



YOUR BILL LOOKS DIFFERENT

We've updated your monthly bill. The changes allow you to see more details about how your charges are broken down. Check out the included insert for all the details.



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.**

**Know what's below.
Call 811 before you dig.**

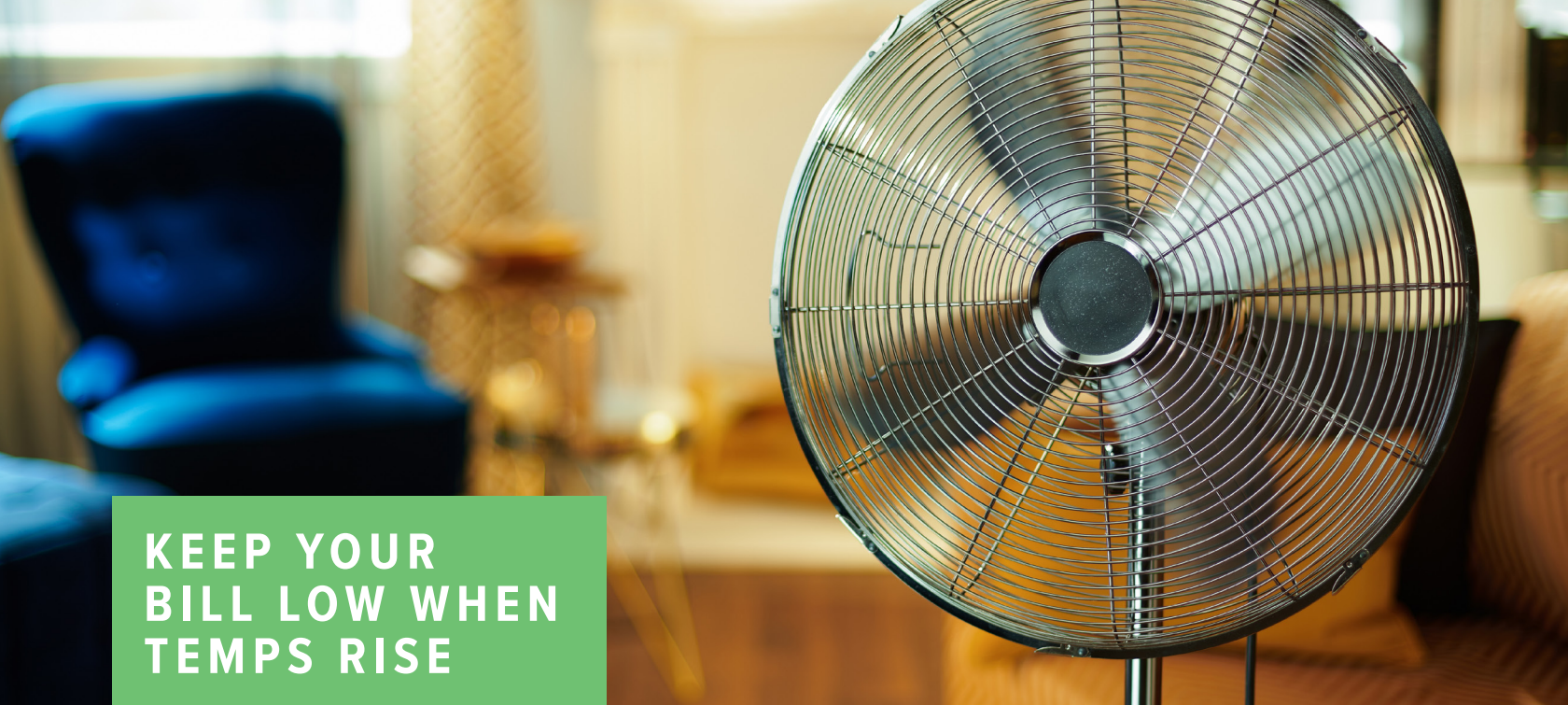


PROTECTING YOUR WATER SUPPLY

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 17th.

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 RISE

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

- During hot weather, set your thermostat on the highest comfortable setting. We recommend 78 degrees or higher. Remember, every degree above 78 can save you about 4% in cooling costs. If you're not going to be home for an extended period, raise your thermostat to 85-88 degrees.
- 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 only in occupied rooms since fans cool people, not rooms.
- Switch your central air conditioning to "auto" for better cooling and humidity control versus keeping the system switched "on" continuously.
- Unplug outside refrigerator/freezer if not in use or if items will fit in your indoor refrigerator/freezer.



WE WANT TO HEAR FROM YOU! *Customer Survey to Begin Soon*

Providing you with exceptional customer service is a top priority for GUC. Your feedback lets us know what we're doing well and how we can improve. That's why we will be doing a customer survey this spring. A random selection of customers will receive either a phone call or email to complete a brief survey, which should take no more than 10 minutes. If you get the call or email, we thank you in advance for your feedback.

WHO YOU GONNA CALL?

Here are some important GUC phone numbers to keep handy:

- **855-767-2482** Emergency Hotline to report outage, gas leak, sewer spill, or other utility-related emergency
- **252-752-7166** Customer Service, Billing, Payments, Start/Stop Service
- **252-329-2265** Drinking Water Questions
- **252-551-1587** Natural Gas Information
- **252-551-1551** Water Leaks/Sewer Stoppages
- **252-551-2098** Report Streetlight Outage

