<b>Water</b>	\$658,886	\$414,883	\$484,521	\$658,886	\$414,883	\$484,521
<b>Sewer</b>	\$572,760	\$116,616	\$472,037	\$572,760	\$116,616	\$472,037
<b>Gas</b>	(\$1,111,233)	(\$826,800)	(\$789,126)	(\$1,111,233)	(\$826,800)	(\$789,126)
<b>Combined</b>	<b>\$1,379,759</b>	<b>(\$2,566,797)</b>	<b>\$2,372,291</b>	<b>\$1,379,759</b>	<b>(\$2,566,797)</b>	<b>\$2,372,291</b>

**Fund Equity/Deficit After Transfers**

	Current Month			Year to Date		
	Actual	Budget	Last Year	Actual	Budget	Last Year
<b>Electric</b>	\$59,346	(\$1,854,829)	\$1,204,859	\$59,346	(\$1,854,829)	\$1,204,859
<b>Water</b>	\$58,886	\$39,883	\$24,521	\$58,886	\$39,883	\$24,521
<b>Sewer</b>	\$72,760	\$74,949	\$72,037	\$72,760	\$74,949	\$72,037
<b>Gas</b>	(\$1,111,233)	(\$700,092)	(\$789,126)	(\$1,111,233)	(\$700,092)	(\$789,126)
<b>Combined</b>	<b>(\$920,241)</b>	<b>(\$2,440,089)</b>	<b>\$512,291</b>	<b>(\$920,241)</b>	<b>(\$2,440,089)</b>	<b>\$512,291</b>

Mr. Jeff McCauley, Chief Financial Officer, provided a presentation on the Preliminary Financial Statement for July 31, 2022.

He noted that the month of July is the beginning of the new fiscal year and the month and year to date data are the same.

The weather impact for the month of July 2022 indicated that the July Cooling Degree Days were higher than last year. The July rainfall was approximately 9.6 inches which was more than last year. The portfolio earned 1.19 % for the month of July.

Overall year-to-date results through the end of July remain stable. The Electric Rate Stabilization Reserves are approximately \$24.7 million, and the Gas Rate Stabilization Reserves are \$3.7 million. The Operating Reserves are 115 Days Cash on Hand, and Renewals and Replacements Reserves are approximately \$2.6 million. The Capital Project Funds Reserved for Existing and Future Capital Projects are approximately \$30.1 million.

After discussion, a motion was made by Mr. Geiger, seconded Mr. Jones, to accept the July 31, 2022, Preliminary Financial Statement. The motion carried unanimously.

CONSIDERATION OF ADOPTING RESOLUTION FOR ISSUANCE OF NEW DEBT FOR GREENVILLE UTILITIES COMMISSION COMBINED ENTERPRISE SYSTEM REVENUE BONDS, SERIES 2022 (Agenda Item 3)

Mr. McCauley stated that in order to provide funding for projects associated with its capital improvement plan, the Commission needs to move forward with the issuance of up to \$30,000,000 in revenue bonds. To that end, the Board needs to approve a resolution that authorizes and directs the officers, agents, and employees of the Commission to do all acts and things required of them by the provisions of this resolution and also advises the City Council of the Commission’s recommendation to adopt a similar resolution.

Due to the timing of the purchase of assets, there will be another bond in 2024 for funding of additional new projects.

After discussion, a motion was made by Mr. Blount, seconded by Mr. Geiger, that the Board of Commissioners adopt a resolution and recommend similar action by City Council. The motion carried unanimously.

A meeting of the Board of Commissioners of the Greenville Utilities Commission was held at 12:00 p.m. August 18, 2022.

