



NEW TEXT NOTIFICATION SYSTEM

GUC has launched a text notification system to inform customers about power outages around the clock. The messages will include an initial alert soon after the system indicates an outage that affects the customer, a link to the outage map and estimated restoration time, a follow-up alert when crews have arrived at the affected service area, and a final message indicating power has been restored.

These messages will not ask for personal information. This is not a way to report outages – that can be done through the online outage map or by calling the Emergency Hotline at 1-855-SOS-2-GUC (1-855-767-2482).

If you have included your cell phone number on your GUC account, you will automatically be enrolled in the system and can easily opt out. We're asking all customers to make sure their cell number is listed on their account by logging into their account and updating the information under User Profile. You can also use the online chat at guc.com or call 252-752-7166 during regular business hours to update your information. Get more details at guc.com.

BOARD OF COMMISSIONERS UPDATE

Greenville Utilities Board of Commissioners elected Kelly Darden, Jr., Peter Geiger, and Lindsey Griffin as their officers at the Board's July 21, 2022, meeting.

Mr. Darden, a Mental Health Counselor and internationally-known outdoorsman/ broadcaster, was elected Chair. He served as Secretary for the past year. He has served on the Board since 2018.

Mr. Geiger, a Chief Financial Officer for RFPI, was elected Chair-Elect. He has served on the Board since 2019.

Mr. Griffin, a retired construction executive, was elected Secretary. He has served on the Board since 2019.

In addition, the Greenville City Council appointed Marcus Jones to the Greenville Utilities Board of Commissioners for a three-year term, beginning July 1. He replaces Minnie Anderson

who has completed her terms of office. Commissioner Jones is a Disaster Relief Case Worker for Greene Lamp, a non-profit community action agency.

Greenville Utilities is owned and operated 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 serve three-year terms, with a maximum of two terms. Learn more about our Commissioners at guc.com.



Marcus Jones

MILLION HOURS WORKING SAFE

For the eighth time in its 117-year history, Greenville Utilities has achieved an important milestone -- one million consecutive hours worked without a lost workday due to injury.

Considering the challenges of delivering electric, water, sewer, and natural gas to nearly 168,000 customer connections, it is a remarkable feat to work a million hours without a major injury. This accomplishment did not happen by accident, however. GUC places a high value on employee safety, prioritizing working safely and keeping our customers safe.

More details on guc.com



SMART THERMOSTAT PILOT PROGRAM

GUC has launched a Smart Thermostat Pilot Program to reduce energy consumption. The program is a partnership with ecobee, a smart thermostat company, and provides incentives for customers who have an ecobee smart thermostat in their home and sign up for the program.

The program is voluntary and designed to reward customers for reducing their energy use during periods of high demand for electricity. Conserving energy during peak hours, when the cost to purchase and generate electricity is higher, helps keep prices affordable for our community.

Customers will receive a one-time enrollment incentive, in the form of a \$50 bill credit, as well as a monthly participation bill credit of \$5.00 per thermostat for their participation.

Those who wish to participate can sign up using the ecobee mobile app. There are some restrictions, and full details are available at guc.com.



This pilot is an addition to GUC’s long-standing commitment to peak shaving initiatives. The Beat The Peak program has been in operation for years and similarly offers incentives to residential customers who allow GUC to install special switches that cycle off electric water heaters, central air conditioning units/heat pumps, and/or electric furnaces during peak hours. Like the ecobee program, customers receive bill credits for participation in Beat The Peak. This is an option for those who do not have an ecobee smart thermostat in their home.

More details about the Smart Thermostat Pilot Program and Beat the Peak are on guc.com.

SURVEY SAYS...

Big thanks to the customers who participated in the recent customer satisfaction survey. GUC continues to receive high praise for our customer service and reliability. We value your feedback and will use it to get even better.



79%

gave their overall customer service with GUC the two highest rankings (4 & 5).

As a community-owned utility, GUC’s driving force is a commitment to customer service. For this reason, we periodically go straight to the source and ask customers how we’re doing.

The survey results show that a majority of the customers surveyed gave us high rankings. As in years past, questions related specifically to employees received the

highest scores. We had 79% of our surveyed customers give GUC a four or five rating for customer service, while 82% gave the same rating for their interactions with employees, and 70% gave the same ranking for overall satisfaction with GUC.

Reliability also continues to rank high with every service, coming in at an average of 92% of our customers giving a four or five rating for electric, gas, and water reliability.

Even more remarkable is our Net Promoter Index (NPI) score, which reflects the likelihood of our customers recommending GUC to friends and family if they were given a choice in utility providers. The average industry NPI for gas and electric customers across the United States is 3.89, and GUC scored

an impressive 26, which is six times better than the industry average!

Surveys don’t end with receiving results. In addition to providing a tool for measuring customer satisfaction, this survey allows us to better plan for future improvements. It provides a wealth of information, and many of our customers even took the time to give us specific feedback on how to improve. Find out more at guc.com.

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.