



## OPERATION SPRING CLEAN

On Sunday, April 12, Greenville Utilities will begin “Operation Spring Clean,” a preventive maintenance program to ensure that GUC customers continue to receive high quality water. To minimize inconvenience to customers, cleaning will be conducted from 10 p.m. to 6 a.m. on Sunday through Thursday evenings.

During the 8-week cleaning program, roughly half of the 722 miles of water distribution lines on GUC’s system will be cleaned. Cleaning involves opening fire hydrants and allowing them to flow freely for a short time. The system-wide cleaning program will end June 5.

If you have air or discolored water in your water lines as a result of “Operation Spring Clean,” we recommend turning on the cold water faucet in the bathtub and running the water for 5 to 10 minutes. Although there is no health risk, GUC advises that you avoid washing clothes until the water is clear.



Scan the QR code to learn more about Operation Spring Clean or visit [guc.com/water/operation-spring-clean](http://guc.com/water/operation-spring-clean).

## APRIL IS SAFE DIGGING MONTH

As the weather warms up, you may be ready to start your garden, plant trees, or even begin a long-awaited landscaping project. North Carolina law requires you to call 811 or go to [nc811.org](http://nc811.org) at least three business days before you start digging on your property and get your utility lines located and marked.

Hitting buried utility lines can cause death or serious injury, a disruption in your utility services, or costly repair bills.

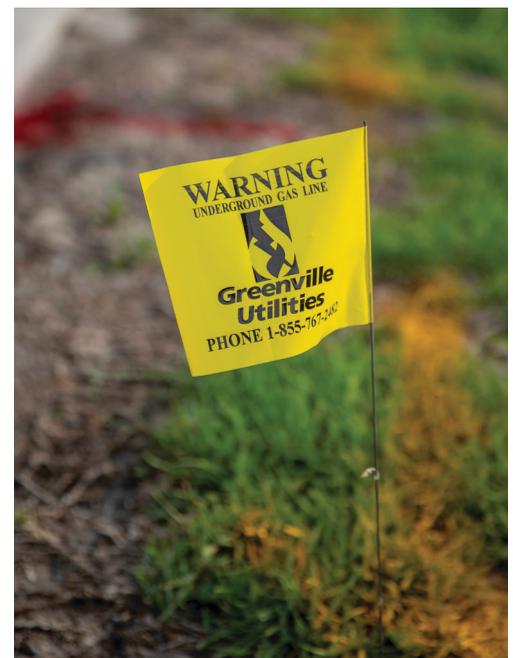
### Digging Safely is Easy!

1. Before digging anywhere, call 811 and let them know you are planning to dig and need your utility lines marked.
2. A Utility Locator will come out within a few days to mark your lines.
3. You are ready to dig! Be sure you are digging carefully around the marks, not on them.

For more information about GUC’s Utility Locating Services visit [www.guc.com/natural-gas/stay-safe-natural-gas/call-you-dig](http://www.guc.com/natural-gas/stay-safe-natural-gas/call-you-dig).

To have your utility lines located, call 811 or visit [nc811.org](http://nc811.org) and request a locate at least three business days before you dig. It’s free. It’s easy. It’s the law.

**Call our Emergency Hotline in case of any excavation damage at 1-855-SOS-2-GUC (1-855-767-2482)**





## WHAT ARE ENERGY EMERGENCY ALERTS?

When the demand for energy is very close to the maximum amount of energy that can be generated, there is a risk of damaging the electric grid. At a minimum, that could mean damage to equipment. In a worst-case scenario, it would mean extensive damage and widespread blackouts that could take a long time to repair.

These events are rare and usually only occur during extended periods of extremely cold or hot weather. Some recent examples would be February 2021 in Texas, Christmas Eve 2022 in North Carolina, and the occasional blackouts in California. In all of these cases, there were large-scale blackouts.

The recent exception was the alert we received in January of this year where GUC (and every other electric utility in the state) had to ask customers to conserve energy. Because people across the state responded and reduced their energy demand, we did not end up with any blackouts.

The Federal government requires all power generating agencies (like Duke Energy) to warn customers and utility providers (like GUC) when such a situation is likely and/or is happening.

Providers would then be forced to take steps to reduce the demand and strain on the system and to notify customers of the need to reduce their energy use.

At GUC, we have several programs to lower our system’s demand, but sometimes we will also need help from customers to cut back on how much energy is being used. If the demand is not lowered enough and the situation continues to get worse, Duke will be forced to reduce how much energy is available to their own customers, GUC, and other utility providers across the state.

GUC will notify customers via phone, text, email, our website, and social media in the event customers need to make adjustments such as:

- Turn their thermostats down in the winter or up in the summer
- Delay using high-energy consuming appliances such as electric stoves, dryers, and dishwaters
- Delay charging electric vehicles



Scan here to learn more.

## IT WILL BE GETTING HOT! HOT! HOT!

Spring ushers in beautiful blooms and warmer temperatures. The hotter it gets, the more energy you use to stay cool. But there are ways you can reduce your energy usage in the warmer months! Check these out:

- During hot weather, set your thermostat on the highest comfortable setting. We recommend 78 degrees or higher. Remember, every degree above 78 can save you about 4% in cooling costs. If you’re not going to be home for an extended period (more than four days), raise your thermostat to 85-88 degrees.
- Clean or change your filters monthly to keep your system running at peak performance.
- Use a ceiling fan or portable fan to supplement your air conditioning. A fan can make you feel three to four degrees cooler so you can set your thermostat a few degrees higher and save on cooling costs. Use only in occupied rooms since fans cool people, not rooms.
- Switch your central air conditioning to “auto” for better cooling and humidity control versus keeping the system switched “on” continuously.
- Unplug outside refrigerator/freezer if not in use or if items will fit in your indoor refrigerator.