Present: \_\_\_\_\_

\_\_\_\_\_

Absent: Commissioners

\_\_\_\_\_

Also Present: Tony Cannon, Chief Executive Officer; Jeff McCauley, Chief Financial Officer; Phil Dixon, General Counsel; \_\_\_\_\_

\_\_\_\_\_

\* \* \* \* \*

\_\_\_\_\_ introduced the following resolution the title of which was read and a copy of which had been previously distributed to each Commissioner:

**RESOLUTION MAKING CERTAIN FINDINGS AND DETERMINATIONS, AUTHORIZING THE FILING OF AN APPLICATION WITH THE LOCAL GOVERNMENT COMMISSION, REQUESTING THE LOCAL GOVERNMENT COMMISSION TO SELL BONDS AT A PRIVATE SALE AND RECOMMENDING TO THE CITY**

**COUNCIL OF THE CITY OF GREENVILLE, NORTH CAROLINA THE  
ADOPTION OF A RESOLUTION, ALL IN CONNECTION WITH THE  
ISSUANCE OF NOT TO EXCEED \$30,000,000 GREENVILLE UTILITIES  
COMMISSION COMBINED ENTERPRISE SYSTEM REVENUE BONDS,  
SERIES 2022 BY SAID CITY**

WHEREAS, in accordance with Chapter 861 of the 1992 Session Laws of North Carolina, the Greenville Utilities Commission, of the City of Greenville, North Carolina, a body politic duly chartered by the State of North Carolina, in Pitt County, North Carolina, (the "Commission") has been created for the proper management of the public utilities of the City of Greenville, North Carolina (the "City"), which shall include an electric system, a natural gas system, a sanitary sewer system, and a water system (collectively, the "Combined Enterprise System") within and without the corporate limits of the City, with responsibility for the entire supervision and control of the management, operation, maintenance, improvement and extension of the public utilities; and

WHEREAS, the City Council of the City (the "City Council") adopted, on August 11, 1994 a bond order authorizing and securing Greenville Utilities Commission Combined Enterprise System Revenue Bonds of the City, which order was amended and restated on April 13, 2000 (the "Order"); and

WHEREAS, Section 210 of the Order authorizes the issuance of additional revenue bonds of the City in one or more series from time to time for the purposes, among other authorized purposes, of providing funds to (a) pay all or any part of the cost of any Additional Improvements (as defined in the Order) and pay any remaining part of the cost of completing any Additional Improvements and (b) pay expenses incidental and necessary or convenient thereto; and

WHEREAS, the Commission has determined that it is necessary to acquire and construct certain additional improvements to the Combined Enterprise System, which improvements are described in Appendix A to this resolution and constitute Additional Improvements, and to pay the cost of such Additional Improvements by issuing an additional series of revenue bonds (the "Series 2022 Bonds") and using any other available funds as authorized by Section 210 of the Order; and

WHEREAS, the annual audits of the Commission show the Commission to be in strict compliance with debt management policies, and the budgetary and fiscal management policies of the Commission are in compliance with law; and

WHEREAS, the Series 2022 Bonds can be marketed at a reasonable interest cost to the Commission and the City; and

WHEREAS, the Commission wishes to advise the City Council of the City of the Commission's recommendations of certain members of the financing team and for the authorization and issuance of the Series 2022 Bonds and recommends to the City Council that the City Council adopt a resolution approving such financing team and making application to the Local Government Commission for approval of the Series 2022 Bonds;

NOW, THEREFORE, THE GREENVILLE UTILITIES COMMISSION DOES HEREBY DETERMINE AND RESOLVE, as follows:

Section 1. The officers and employees of the Commission are hereby authorized and directed to assist the City in filing an application with the Local Government Commission for approval of the issuance of the Series 2022 Bonds in an aggregate principal amount not to exceed \$30,000,000 for the purpose of providing funds, together with any other available funds, for the purposes described in this resolution. Any such action heretofore taken by the officers and employees of the Commission in connection with the filing of such application is hereby ratified and approved.

Section 2. The Local Government Commission is requested to sell the proposed Series 2022 Bonds at a private sale without advertisement.

Section 3. The Commission hereby recommends to the City Council that the City Council adopt a resolution (a) appointing the following professionals to work with the City and the Commission in connection with the issuance and sale of the Series 2022 Bonds:

Financial Advisor:	First Tryon Advisors
Bond Counsel:	Womble Bond Dickinson (US) LLP
Trustee and Bond Registrar:	The Bank of New York Mellon Trust Company, N.A.
Consulting Utility Advisors:	Burns & McDonnell Consultants, Inc., and Raftelis Financial Consultants, Inc.
Underwriter:	J.P. Morgan Securities LLC
Counsel to Underwriter:	McGuireWoods LLP

and (b) making the findings and determinations required by the Local Government Commission in connection with the authorization and issuance of the Series 2022 Bonds.

