

GREENVILLE UTILITIES COMMISSION
WORKSHOP SESSION
GREENVILLE, NORTH CAROLINA
Friday, January 16, 2026

The Board of Commissioners of the Greenville Utilities Commission met in a Workshop Session at the Brook Valley Country Club located at 311 Oxford Road, Greenville, North Carolina, on January 16, 2026, at 8:30 a.m. with the following members and others present, and Chair Mark Garner presiding.

Commission Members Present:

Mark Garner	Dillon Godley
Ferrell L. Blount III	Dr. Bob Shaw
Dr. Wanda D. Carr	Simon Swain
Justin Fuller	Michael Cowin

Commission Staff Present:

Tony Cannon, General Manager/CEO	Amy Wade
Phil Dixon	Steve Hawley
Chris Padgett	Scott Farmer
Jeff McCauley	Todd Cannon
Durk Tyson	Jacob Swink
Ken Wade	Colleen Sicley
David Springer	Lou Norris
Andy Anderson	Jonathan Britt
Richie Shreves	

Others Present:

Warren Miller and Victor Nieto with Fountainworks; Ginger Livingston, The Daily Reflector; and Drew Ligon, Citizen.

CALL TO ORDER:

Having a quorum present, Chair Garner welcomed all to the second day of the GUC Board of Commissioners Workshop Session.

Mr. Chris Padgett, Assistant General Manager/ COO, provided a safety brief, an overview for the day, and introduced Mr. Warren Miller and Mr. Victor Nieto with Fountainworks.

STRATEGIC PLAN UPDATE

Mr. Miller began his presentation by sharing the strategic planning update process where he will review GUC's current strategic plan, which was finalized in 2018, and attain input about GUC's future from various focus groups and customers. The process will take approximately 6 months.

Mr. Miller asked Commissioners to share their goals for GUC's future. Some of the comments are listed below:

- Catalyst for future growth. Community is well established and has a strong utility service.
- Continue to hire and promote within; maintain the great values and culture.
- Help educate community to understand what GUC services are provided.
- Resilient and sustainable utility.
- Respect environment and customers. GUC is growing fast in community and plays a part with growth. Continue to stay focused.
- Have environmental perspective to reduce carbon emissions. Help community understand there are tradeoffs to energy production. Better understand the balance.
- Efficiently maintain infrastructure.
- Viable, resilient, reliable, strong foundation, shining star, leadership, trust

- Viable mission that is cost efficient.
- Strong foundation – infrastructure system foundation for community.
- Have financial plans to meet long term goals
- Regionalization

The 2026 Strategic planning process is outlined below:

Month	Milestones	Deliverables
DEC 2025	Management Team Kick-Off	<ul style="list-style-type: none"> • Meeting Notes • Updated Milestones Map
JAN 2026	Board Kick-Off	<ul style="list-style-type: none"> • Meeting Summary
	Stakeholder Engagement Planning	<ul style="list-style-type: none"> • Focus Group Agendas • Focus Group Logistics
FEB 2026	GUC Employee Engagement	<ul style="list-style-type: none"> • Focus Group (employees) • Web-Based Survey (employees)
	Stakeholder & Community Engagement	<ul style="list-style-type: none"> • Focus Groups • Web-Based Survey (customers) • Interviews (key stakeholders)
MAR 2026	Complete Stakeholder & Community Engagement	<ul style="list-style-type: none"> • Summary Findings
APR 2026	Management Team Retreat	<ul style="list-style-type: none"> • Short-Term Strategic Priorities • Long-Term Strategic Priorities • Draft KPIs • Meeting Summary
MAY 2026	Strategic Plan Drafting & Review	<ul style="list-style-type: none"> • Retreat & Presentation
JUN 2026	Deliver Strategic Plan	<ul style="list-style-type: none"> • Final Written Strategic Plan • Presentation to Board

Mr. Miller stated that there will be several focus group sessions that will include vulnerable community advocates, business leaders, key accounts, GUC employees, property managers/homebuilders/developers, and appointed and elected officials. The process will also include surveys with GUC employees and GUC customers.

Mr. Miller reviewed the current strategic plan, BluePrint, and stated the vision and mission statement. The Commissioners provided comments on what still resonates with the statements and what would be some modifications to be considered.

