

GREENVILLE UTILITIES COMMISSION
GREENVILLE, NORTH CAROLINA

Thursday, September 18, 2025

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-Elect Blount presiding.

Commission Board Members Present:

Mark Garner (via phone)
Ferrell L. Blount III
Justin Fuller
Dr. Bob Shaw

Michael Cowin
Dr. Wanda D. Carr
Dillon Godley
Simon Swain

Commission Staff Present:

Tony Cannon
Chris Padgett
Jeff McCauley
Phil Dixon
Anthony Miller
John Worrell
David Springer
Ken Wade
Colleen Sicley
Scott Mullis
Steve Hawley
Scott Farmer
Richie Shreves
Amy Wade
Durk Tyson
Todd Cannon
Andy Anderson

Kevin Keyzer
Paige Wallace
Lou Norris
Jonathan Britt
Brandon Moore
Melinda Sampson
Amanda Wall
Chris Hurdle
Lena Previll
Allen Watkins
Mandy Coldren

Others Attending:

Ginger Livingston, The Daily Reflector; Les Robinson, City Liaison; Roy Jones, ElectriCities.

Chair-Elect Blount called the meeting to order. Secretary Carr ascertained that a quorum was present.

ACCEPTANCE OF THE AGENDA

Chair-Elect Blount announced that without objection the agenda was accepted as presented.

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 provided safety tips about vehicle accidents.

RECOGNITION OF GUC BY ELECTRICITIES FOR THE 2024 PUBLIC POWER AWARDS OF EXCELLENCE

Mr. Tony Cannon, General Manager/CEO, introduced CEO of ElectriCities Roy Jones to provide more information on the awards. Mr. Jones announced that ElectriCities awarded GUC with 5 Awards of Excellence for 2024. He congratulated and recognized GUC for these awards in the following categories:

- Future-focused
- Strengthen Public Power
- Provide Superior Power
- Customer-centered Innovation
- People

RECOGNITION OF GUC’S CYBERSECURITY IMPROVEMENT INITIATIVE TEAM BY NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY FOR THE 2025 BEST OF NORTH CAROLINA TECHNOLOGY AWARD FOR OUTSTANDING LEADERSHIP AND INNOVATION

Mr. Andy Anderson, Director of Information Technology, stated the Best of North Carolina Technology award was presented to Greenville Utilities Commission at the North Carolina Digital Government Summit, hosted by the North Carolina Department of Information Technology. Greenville Utilities team was recognized for outstanding leadership and innovation. Greenville Utilities cybersecurity improvement initiative had 4 main parts, including engaging the Cybersecurity and Infrastructure Security Agency (CISA) to perform assessments to identify areas needing improvements, partnering with East Carolina University to engage students completing their senior capstone project to help identify and address opportunities, improving the security posture, and working with CISA to complete a multi-week vulnerability assessment. The team consisted of Allen Watkins, IT Infrastructure Manager; Brandon Moore, Senior IT Server/Security Analyst; and Chris Hurdle, Network Analyst III.

Mr. Anderson added that GUC received a letter from Steve Jarvis, Vice Chair of the Oversight Committee on Information Technology in North Carolina. Mr. Jarvis commending the team’s work efforts on innovation, efficiency and commitment to excellence.

CONSENT AGENDA

Mr. Cannon presented the following items for approval on the consent agenda:

(Agenda Item 1) Approval of Minutes – Regular Meeting: August 21, 2025

A motion was made by Mr. Godley, seconded by Dr. Carr to approve the consent agenda as presented. The motion carried unanimously.