Section 4. The officers, agents and employees of the Commission are hereby authorized and directed to do all acts and things required of them by the provisions of this resolution for the full, punctual and complete performance of the terms and provisions hereof.

Section 5. This resolution shall take effect immediately upon its adoption.

Upon motion of Commissioner \_\_\_\_\_, seconded by Commissioner \_\_\_\_\_, the foregoing resolution entitled "RESOLUTION MAKING CERTAIN FINDINGS AND DETERMINATIONS, AUTHORIZING THE FILING OF AN APPLICATION WITH THE LOCAL GOVERNMENT COMMISSION, REQUESTING THE LOCAL GOVERNMENT COMMISSION TO SELL BONDS AT A PRIVATE SALE AND RECOMMENDING TO THE CITY COUNCIL OF THE CITY OF GREENVILLE, NORTH CAROLINA THE ADOPTION OF A RESOLUTION, ALL IN CONNECTION WITH THE ISSUANCE OF NOT TO EXCEED \$30,000,000 GREENVILLE UTILITIES COMMISSION COMBINED ENTERPRISE SYSTEM REVENUE BONDS, SERIES 2022 BY SAID CITY" was adopted by the following vote:

Ayes: \_\_\_\_\_

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Noes: \_\_\_\_\_

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\* \* \* \* \*

I, Lindsey Griffin, Secretary of the Greenville Utilities Commission, DO HEREBY CERTIFY that the foregoing is a true copy of such much of the proceedings of said Commission, at a regular meeting held on August 18, 2022, as it relates in any way to the passage of the foregoing resolution and that said proceedings are recorded in the minutes of said Commission.

I DO HEREBY FURTHER CERTIFY that proper notice of such regular meeting was given as required by North Carolina law.

WITNESS my hand and the official seal of said Commission this 18<sup>th</sup> day of August 2022.

\_\_\_\_\_  
Secretary /s/

[SEAL]

APPROVED AS TO FORM:

\_\_\_\_\_  
Phillip R. Dixon /s/  
General Counsel

\_\_\_\_\_  
A meeting of the City Council of the City of Greenville, North Carolina was held on September 8, 2022.

Present: Mayor P. J. Connelly, presiding, and Council Members

\_\_\_\_\_  
Absent: Council Members

\_\_\_\_\_  
Also Present: Ann E. Wall, City Manager; Emanuel D. McGirt, City Attorney; \_\_\_\_\_

\* \* \* \* \*

\_\_\_\_\_  
introduced the following resolution the title of which was read and a copy of which had been previously distributed to each Council Member:

**RESOLUTION NO. 2022-\_\_\_\_\_**

**RESOLUTION APPROVING CERTAIN MEMBERS OF THE FINANCING TEAM FOR AND MAKING THE FINDING AND DETERMINATIONS REQUIRED BY THE NORTH CAROLINA LOCAL GOVERNMENT COMMISSION WITH RESPECT TO THE ISSUANCE OF NOT TO EXCEED \$30,000,000 GREENVILLE UTILITIES COMMISSION COMBINED ENTERPRISE SYSTEM REVENUE BONDS, SERIES 2022**

WHEREAS, the City Council of the City of Greenville, North Carolina (the "City") on August 11, 1994 adopted a bond order, which bond order was amended and restated as of April 13, 2000 (the "Order"), authorizing the issuance of revenue bonds thereunder secured by the revenues of the Combined Enterprise System created under the Order;

WHEREAS, the City and the Greenville Utilities Commission (the "Commission") are considering issuing, pursuant to The State and the Local Government Revenue Bond Act (the "Act") and the Order, bonds for the acquisition, construction, and equipping of certain improvements to its combined enterprise system (collectively, the "Series 2022 Project"), which improvements are described in Appendix A to this resolution; and