Below are some of the comments:

- Reliability
- Customer service and competitive rates (affordability)
- Exceptional customer service.
- Employee retention and recruitment.
- Pressures from the state level and above.

Next, Mr. Padgett reviewed GUC’s major milestones from 2018-2025.

BREAK 9:40 a.m. - 9:53 a.m.

Strategic planning continued

Mr. Miller initiated a breakout exercise session and asked Commissioners (in groups) to write a newspaper headline that may appear in 5 years.

- “GUC maintains its competitive advantages in North Carolina through leading in efficiency and reliability not only in Pitt County but all over the state, focusing on GUC’s ability to continue to invest in technology and infrastructure and staying on top of changes occurring within industry.”
- “Greenville Utilities has made investments in technology, facilities, reliability, and trust.”

Next, Mr. Miller asked what it is that GUC would want to learn from the various focus groups.

Customer focused:

- How do you as a customer perceive GUC’s brand image?
- What is community perspective on GUC?
- Is GUC a visionary?
- Does GUC care about its customers?

Key account focused:

- How can GUC help their organization to save energy and money on purchasing energy?
- What is important to the organization? Cost of utilities, cost of reliability due to storm and security.

Vulnerable Community Advocates

- These stakeholders receive have challenges in paying for utility services, and we want their input to better understand the challenges they face.
- How can we better assist these customers?
- Have a broader perspective and have better understanding of the needs of these customers to have better understanding and personal interaction.

Appointed and Elected Officials:

- Need good relationships and understanding on how best we can collaborate with officials at all levels to ensure no surprises.

Business Leaders, Property Managers, and Developers:

- What are your needs?
- What are we doing well and not doing well?
- What do you need us to do to help?
- What is future growth pattern? What are you looking at for utility perspective on cost to clients and to keep price points down? How can we better serve them?

Mr. Padgett thanked Mr. Miller and Mr. Nieto for their engagement.

BREAK 10:55 a.m. – 11:00 a.m.

Jonathan Britt arrived at the meeting.

TECHNOLOGY UPDATE: AMI

Mr. Ken Wade, Director of Electric Systems, provided an update on the AMI project. He reminded the Board of Commissioner that AMI is Advanced Meter Infrastructure. It is a two-way wireless communication system with a meter and a \$49M budget was approved. When implemented, AMI will:

- Empower customers to monitor and manage their usage,
- Improve outage management and communication,
- Prepare for emerging technology (EV’s, rooftop solar, smart home),
- Support time-of-use rates; encourage customers to use off-peak,
- Reduce truck rolls, and
- Shorten time to connect and disconnect.

GUC performed a comprehensive review of each vendor's proposal. Ranking included reference calls and a Best and final offer (BAFO) being submitted and reviewed. Sensus was the best and scored 850. Mr. Andy Anderson, Chief Administrative Officer, next reviewed the AMI pricing. GUC would assume responsibility for overall project management, installation labor, load control (LC) devices, and composite pit lids for water.

Mr. Anderson stated the full implementation of AMI for Electric, Gas, and Water would take 5 years. A breakdown of costs is below:

\$41.7M estimated vs. \$49M approved capital project budget

- \$22.7M - AMI Meters and Modules
- \$10.6M - Load Control (LC)
- \$2.8M - AMI Network
- \$1.8M - Data Management/IT
- \$3.8M - Contingency

The Project Plan is outlined as follows:

- 2026: network installations, IT infrastructure in place and communications to customers
- 2027: 13% AMI customers converted, 100% network established
- 2028-2031: 20% AMI customers converted each year
- Fiscal year 2032: project completion

A pilot project will begin in 2026-2027.

General Discussion:

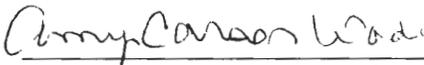
In summary, Chair Garner wrapped up the meeting and thanked the guest speakers for their attendance and the presentations today. There was discussion among the Board members on the workshop presentations.

Mr. Cannon noted that the Blueprint is our roadmap that guides GUC and is always reviewed when preparing the budget and making decisions. He thanked everyone for attending the two-day workshop and providing input.

ADJOURNMENT:

With there being no further business, Chair Garner adjourned the meeting at 11:47 a.m.

Respectfully submitted,



Amy Carson Wade, Executive Secretary

APPROVED:



Wanda Carr, Secretary