



# CONNECTIONS

Greenville Utilities Customer Newsletter | Spring 2019

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## Please Pardon Our Progress!

While GUC's Main Office in Uptown Greenville (Greene St.) is undergoing renovations, we are still here to serve you! We'll be open for business during our regular hours, 8am-5pm, Monday through Friday.

For the next several months, the building's main entrance (on Greene Street) will be blocked, but our parking lot will be available. Please follow the signs directing you to the entrance on the Washington Street side of the building.

The renovations will not affect our online account management at [guc.com](http://guc.com). You can pay your bill as well as start, stop, and transfer service from the convenience of your phone or computer whenever you like. Go to [guc.com](http://guc.com) and click on **Your Account** to learn more.

Please note that the Drop Box on Washington Street side of building is NOT available during the construction. There is a Drop Box for after-hours payments in Drive Thru #1 at GUC Express on Greenville Blvd. (across from Olive Garden).



We apologize for any inconvenience this may cause as we build a better customer experience for you. We're excited about the changes being made because they will allow us to serve you better. Thanks for your patience!



## Customer Satisfaction Survey

Our driving force is our commitment to excellent customer service. For that reason, it is important for us to go right to the source and periodically ask customers how we're doing. We will be conducting a telephone customer satisfaction survey this month to ensure that our level of service is meeting your expectations. If you get the call, please take the short phone survey to let us know how well we're working for you. Thank you!



## Call Before You Dig

According to NC 811, 42% of homeowners who plan to dig for a do-it-yourself project this year will put themselves and their communities at risk by not calling 811 a few days beforehand to find out the approximate location of underground utilities.

Projects like landscaping, installing a fence or mailbox, building a deck, pond, or patio, require some kind of digging. Digging without knowing where underground utilities are can result in serious injuries, service disruptions, and costly repairs when gas, electric, communications, water, and sewer lines are damaged.

Don't let a fun project turn into a disaster! Be sure to call 811 at least three working days before you plan to start your project so that underground lines can be identified. It's free and it's easy! Find out more at [nc811.org](http://nc811.org) or [guc.com](http://guc.com).



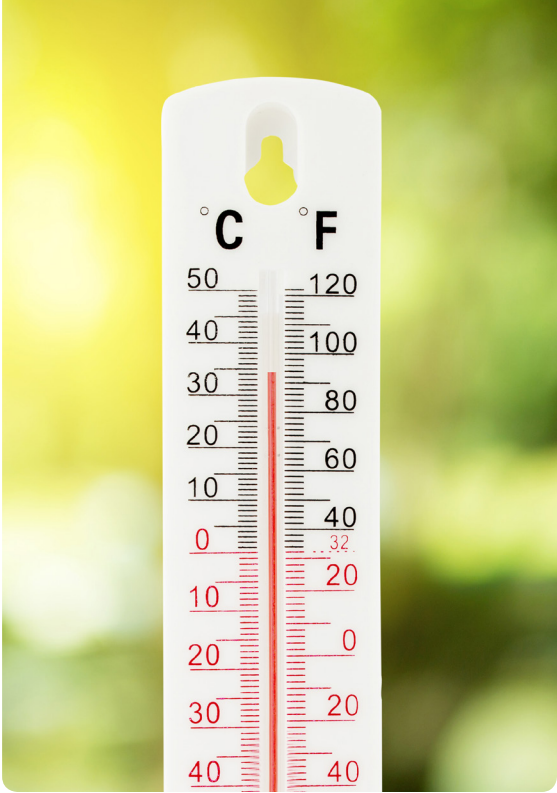
**Know what's below.  
Call before you dig.**



# Warm Weather Energy Tips

Summer is coming, and temperatures will rise. We can't do anything about sweltering heat, but there are some things you can do to help minimize your energy usage and keep your utility bill under control.

- Set your thermostat on the highest comfortable setting. We recommend 78 degrees or higher.
- 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. But remember, only use fans in occupied rooms since fans cool people, not rooms.
- Switch your central air conditioning to "auto" for better cooling and humidity control bill versus keeping the system switched "on" continuously.



# Protecting Your Water

Each year, our Water Resources Department runs two preventive maintenance programs to make sure our distribution lines are in good shape. These programs ensure that you continue to get the highest quality of water delivered to your faucet.

Operation Spring Clean is our flushing program. It's currently underway and involves opening fire hydrants and allowing them to flow freely for a short time. Each week, a different section of our system is flushed. You can visit [guc.com](http://guc.com) to find out when your home's area is scheduled. Operation Spring Clean ends on June 14th.

From June 17th to July 29th, we will temporarily change the disinfectant used in the water treatment process and use chlorine rather than chloramines. We will publish more details closer to the change but wanted to let you know that it's coming. Kidney dialysis patients and tropical fish owners will need to take special precautions during the switch. Look for information on [guc.com](http://guc.com) and our social media sites.

# 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.

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

**For more information on natural gas safety, visit [guc.com](http://guc.com) or call us at 551-1587.**