WHEREAS, the City has determined to proceed with the authorization and issuance of revenue bonds pursuant to the Order in the amount of not to exceed \$30,000,000 for the purpose of providing funds, together with any other available funds, for paying the cost of acquiring, constructing, and equipping the Series 2022 Project (the "Series 2022 Bonds"); and

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF GREENVILLE, NORTH CAROLINA AS FOLLOWS:

Section 1. The Chief Financial Officer of the Greenville Utilities Commission (the "Commission") and such other officers of the City and the Commission as may be appropriate are hereby authorized to apply to the Local Government Commission of North Carolina (the "LGC") for the approval of the issuance of the Series 2022 Bonds and otherwise to participate in the development of such financing.

Section 2. The City Council approves the selection of the following professionals to assist the City and the Commission in connection with such financing and requests the LGC to approve such selection:

- Financial Advisor: First Tryon Advisors
- Bond Counsel: Womble Bond Dickinson (US) LLP
- Trustee and Bond Registrar: The Bank of New York Mellon Trust Company, N.A.
- Consulting Utility Advisors: Burns & McDonnell Consultants, Inc., and Raftelis Financial Consultants, Inc.
- Underwriter: J.P. Morgan Securities LLC
- Counsel to Underwriter: McGuireWoods LLP

Section 3. The City Council hereby finds and determines in connection with the issuance of the Series 2022 Bonds as follows:

- (a) the issuance of the Series 2022 Bonds and the Series 2022 Project are necessary for the City and the Commission to provide adequate and reliable electric, natural gas, water, and sanitary sewer service;
- (b) the amount of the Series 2022 Bonds will be sufficient, but not excessive, for the purpose of paying the costs described in this resolution;
- (c) the proposed Series 2022 Project is feasible;
- (d) the annual audits of the City and the Commission show the City and the Commission to be in strict compliance with debt management policies, and the budgetary and fiscal management policies of the City and the Commission are in compliance with law;
- (e) the Series 2022 Bonds can be marketed at a reasonable interest cost to the Commission and the City; and
- (f) any projected rate increases for electric, natural gas, water, and sanitary sewer service in connection with the issuance of the Series 2022 Bonds will be reasonable.

Section 4. The Local Government Commission is requested to sell the proposed revenue bonds to the Underwriter at a private sale without advertisement.

Section 5. The officers, agents and employees of the City are hereby authorized and directed to do all acts and things required of them by the provisions of this resolution for the full, punctual and complete performance of the terms and provisions hereof.

Section 6. This resolution shall take effect immediately upon its adoption.

Upon motion of Council Member \_\_\_\_\_, seconded by Council Member \_\_\_\_\_, the foregoing resolution entitled "RESOLUTION APPROVING THE FINANCING TEAM FOR AND MAKING THE FINDING AND DETERMINATIONS REQUIRED BY THE NORTH CAROLINA LOCAL GOVERNMENT COMMISSION WITH RESPECT TO THE ISSUANCE OF NOT TO EXCEED \$30,000,000 GREENVILLE UTILITIES COMMISSION COMBINED ENTERPRISE SYSTEM REVENUE BONDS, SERIES 2022" was adopted by the following vote:

Ayes: \_\_\_\_\_

Noes: \_\_\_\_\_

\* \* \* \* \*

I, Valerie P. Shiuwegar, City Clerk of the City of Greenville, North Carolina, DO HEREBY CERTIFY that the foregoing is a true copy of such much of the proceedings of the City Council of said City at a regular meeting held on September 8, 2022, as it relates in any way to the passage of the foregoing resolution and that said proceedings are recorded in the minutes of said Council.

I DO HEREBY FURTHER CERTIFY that proper notice of such regular meeting was given as required by North Carolina law.

WITNESS my hand and the official seal of said City this 8<sup>th</sup> day of September, 2022.

