

CONNECTIONS FALL 2026

Greenville Utilities' Customer Newsletter • guc.com • (252) 752-7166



We Want To Hear From You! *Customer Survey To Begin Soon*

Providing you with exceptional customer service is a top priority for GUC. Your feedback lets us know what we're doing well and how we can improve. That's why we will be doing a customer survey this month.

A random selection of customers will receive either a phone call, text, or email to complete a brief survey, which should take no more than 5 minutes. If you get the call, text, or email, we thank you in advance for your feedback.

GUC Board Elects New Officers

Greenville Utilities Board of Commissioners elected Ferrell Blount, Wanda Carr, and Dillon Godley as their officers at the Board's July 16th meeting.

- Commissioner Blount, President of Blount Petroleum Corporation, was elected Chair. He has served on the Board since 2021.
- Commissioner Carr, Business Officer at The Oakwood School Inc., was elected Chair-Elect. She has served on the Board since 2023.
- Commissioner Godley, Chief Financial Officer of E.R. Lewis Construction Company, was elected Secretary. He has served on the Board since 2023.



Wanda Carr, Ferrell Blount, and Dillon Godley

Greenville Utilities is owned by the citizens of Greenville and is governed by an eight-member Board of Commissioners responsible for approving rates, development plans, the annual budget, and setting policy. Board members are all GUC customers and serve three-year terms, with a maximum of two terms.

Value of GUC

GUC is owned by and works in the best interest of the community. Decisions are made by a Board of Commissioners who are all GUC customers.

That keeps the focus on serving our customers rather than paying dividends to shareholders. The result is rates as low as practical, especially as compared to profit-driven, investor-owned companies. While we have some of the lowest utility rates in the state, we are always reinvesting in our systems to provide the high reliability you have come to expect and depend on.

It also means investing in the community by providing local jobs; supporting job growth and economic development; and partnering with the local communities through events, school, career and STEM fairs, and initiatives that align with our mission.

Greenville Utilities – owned by the community – working for the community.

National Average	\$180.50
Local Co-ops / EMCs	\$159.76
Investor-Owned Utilities	\$147.15
Local Public Power	\$138.48
Regional Public Power	\$131.41
Greenville Utilities	\$125.38

**Monthly bill for residential customer using an average of 1,000 kWh/month with load management as of July 1, 2026.*

Detecting A Natural Gas Leak

Natural gas is one of the most reliable, safest, and environment-friendly fuels to use today, but leaks can occur. Learn how to recognize a gas leak by hearing, seeing, and smelling. If you answer YES to these questions, take action immediately as you may have a gas leak.

- Do you **SEE** blowing dirt, bubbling bodies of water, and dry spots in areas that are not typically dry?
- Do you **HEAR** an unusual hissing sound near gas lines or appliances?

- Do you **SMELL** the rotten-egg-like odor associated with natural gas no matter how faint? (Even the faintest smell should be reported immediately).

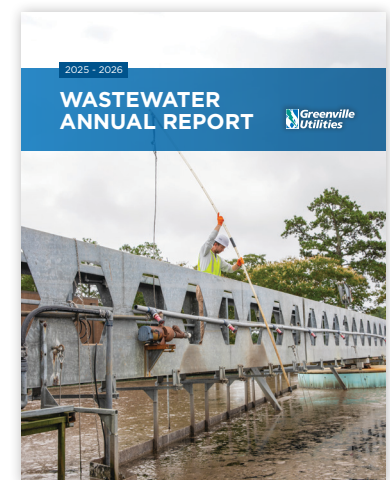
If you think you have a gas leak, please leave the area and call our Emergency Hotline immediately at 855-SOS-2GUC (855-767-2482). Learn more about natural gas safety at guc.com/natural-gas-safety.

2026 Wastewater Annual Report

GUC recently released its 2026 Wastewater Annual Report.

This report summarizes the performance of our Wastewater Collection System and Wastewater Treatment Plant (WWTP) during the 12-month period from July 1, 2025, to June 30, 2026. During this period, we collected, transported, and treated an average of 10.31 million gallons of wastewater per day (mgd) - a total of more than 3.76 billion gallons in the year.

We are proud of our collection/treatment system; of the job we do in protecting public health and the environment, meeting regulatory requirements, and accommodating the orderly growth of the region; and of the employees who do all of this for you. **To read the full report visit www.guc.com/wwar2026.**



Credit Card Fees

The vendor GUC uses to help customers pay with a credit card, has notified us that their transaction fees will increase starting November 1, 2026.

GUC accepts credit cards for your convenience. Credit card companies and the vendors that process the payments charge a fee for each transaction. The fee is collected by the vendor and shared with the credit card company. GUC does not set these fees or receive any portion of the fee.

GUC regrets having to pass along the increased fees to customers and will explore options in the weeks and months ahead to help reduce credit card processing costs for our customers.

To avoid these fees, GUC recommends customers pay their bills online using their bank account information, through the mail with checks, or at our offices with cash or check.

CONNECTIONS

For more news about GUC, please visit our website, guc.com.

