



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 18th.

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.



KEEP YOUR BILL LOW WHEN TEMPS ARE HIGH



Spring ushers in beautiful blooms and warmer temperatures. Here are some simple ways to control your utility usage and save money.

- Set your thermostat on the highest comfortable setting. We recommend 78 degrees or higher. Every degree above 78 saves about 4% in cooling costs.
- 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. Use in occupied rooms since fans cool people, not rooms.
- Switch your central air conditioning to "auto" rather than continuously "on" – you'll get better cooling and humidity control.
- Unplug outside refrigerator/freezer if not in use or if items will fit in your indoor refrigerator/freezer.
- Sunlight coming through your windows will heat up your home, causing you to spend more on air conditioning. Try drawing the blinds during the hottest parts of the day, especially if your windows are facing south.

CALL BEFORE YOU DIG

Working in the yard this spring? Be sure to call NC 811 first so that underground utility lines can be located ahead of time. It's the best way to avoid costly and potentially dangerous problems. The free call will let locators know to come by and mark utility lines for you. They ask that you allow three working days. Know what's below – call NC 811. **Find out more at nc811.org.**





THE MORE YOU KNOW: *Automatic Meter Reading*

Did you know that most of GUC's meters can be read from a distance as far as one-half mile? It's true! We have been using Automated Meter Reading (AMR) technology on our meters since 2004. Having AMR means that our Meter Technicians don't need to walk to each customer's home or business. Instead, meter data is relayed through a radio transmitter that is installed on the meter. GUC vehicles equipped with on-board computers automatically collect accurate meter readings simply by being in the vicinity of the metered property. Gone are the days of recording meters with pencil and paper!



NEVER MISS A DUE DATE

Set up the notifications you want. Just log into your online GUC account portal, select communication preferences, and choose which notifications and reminders you want to receive regarding your bill (email, text, or both). Customers enrolled in eBill, our paperless billing option, can also select notifications for when their bill is ready and when their bill is due. All customers can select notifications for late payment, payment received, payment canceled, payment rejected, and payment method expired. Our online account portal has lots of features to help make managing your GUC account easier. Whether you want to pay your bill, sign up for AutoPay, paperless billing, Budget Billing, or see trends in your usage, the portal makes it easy! Check it out at guc.com

ARE YOU BEATING THE PEAK?

If you have an electric water heater, central air conditioning unit or heat pump, you can save up to \$70 a year by helping us "Beat-the-Peak." Thousands of Greenville Utilities customers -- probably many of your friends and neighbors -- are already participating in the program.

By reducing "peaks," which occur when all of our customers use the greatest amount of electricity, we can hold down the cost of wholesale power we purchase.

The summer program gives you credit on your utility bill during July, August, September, and October. Summer credits can total \$40 annually -- \$20 for the water heater control and \$20 for the central air conditioning control.

If you participate in Beat-the-Peak's winter program, you will receive a credit on your utility bill during January, February, and March. Winter credits total \$30 annually -- for electric furnace control or heat pump heat strip control.

Add summer and winter credits and save up to \$70 each year!

Signing up is easy! Find out more at guc.com.