\_\_\_\_\_  
City Clerk /s/

[SEAL]

**APPENDIX A**

**The Series 2022 Project**

The Series 2022 Project will consist of the acquisition, construction, and equipping of various improvements to the Combined Enterprise System including, without limitation, the following projects:

<u>Number</u>	<u>Project Description</u>
1	ECP 134: Sugg Parkway Substation
2	ECP 10218: Mt. Pleasant to Wellcome 115 KV Transformer
3	ECP 10219: Peak Shaving Generator(s) Replacements
4	WCP 124: Residual Lagoon Improvements
5	SCP 10233: WWTP Headworks Improvements

RECOMMENDED AWARD OF BID FOR UNDERGROUND AND OVERHEAD ELECTRIC DISTRIBUTION SERVICES (Agenda Item 4)

Mr. John Worrell, Director of Electric Systems, stated that GUC utilizes a contract work force to perform underground and overhead electric distribution services. Jacob Swink, Electric Distribution Engineer, added that GUC currently has five contract crews (two underground crews and three overhead crews). The existing contract includes an annual renewal option for a total contract period not to exceed five years.

Mr. Swink noted that this bid awards a new contract to perform underground and overhead electric distribution services. The new contract consists of the same crew makeup and contract terms. Contract crews will assist with maintenance and expansion of the electric distribution system. Crews will be utilized on a daily basis throughout the year.

GUC solicited bids for underground and overhead electric distribution services. The seven bids listed below were received.

<b>Vendor</b>	<b>Total</b>
River City Construction	\$2,389,129.60
Southeastern T&D	\$2,518,796.80
C Phase	\$2,868,860.80
Lee Electrical Corp.	\$3,510,832.00
Sumter Utilities	\$3,700,632.00
Infratech Corp	\$5,028,233.60
The Industrial Company	\$5,840,993.60

River City Construction was the lowest responsible responsive bidder and was the existing contractor. The bid includes a 20% increase in labor costs and funding is budgeted through capital outlay and system maintenance accounts.

After discussion, a motion was made by Mr. Stoughton, seconded by Mr. Griffin, to award the bid for underground and overhead electric distribution services to River City Construction in the amount of \$2,389,129.60 and authorize the General Manager/CEO to take appropriate action to execute the contract(s) with River City Construction. The motion carried unanimously.

UPDATE ON 2022 SATISFACTION SURVEY RESULTS (Agenda Item 5)

Mr. Padgett stated that as a community-owned utility, one of GUC's core values is a commitment to customer service. A study of customer satisfaction is conducted bi-annually to ensure that GUC's level of service is currently meeting expectations and to create a benchmark for GUC's Key Performance Indicator. Due to Covid there was not a survey in 2021. This year (2022) a survey was conducted in May by GreatBlue Research, Inc. Mr. Scott Mullis, Director of Customer Relations, stated that this firm is known throughout the utility industry across the country and in addition to the traditional phone survey, they use an online process to reach additional customers and different class of customers. Mr. Mullis stated that customer surveys have been conducted by SDS Research, LLC since 2012 and the results have consistently been positive.

In May of this year the new firm completed 627 electronic and 100 telephone surveys, with a representative sample completed with each utility service (electric, gas, water). The "How satisfied are you with Greenville Utilities?" survey question scored 70%. Negative scores were reflective of perceived value of utility services and perceived high cost of electric service.

Mr. Mullis stated that a new question on this survey about reducing carbon emissions that will likely lead to an increase in energy costs resulted in 7.5 out of 10 customers are willing to pay more for carbon reductions.

Overall results:

- Continued High level of Overall Customer Satisfaction
- Overall Industry Satisfaction Trending Downward
- Reliability continues with high ratings for every service
- Perceived value remains a challenge and is the main driver of customer dissatisfaction
- Growing customer interest in reducing carbon emissions
- Customer Income is a factor in customer satisfaction

Commissioners responded with some questions and Mr. Cannon noted that the survey is a building block to guide GUC to move forward. Media campaigns are targeted in response to the survey results.

GENERAL MANAGER'S/CEO REPORT (Agenda Item 6)

1. Informational Reading

Bids, Statistical Data Report, Sewer Spill Tracking Report, Load Management Report, and PGA Report were provided.