REVIEW OF MONTHLY FINANCIAL STATEMENT – AUGUST 31,2025 (Preliminary)
(Agenda Item 2):

Key financial metrics for the combined funds for the period ending August 2025:

Operating Cash	\$85,350,123	Days of Cash on Hand	119
Less Current Liabilities	<u>(\$26,688,724)</u>		
Fund Balance	\$58,661,399	Days of Cash on Hand After Liabilities	82

Fund Balance Available for Appropriation: 18.7%

Average Investment Yield: 3.57%

Fund Equity/Deficit Before Transfers

	Current Month			Year to Date		
	Actual	Budget	Last Year	Actual	Budget	Last Year
Electric	\$685,401	\$1,935,471	\$372,501	\$2,449,689	\$1,587,815	\$968,451
Water	\$141,196	\$28,769	(\$94,251)	\$738,747	\$180,348	\$612,853
Sewer	\$440,242	(\$179,380)	\$108,409	\$1,086,238	\$94,305	\$777,548
Gas	(\$443,001)	(\$1,088,960)	(\$451,170)	(\$833,943)	(\$2,254,863)	(\$941,623)
Combined	\$823,838	\$695,900	(\$64,511)	\$3,440,731	(\$392,395)	\$1,417,229

Fund Equity/Deficit After Transfers

	Current Month			Year to Date		
	Actual	Budget	Last Year	Actual	Budget	Last Year
Electric	\$535,401	\$1,785,638	\$372,501	\$2,149,689	\$1,288,145	\$968,451
Water	\$91,196	(\$4,564)	(\$94,251)	\$638,747	\$113,678	\$512,853
Sewer	\$340,242	(\$127,296)	\$108,409	\$986,238	\$198,472	\$677,548
Gas	(\$443,001)	(\$1,113,809)	(\$451,170)	(\$833,943)	(\$2,304,557)	(\$941,623)
Combined	\$523,838	\$539,969	(\$64,511)	\$2,940,731	(\$704,262)	\$1,217,229

Ms. Amanda Wall, Controller, provided a presentation on the Financial Statement for August 31, 2025.

The weather impact for the month of August 2025 indicated that the cooling degree days were lower than August 2024. August rainfall was approximately 6.3 inches which was lower than last year. The portfolio earned 3.57% for the month of August.

Overall year-to-date results through the end of August remain stable. The Electric Rate Stabilization Reserves are approximately \$10.7 million, and the Gas Rate Stabilization Reserves are \$7.7 million. The Operating Reserves are 119 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 negative \$14.9 million.

After discussion, a motion was made by Mr. Godley, seconded by Mr. Fuller, to accept the August 31, 2025, Preliminary Financial Statement. The motion carried unanimously.

UPDATE ON EFFORTS TO DIVERSIFY APPLICANT POOLS (Agenda Item 3)

Mr. Chris Padgett, Assistant General Manager/Chief Administrative Officer, stated that the appreciation of diversity is one of GUC's core values and in 2016 staff worked with the Office of Equity and Diversity at East Carolina University to evaluate GUC's recruitment and hiring practices. A report outlining recommended strategies and programs designed to further diversify the pool of prospective candidates for future GUC career opportunities was provided. Human Resources provides annual updates to the Board on its efforts in this area.

Senior Human Resources Manager Lena Previll updated the Board on the efforts that have been made over the past year and outlined future activities. For 2024-2025, the focus was continuing from previous year, building diverse pipelines to attract under-represented talent, enhancing diversity awareness, and assessing diversity recruitment efforts.

Some examples of programs to build diverse applicant pipelines in which GUC participates are the Chamber's Grow Local program with area High Schools, career fairs at Pitt County Schools, the Pitt County Teacher Executive Institute program, and the TradesFormer program. The TradesFormer program is a partnership with local high schools and community colleges which connects students with trades in the area. This year GUC employed TradesFormers in Electric and the Wastewater Treatment Plant. GUC also offered internships in Electric, Finance, Human Resources, Information Technology, Public Information and Water Resources. GUC continues to partner with Pitt County Schools by serving on the Career and Technical Education Advisory Council, Pitt Academy Early Education Program on their Business Support Committee, and Innovation Early College High Schools Advisory Council. In addition, GUC partners with local colleges, participating in mock interviews, apprenticeships, and co-ops. Ms. Previll shared other efforts of building diverse applicant

pipelines which include community events, sponsorship of diversity ads, the Jackie Robinson League, partnering with Third Street Academy, participation in community events within the local chapter of the National Panhellenic Council (“Divine Nine” minority fraternities/sororities) and announcements of vacancies with groups for women and racial minorities, including HBCUcareers.com. GUC also worked to build community connections by organizing and hosting a Community Connection Roundtable involving community leaders to develop strategies to support enhancing community engagement, and ways to build partnerships within the community.

