



## Hurricane Season Is Here

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](http://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 with 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 your call is directed to the right place so 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 number.**

If you call from a number other than the primary number listed for your account, no problem! You will be able to punch in the primary telephone number listed for your account, or your account number. The system can find your account information that way. We recommend letting the 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.



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.

## Protecting Your Water

### Annual Temporary Switch to Chlorine Keeps System in Top Shape

Beginning June 18 and continuing until July 30, Greenville Utilities will temporarily change the disinfectant used in the water treatment process. We will use chlorine rather than chloramines during this period of time.

Since December 2002, we have used chloramines, a mixture of chlorine and ammonia, as the disinfectant in its water treatment process. Chloramines are an effective disinfectant and also reduce the level of byproducts that are regulated by the US Environmental Protection Agency. State drinking water guidelines recommend that water systems using chloramines periodically switch back to free chlorine (chlorine alone) for a period of time. This brief, scheduled change in disinfectant is a standard water treatment practice to keep water mains clean and free of potentially harmful bacteria throughout the year.

During the temporary switch to free chlorine, you may notice a slight change in the taste or smell of your tap water. The mild chlorine taste and smell is normal and poses no health risk. Most customers will not need to take any precautions as the water remains safe to drink and is treated according to both state and federal standards. People and businesses that normally take special precautions to remove chloramines from tap water, such as dialysis centers, medical facilities and aquatic pet owners, should continue to take the same precautions during the temporary switch from chloramines to free chlorine.

**For more information, please visit [guc.com](http://guc.com) or contact GUC at 252-551-1551.**





# 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](http://guc.com) or call us at 551-1587.**



## Avoid the Dangers of Backflow

Most of the time water flows “forward” from the water distribution system into your residence. Backflow is the term used to describe the “backward flow” of water. In other words, backflow would occur when water from your home “flows back” into the water supply. Backflow can also be caused when water from a garden hose “flows back” into your home. If water flowing backwards contains hazardous chemicals or bacteria, it can cause an unhealthy or dangerous situation.

How does it happen? Backflow can occur because of something as simple as an ordinary garden hose. As an example, you are washing your car and the phone rings. You leave your garden hose in a bucket of soapy water. While you are on the phone, a water main breaks down the street and the water pressure quickly and momentarily has a significant drop, creating a vacuum. Like sucking on a straw, the vacuum could pull the soapy water into your home’s water system. At the same time, your spouse gets a glass of water from the kitchen faucet. What should be a refreshing drink actually ends up being contaminated by the effects of backflow. Significant water pressure drops are uncommon, but they can happen.

Here are some precautions you can take to safeguard your family:

- Never submerge hoses in buckets, pools, spas, tubs or sinks.
- Always keep the end of the hose away from possible contaminants.
- Don’t drink from your garden hose.
- Don’t use spray attachments (pesticide applicators, portable pressure washers, drain openers or radiator flush kits) without a backflow prevention device. Devices are available for less than \$10 at most home improvement stores. Ask for a hose bibb vacuum breaker.

**Find out more at [guc.com](http://guc.com).**

## Simple Ways to Save This Summer

- 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.

**Visit [guc.com](http://guc.com) for more ways to save all year.**