The following Bids awarded by the General Manager/CEO during the past month were reported for information:

**GREENVILLE UTILITIES COMMISSION**

**RANKING OF PROPOSALS RECEIVED**

CCS SYSTEM IMPLEMENTER  
JUNE 15, 2022 @ 3:00 PM

VENDOR PROPOSAL RANKING
TMG Utility Advisory Services Inc.*
ESC Partners
Triniti Consulting, LLC.
EMTEC Consulting Services
Meridian Integration
EWG, Inc.
HEXstream, Inc.

\* Indicates recommended vendor to negotiate a contract.

### TABULATION OF BIDS RECEIVED

DEAD-END SHOES, STIRRUP CLAMPS, CABLE CLAMPS,  
STRANDVISES, & GUY GUARDS

JULY 13, 2022 @ 3:00 PM

VENDORS	DELIVERY (WEEKS)	TOTAL
Wesco Distribution Inc.	2-40	\$136,840.55*

\* Indicates recommended award based on the lowest responsible, responsive bid.

The Duke Energy Progress (DEP) monthly peak occurred on July 6, 2022, for the hour ending at 5:00 p.m. GUC's load management system was in full operation during this period. As a result, the estimated avoided demand costs amount to \$1,436,079.

#### 2. Key Performance Indicators (KPIs)

The Corporate KPI report was provided.

#### 3. Commendations

- *5 Star Google Review – June 2022*  
Customer Veronique Horton wrote a 5 Star Google Review:  
Veronique Horton wrote: “Just left GUC and Mrs. Jean Ricks is the bomb. She has a very sweet personality and great customer service. She gets you in and out so quick and makes sure everything is properly done. Thanks Mrs. Ricks, you’re Awesome.”
- Customer Contact Representative II Gretchen Maloney received a compliment from customer Dante Cover. Mr. Cover called Colleen Sicley, Assistant Director of Customer Relations, to let her know he had the “best experience he’s ever had at GUC.” He said Gretchen was helpful, not judgmental, and he felt comfortable talking to her about his situation.
- Casey Clyburn, Executive Director of CPGA, sent a Thank You note to the GUC Gas Department. July 2022. He thanked GUC for hosting the CPGA locator training.
- Customer Frances Best wrote a letter to Director of Customer Relations Scott Mullis. She wrote to let GUC know that Jonathan Sergeant, Energy Services Officer, was a huge help to her in the process of purchasing a new HVAC system.
- Customer Marianne Chituck wrote a letter to Collections Manager Brian Weigan to thank him for his concern with her matter and sending her a copy of her invoice she requested. She had great service.
- Customer Melvin Foreman called Staff Support Specialist III Shirley Peele to commend Roger Waterfield and Briley Sutton on providing excellent customer service when they responded to a natural gas leak on his meter set. Employees’ Names: Roger Waterfield, Gas Systems Control Crew Leader, and Briley Sutton, Gas Systems Technician I.

4. Other

- July 2022 GUC employees surpassed 1,000,000 consecutive hours worked without a lost workday injury
- GUC's Gas and Human Resources departments received favorable review during the 2022 Pipeline Safety Audit for GUC's Drug and Alcohol Misuse Programs.

BOARD CHAIR'S REMARKS/REPORT (Agenda Item 7)

Chair Darden announced that the next GUC Regular Board meeting is scheduled for Thursday, September 15, 2022, at 12:00 noon and a Joint Meeting with the City Council is scheduled for Monday, September 19, 2022, at 6:00 p.m.

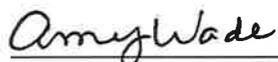
Chair Darden commended the staff on the positive results of the Customer Satisfaction Survey.

BOARD MEMBERS' COMMENTS (Agenda Item 8)

Commissioner Geiger said thank you to Commissioner Stoughton on his service as Chair and is glad that he has another year of service on the Commission.

There being no further business to come before the Board of Commissioners in Regular Session, upon motion by Mr. Geiger, seconded by Mr. Griffin, the Board of Commissioners unanimously agreed to adjourn the Board of Commissioners meeting at 12:44 p.m.

Respectfully submitted,



Amy Wade, Executive Secretary

APPROVED:

  
Lindsey Griffin, Secretary

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