



BOARD OF COMMISSIONERS UPDATE

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 from Greenville and Pitt County and serve three-year terms, with a maximum of two terms.

New Commissioner

The Greenville City Council has appointed Kristin S. Braswell, Ed.D. to the Greenville Utilities Board of Commissioners for a three-year term, which began in August. She replaces Joel Butler who completed his terms of office.

Kristin is the Dean of Off-Campus Programs and Evening / Weekend College at Pitt Community College. Prior to this position, she spent 19 years in higher education, working at Fayetteville Technical Community College and most recently as Dean of Continuing Education and Workforce Development at Pitt Community College.

Dr. Braswell earned a Bachelor of Science in Psychology from Fayetteville State University, two Masters degrees from Webster University, and a dual doctorate in Leadership in Higher Education and in Organizational Leadership from Nova Southeastern University.



Kristin Braswell

"I have a desire to serve as a GUC Commissioner because I believe in giving back and serving in the community in which I live," said Commissioner Braswell. "The services that GUC provides touch everyone in Pitt County in some form or fashion, and I want to be a voice at the table representing my fellow county residents."

Since moving to Pitt County, the Clayton, North Carolina native has served on the Greenville-Pitt County Chamber of Commerce and the Community Crossroads Center Boards of Directors, the Lucille Gorham Intergenerational Community Center Advisory Council, the State Employees Credit Union Advisory Committee, and the Stroke & Heart Ball Executive Leadership Team, Chairing the 2020 Stroke & Heart Walk.

HELP FOR THOSE IN NEED



Greenville Utilities Commission has contributed an additional \$30,000 to the Neighbor to Neighbor program to help people who are struggling to pay their utility bills due to unemployment or hospitalization caused by COVID-19.

"We understand that the pandemic has affected many of our customers in a variety of ways and some may have increased financial struggles," said General Manager / CEO Tony Cannon. "We want to make some assistance available to our neighbors in need."

Neighbor to Neighbor is a partnership between GUC and the Pitt County Department of Social Services (DSS) that traditionally provides heating assistance in the winter.

Since its start in 2001, customers, as well as civic and religious groups, have donated to the program, with GUC matching their amounts up to \$20,000 per year. The Department of Social Services (DSS) administers the program and distributes the assistance.

Find out more about Neighbor to Neighbor on our website, including how you can contribute to the program.

Customers who are having issues paying their utility bill can also request a payment arrangement with GUC to spread out past due amounts over time. They can fill out a Request Payment Arrangement form on guc.com, or call 252-752-7166 to speak with a Customer Service Representative about their specific situation.

DETECTING 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 key ways to recognize a natural gas leak.

LOOK. Blowing dirt, bubbling creeks or ponds, dry spots in moist areas or dead plants surrounded by green, live plants also may indicate a natural gas leak.

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

SMELL. In its raw state, natural gas is colorless and odorless. Natural gas utility companies add a substance to create the familiar, 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. For more information on natural gas safety, visit guc.com or call us at 252-551-1587.



EXPANDING WATER TREATMENT PLANT TO MEET GROWING NEEDS

Our Water Treatment Plant (WTP) is getting a new addition to the tune of three million gallons. Construction is underway on the Plant’s third ground storage tank. Like the other two tanks, it will be able to hold up to three million gallons of treated drinking water.

The purpose of these ground storage tanks is to hold finished drinking water at the Plant until it’s ready to be pumped into the distribution system, which includes our customers’ homes and businesses, and two elevated storage tanks.

The new tank has an updated design with baffled walls. These walls act like a maze that the water runs through, giving it more “disinfection contact time” to ensure our customers receive the highest quality of drinking water.

“As our service area continues to grow, we need to ensure that our water treatment and storage capacity can meet that increased demand,” said WTP Superintendent Julius Patrick. “This new storage tank is the first step to staying ahead of that growth.”

COOL WEATHER SAVING TIPS

Cooler weather is on its way! When temperatures drop, customers use more electricity and natural gas to heat their homes and businesses.



Outdoor temperatures drive home energy usage more than any other single factor. While none of us can control the weather, we do encourage customers to take steps to reduce energy usage and lower bills as much as possible. We advise that you focus your efforts on the biggest energy user – heating.

A heating system on average uses 60% of a home’s energy. It can even be as high as 85% with electric-resistance heated homes. As outside temperatures decrease, heating systems must work harder to maintain a home’s set temperature.

Heat Pumps:

- If you have an electric heat pump, in winter only, find the lowest comfortable setting, and don’t change it. Set it and forget it. The Department of Energy recommends a setting of 68 degrees. Every degree you lower the setting will save you money.
- When you adjust the thermostat on a heat pump system, even by just one degree, it automatically forces the less economical back-up system to start running. This can be costly!
- If you are leaving your house for a few days, turn your heat down on your heat pump system.

Other Forms of Heat:

- For other forms of heat (natural gas, oil, propane, geothermal, electric furnace and electric baseboard), adjust your thermostat as needed daily, and throughout the day. The Department of Energy recommends a setting of 68 degrees (or lower).
- If you’re gone for several hours or more, set the thermostat at 55 degrees, or even cut it off (unless pipes are in danger of freezing). Be sure to turn the thermostat down at night and cover up with blankets.

CEASE THE GREASE

You may find yourself cooking more this time of year, so we want to remind you that fat, oil, and grease are a real “pain in the drain.” They are the major cause of problems we find in sewer lines. GUC does everything it can to prevent sewer spills, but we can’t do it alone. We need your help!

Things like oil, butter, margarine, shortening, pan drippings, and sauces can cause blockages in sewer lines. Clogged lines can lead to sewer spills, which are bad for the environment, and can be expensive. The best way you can prevent sewer spills is to never pour fat, oil, or grease down the drain. Instead, let it cool down, collect it in a container -- like a used soup can or jar -- and throw it in the trash.

