



GUC Takes Steps to Address COVID-19 Concerns

GUC is committed to the health and safety of our customers and employees. We are taking the spread of COVID-19 very seriously and continue to monitor the latest local, State, and Federal guidance. Based on the guidance from the Centers of Disease Control and Prevention, GUC has taken the following steps as of March 18, 2020:

- We have closed our customer service centers to the public at the Main Office on Greene St. and the Office on Greenville Boulevard (across from Olive Garden). Customers can do business with GUC via the following:



Drive-thru - our Drive-thru is open at the 509 SE Greenville Boulevard location (across from Olive Garden) Monday-Friday from 8 a.m. to 8 p.m. Construction will be completed on the Drive-thru at our Main Office location at 401 S. Greene St. on March 26. Once the lanes at the Main Office open, GUC will have seven Drive-thru windows open for extended hours during the crisis. Please check our website, guc.com, for the current hours.



Drop Box - the drop box at the Main Office at 401 S. Greene St. is reopening. A drop box is also available 24/7 in Drive-thru lane #1 at the GUC Office at 509 SE Greenville Boulevard (across from Olive Garden).



GUC.com - pay your bill online as well as start, stop, and transfer service 24/7 and even chat with a customer service representative during regular business hours.



Phone - 252-752-7166 - pay your bill using a credit card via phone or speak with a representative about your bill or personal situation.

- Customers experiencing difficulties paying their utility bills because of the pandemic will not have their utilities disconnected due to non-payment. Customers who need help with a payment plan should contact GUC immediately at 252-752-7166 to speak with a Customer Service Representative about their specific situation.
- Most in-home services requiring employees to enter a customer's home or business have been suspended, such as home energy audits. If you require services where GUC employees need to go inside, don't be alarmed when employees arrive for the appointment wearing protective gear such as a respirator and Tyvek suit for their own - and the your - protection. These visits will all be scheduled ahead of time.

We encourage you to follow our latest announcements about COVID-19 concerns on our website and social media sites. GUC remains fully operational and has plans in place to ensure employees will be able to continue to provide reliable, life-sustaining utility solutions throughout this situation.

Main Office Nears Completion

Our Main Office renovation is scheduled to be completed this spring. Soon, the parking lot will be cleared, and four new drive-thru lanes will be opening. Once they are in operation, between the Main Office and GUC Express, customers will have a total of seven drive-thru windows to use.

Thank you for your patience during this process, and we will continue to keep you updated on progress.





Protecting Your Water Supply

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 home or business.

Operation Spring Clean is our flushing program. It's currently underway and involves opening fire hydrants late at night 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 to find out when your home's area is scheduled. Operation Spring Clean ends on June 12th.

Immediately after that, 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 and our social media sites.

Prepare for Severe Weather

At GUC, preparing for emergencies like hurricanes and other weather events is a year-round activity. We are constantly doing what we can to ensure our systems are in the best condition possible and that we have an adequate supply of materials to handle whatever comes our way.

Our website, guc.com, contains lots of information to help you prepare, including an outage map and reporting system. You can see where we have outages and even report your outage online in just a few simple steps. And our toll-free Emergency Hotline, 1-855-767-2482, is always available to give you a quick and easy way to let us know you need our help. In the event of an outage, call our Emergency Hotline, 1-855-767-2482

There are a few simple ways to speed up the process of reporting an outage or other emergency:

Make sure we have your number. The Emergency Hotline uses an automated system to make sure you get help as fast as possible. The system tries to match up the number you call from with a number on file for a GUC account. If you call from the primary number listed for your account, you're one step closer to reporting your problem.

Know your numbers. If you call from a number other than the primary number listed for your account, no problem! You will be able to enter the primary telephone number listed for your account, or your account number. We recommend letting members of your household know which number is listed as your



primary phone number to make it quicker for them should they need to report a problem. We also recommend programming our hotline number into your phone and adding your GUC account number into the hotline contact notes.

Not sure what number we have for you? It's easy to update your information when you log into your account on our website. Or, one of our friendly Customer Contact Representatives can help you over the phone. Just give us a call at 252-752-7166. No worries. Rest assured that no matter what number you call from, you will get the help you need. And, you always have the option to speak directly with one of our employees when you call.

Stay Cool Without Breaking The Bank

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.