Ms. Previll shared the many ways GUC enhances diversity awareness during the hiring process, such as requiring implicit bias training for hiring panels, along with diversity and inclusion questions as part of the interview question bank. New employees’ complete diversity and inclusion online training during their first two weeks of employment along with two other sessions with trainers during GUC’s New Employee Training. In addition, future leaders continue with “Generational Differences and Diversity” training as part of the GUC iLead curriculum along with an added course “The Third Option: Similarity Training” to the iLead curriculum.

The 2024-25 employment numbers show a growth over the previous year in females and minorities.

The focus will continue in 2025-2026 with the following efforts:

- Expand outreach programs with Pitt County Schools
- Explore opportunities to enhance HBCU career fair presence
- Participate in the Chamber of Commerce’s “Grow Local” workforce development program
- Partner with the ENC HBCU Combine
- Partner with Jackie Robinson League
- Expand the Community Connection Roundtable

Ms. Previll reviewed a few of the current challenges which include 21% of GUC’s workforce being eligible to retire by end of 2025 and competition from private sector employers.

UPDATE ON PLAN YEAR 2026 HEALTH AND DENTAL INSURANCE BENEFITS
(Agenda Item 4)

Mr. Padgett stated that Greenville Utilities and the City of Greenville offers health and dental insurance as part of the self-funded insurance program. Each year the program is assessed. There were no changes to the plan design, aside from a Health Savings Account (HSA) adjustment that was required by the IRS. To ensure the continued strength and sustainability, a rate adjustment of 9.4% for the Health Plan and a 3.6% rate adjustment for the Dental Plan are necessary for the employer and employee contributions for plan year beginning January 1, 2026.

Staff recommendations will be presented to the City Council and GUC Board of Commissioners for approval at a Joint Meeting scheduled for Monday, September 22, 2025.

GENERAL MANAGER’S REPORT (Agenda Item 5)

1. Informational Reading

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

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

GREENVILLE UTILITIES COMMISSION
TABULATION OF BIDS RECEIVED

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

JULY 31, 2025 @ 2:00 PM

VENDORS	DELIVERY (WEEKS)	TOTAL
Wesco Distribution, Inc.	1-6	\$126,899.75*
Border States Electric	2-14	139,115.41

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

GAC FILTER MEDIA

JULY 31, 2025 @ 3:00 PM

VENDORS	TOTAL
Calgon Carbon Corporation	\$300,984.32*

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

ELECTRICAL TAPE, WIDE RANGE, COMPRESSION CONNECTORS, ETC

AUGUST 12, 2025 @ 3:00 PM

VENDORS	DELIVERY (WEEKS)	TOTAL
Wesco Distribution, Inc.	Stock-8	\$137,998.50*

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

TRUCK TOOLS

AUGUST 26, 2025 @ 2:00 PM

VENDORS	DELIVE RY (WEEKS)	TOTAL
Cor Supply and Rentals	1	\$18,337.38*
Industrial & Construction Enterprises	1	19,532.36
Wesco Distribution, Inc.	4-5	15,585.82 (1)

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

(1) Indicates vendor does not meet minimum specifications

The Duke Energy Progress (DEP) monthly peak occurred on August 18, 2025, 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 \$1,556,877.

2. Key Performance Indicators (KPIs)

The Corporate KPI report was provided.

3. Commendations

Ms. Langley recently sent a message to Bridget Harmon, Customer Relations Supervisor, complimenting Gretchen Maloney. She stated she appreciated her patience, persistence and friendly problem-solving skills. She was highly impressed with her positive, customer service-oriented assistance.

Employee's Name: Gretchen Maloney, Customer Contact Representative II

Ms. Hearn called and spoke with Lisa Johnson, Gas Managing Administrative Assistant, to express her appreciation for Jacob Roberti. Ms. Hearn's contractor was on site repairing a customer-side leak at her home and Jacob performed the gas reconnection appointment. Ms. Hearn said she appreciated Jacob's assistance very much and she wanted it to be known that he did a great job.

