

GREENVILLE UTILITIES COMMISSION
WORKSHOP SESSION
GREENVILLE, NORTH CAROLINA
Thursday, May 28, 2026

The Board of Commissioners of the Greenville Utilities Commission met in a Workshop Session at the Brook Valley Country Club located on 311 Oxford Road in Greenville, North Carolina, on May 28, 2026, at 8:30 a.m. with the following members and others present, and Chair Mark Garner presiding.

Commission Members Present:

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

Commissioners Justin Fuller and Michael Cowin had excused absences.

Commission Staff Present:

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

Others Present:

Warren Miller and Victor Nieto with Fountainworks

Welcome:

Having a quorum present, Chair Garner called the workshop session to order. General Manager/CEO Tony Cannon provided a safety brief should there be an emergency.

Mr. Warren Miller reviewed the agenda for the day, roles, and meeting outcomes. He also reviewed the process/timeline for updating the Strategic Plan.

Strategic Planning Review:

Mr. Miller reviewed the current strategic themes, the updated history map and the Board priorities that were defined during the January 2026 kickoff meeting. The GUC Board priorities were as follows:

1. Reliability and Service Consistency
2. Financial Responsibility and Affordability
3. Workforce Development and Leadership Pipeline
4. Technology and Innovation
5. Customer Trust and Communication
6. Strategic Regional Partnerships

After much discussion, it was the consensus of the group that the top priorities are affordability and reliability.

Stakeholder Findings:

Mr. Miller reviewed the results of the stakeholder findings. He reminded the Board that two web-based surveys were conducted (Customer and Employee), 6 focus group sessions were held

with former GUC Commissioners, GUC employees, key accounts, appointed and elected officials, and business leaders. The key takeaway from the stakeholder findings is that GUC is doing well in supporting its strategic themes listed below:

- Exceptional Customer Service
- Reliability, Safety and Value
- Shaping our Future

The findings were:

- 96% of employees rate GUC as exceptional or good in carrying out its strategic themes
- 82% of customers agree that GUC provides safe, reliable utility services
- 7:1 margin of customers who agree vs disagree that GUC provides high-quality customer service
- 83% of employees agree that GUC's core value and culture enable its strategic themes to succeed
- 4.8 / 5 average focus group rating of GUC on cost and value
- 93% of employees agree that GUC is fulfilling its Strategic Plan
- 3:5 margin who agree vs disagree GUC provides the lowest reasonable cost

It was noted that the customer survey was conducted following unusually cold weather and high bills. It was noted that keeping costs low was the top priority across all stakeholder engagements.

Strategic Planning Visioning Review and Next Steps:

Mr. Miller stated that the current strategic plan is a framework and used as a guiding star to guide GUC. He also shared that the Management Team recently reviewed the strategic framework and only identified a few minor edits from the existing strategic plan as presented below:

Strategic Themes (3)

- Exceptional Customer Service
- Reliability, Safety and Value
- ***Future Focused*** (changed from Shaping our Future)

Objectives (6)

- Safely providing reliable and innovative utility solutions
- Exceeding customer expectations
- Providing competitive rates, while maintaining the financial stability of the utility
- Recruiting, retaining and ***developing*** an exceptional, motivated, diverse, and agile workforce (developing was added)
- Developing and enhancing strategic partnerships
- Embracing change to ensure organizational alignment and efficiency

Strategic Planning Objectives are used as a filter and framework for the Board and staff to make decisions. There are 6 merging priorities:

- Responsiveness
- Safety
- Future focused
- Reliability
- Cost/affordability
- Environmental Responsibility

After reviewing the results of the stakeholder findings and Management Team recommendations, it was the consensus of the Board to move forward with adopting the updated Strategic plan at its June 2026 Board meeting.

Adjournment:

With there being no further business to conduct, Chair Garner announced that the Board of Commissioners would stand adjourned at 10:43 a.m.

Respectfully submitted,

Amy Carson Wade
Amy Carson Wade, Executive Secretary

APPROVED:

Wanda Carr
Dr. Wanda Carr, Secretary

This page is intestinally left blank

