



WINTER TEMPERATURES

Cold temperatures have arrived, and with low temps come higher utility bills. Outdoor temperatures drive energy usage more than any other single factor. On average, heating systems use about 60% of a home's energy. As temps drop, our electricity and natural gas usage increases just to keep up – causing higher utility bills. **Learn how to use less energy and save more money at guc.com/winter-tips.**

Reduce the Impact of Winter's Bite:

The weather is out of your control, but here are steps you can take to reduce your energy usage while still remaining comfortable in the cold winter months. We encourage customers to:

- Keep air filters clean (change them monthly) to help your heating system operate efficiently.
- Set your thermostat to the lowest comfortable temperature. If you have an electric heat pump, set the thermostat at 68 degrees or lower. For other forms of heat, set the thermostat at 68 degrees, but if you are gone for several hours or more, set it at 55 degrees or lower while you're away (but not so low that your pipes are in danger of freezing).
- Make sure your home is well insulated.

- Weather strip or caulk windows and doors to seal small cracks.
- Insulate your water heater and set the temperature at 120 degrees.

Freezing temperatures can be a pain in the pipes! Here are some ways to make sure your pipes survive freezing cold temperatures:

- Insulate pipes in unheated parts of the home (like crawl spaces).
- Open doors on cabinets below sinks to allow warmer room air to circulate around the plumbing.
- Disconnect water hoses from outdoor spigots.
- Protect your lawn sprinkler systems. Irrigation line breaks and sprinklers spraying onto sidewalks and roadways will quickly lead to serious public safety hazards and expensive repairs.
- Locate the master water shut-off valve in your home now in case you experience a burst pipe and need to cut your water off in a hurry.

Find out what to do if your pipes freeze at guc.com.

NEIGHBOR TO NEIGHBOR

Our Neighbor-to-Neighbor program meets local needs by providing funds to assist low-income families in Pitt County with their heating bills. It's a voluntary program, supported through GUC customers' tax-deductible contributions. GUC matches contributions, up to \$20,000 each year.

Neighbor-to-Neighbor is a partnership between GUC and the Pitt County Department of Social Services (DSS). 100% of contributions are used to assist families; there are no overhead costs.

Please consider joining GUC and your neighbors to support those in need. If everyone gives a little, it will make a big difference! Signing up is easy and convenient. You can make an automatic monthly donation of \$1, \$2, \$5, \$10, \$15, \$20 or more to be added to your GUC bill year-round, and you can stop or change the amount at any time. You can also make a lump sum donation by check or cash. **Read more about the Neighbor-to-Neighbor program at guc.com/community/neighbor-neighbor.**





A BRIGHT FUTURE: New Payment Option Makes Community Solar More Accessible

If you want to support solar energy initiatives, but buying solar panels for your home or business is not an option, GUC's Community Solar Program may be an option for you.

For less than \$6 a month, all GUC electric customers have the opportunity to support renewable energy in our community.

Community Solar is where customers from across GUC can subscribe to solar panels that are all in one central location (our Community Solar Farm). The solar energy created goes directly into GUC's electric grid and is shared across the entire community. This allows subscribers to get the carbon reduction benefits of solar without having to install their own rooftop or ground panels.

To subscribe to a GUC Community Solar Farm panel, you pay a one-time enrollment fee, a small subscription fee, and receive a monthly credit to offset some of the costs.

In an effort to make participation in this program even more

accessible, GUC recently created the payment option for the one-time enrollment fee of \$35. Instead of paying that fee all at once, subscribers now have the option to spread the payment over a 12-month period.

For example, when you subscribe to one solar panel, you only pay \$5.98 each month for the first 12 months. This includes the subscription fee, monthly fee, and monthly credit. At the end of 12 months, the enrollment fee is paid off, and your payment then drops to only \$2.86 per month for the panel.

The fees and credits are per panel, so the total fees do increase with every extra solar panel you want to subscribe to. This option makes it easier for a customer who wants to be part of the growing renewable energy system and subscribe to multiple solar panels.

Community Solar is available to all active GUC electric residential, commercial, and industrial customers. **To learn more about how to sign up, visit guc.com/solar or call 252-752-7166.**

CAN YOU RECOGNIZE A NATURAL GAS LEAK?

Natural gas is one of the safest, most reliable, and environmentally friendly fuels in use today, but leaks can occur. There are three ways to recognize a natural gas leak.

LOOK. Blowing dirt, bubbling creeks or ponds, and dry spots in moist areas may indicate a natural gas leak.

LISTEN. An unusual hissing sound near gas lines or appliances may indicate a natural gas leak.

SMELL. A rotten egg-like odor you associate with natural gas. You should take action even if you detect only the faint odor of natural gas in the air.

If you think you have a gas leak, please call our Emergency Hotline immediately at 855-SOS-2GUC (855-767-2482).

Find out more at guc.com/natural-gas-safety.

CONNECTIONS

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