Employee's Name: Jacob Roberti, Gas Service Specialist I

Ms. Doyle recently reached Assistant Director of Customer Relations Colleen Sicley with concerns about a high bill. She stated Jonathan Sergeant came out for an energy audit, and he offered valuable insight and advice on how she might be able to reduce it. She said Jonathan was awesome and she expressed how thankful she is that GUC offers this kind of service.

Employee's Name: Jonathan Sergeant, Energy Services Specialist

4. Other

- Mr. Cannon stated Customer Relations provides a monthly report, focusing on the speed of customer service. He stated the last 2 months Customer Relations has been under 2%. The month of July stated that the abandoned call rate was 1.67%, August 6th reported that GUC had zero abandoned calls, and for the month of September .73% abandoned calls were reported. It was also reported that GUC has an average answer time of 9 seconds. Mr. Cannon introduced Director of Customer Relations Scott Mullis to elaborate on the efforts of the Customer Relations Department. Mr. Mullis stated the two of the core values of GUC are safety and customer service. Mr. Mullis recognized Mandy Coldren, Customer Relations Team Lead, and thanked her and her team for their hard work and excellent customer service.
- Mr. Cannon stated on September 16, 2025, GUC held an All-Employee Safety Breakfast. This year the presentation and discussion about safety was led by Jeff McCauley, Anthony Miller, John Worrell, and David Springer. They discussed the history and growth of GUC's safety program and how the reportable injury incidents have dropped tremendously, from 1 in 6 in 1990 to 1 in 60 in 2025. GUC is committed to employee's safety and wellbeing as growth continues.
- Mr. Cannon stated GUC was recognized by the Pitt County Art's Council as the Community Art's Partner of the Year. More information about the recognition will be presented at October's Board Meeting.
- Mr. Cannon reminded the Board of the Community Solar Ribbon Cutting on October 7, 2025, at 9:00 a.m.

BOARD MEMBERS' REMARKS (Agenda Item 6)

Commissioner Swain stated during his first On-Boarding Orientation he was impressed with the knowledge of the employees during the tour and presentation.

Several commissioners congratulated the staff on awards received and complimented GUC on their efforts to keep employees and the community safe while providing exceptional service.

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

Chair-Elect Blount thanked the Commission for the exceptional customer service that GUC provides.

Chair-Elect Blount announced a Joint GUC Board of Commissioners and City of Greenville City Council Meeting is scheduled for September 22, 2025, at 6:00 p.m. and the next Regular Board Meeting is scheduled for October 26, 2025, at 12:00.

Closed Sessions:

Mr. Phillip Dixon, General Counsel, stated that the Board of Commissioners should consider entering Closed Session pursuant to the following statutes.

N.C.G.S. 143-318.11(a)(1) To prevent the disclosure of information that is privileged or confidential pursuant to the law of this State or of the United States, or not considered a public record within the meaning of Chapter 132 of the General Statutes.

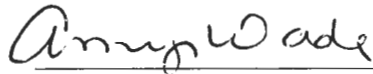
N.C.G.S. 143-318.11(a)(4) To discuss matters relating to the location or expansion of industries or other businesses in the area served by the public body, including agreement on a tentative list of economic development incentives that may be offered by the public body in negotiations.

N.C.G.S. 143-318.11(a)(6) To consider the qualifications, competence, performance, condition of appointment of a public officer or employee or prospective public officer or employee.

Upon motion by Mr. Cowin, seconded by Dr. Shaw, the Greenville Utilities Board of Commissioners unanimously agreed to enter Closed Session at 12:53 p.m. for such purposes.

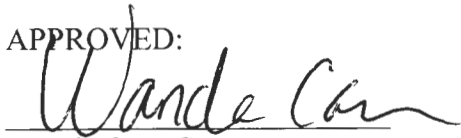
There being no further business to come before the Board of Commissioners in Closed Session, upon motion by Mr. Cowin, seconded by Dr. Carr, the Board of Commissioners unanimously agreed to return to Open Session at 1:07 p.m. Without objection, and no further business to conduct Chair-Elect Blount adjourned the GUC Board of Commissioner meeting at 1:07 p.m.

Respectfully submitted,



Amy Wade, Executive Secretary

APPROVED:



Wanda Carr, Secretary