



## WELCOME BACK

After a long 14 months, we are happy to reopen our Greenville Utilities offices to the public! We appreciate your patience during the height of the COVID-19 pandemic as we worked to keep our customers and employees as safe as possible.

While our business offices are open now, and we are happy to see you, we want to encourage you to keep using our website and drive-thru windows. They are designed with you in mind to make taking care of your account quick and easy.

We have two offices where you can take care of all your GUC business. Each location has drive-thru service and a drop box for your convenience.

### Main Office - 401 South Greene Street

Drive Thru - Monday – Friday, 8:00 a.m. – 5:00 p.m.  
Drop box located on Washington Street side of building

### 509 SE Greenville Blvd. (across from Olive Garden)

Drive Thru - Monday – Friday, 8:00 a.m. – 5:00 p.m.  
Drop box located in drive thru #1



## UNITED WE CAN

It felt great to be out in the community again! Our employees stepped up and donated food items and brain power to design this pirate ship for the UNITED WE CAN food drive and sculpture contest organized by the United Way of Pitt County. GUC participated in honor of APPA's (American Public Power Association) Month of Giving.

Their hard work paid off by earning “best in show” and “community choice” trophies. There was a lot of stiff competition, but the real winner is the Food Bank of Central & Eastern North Carolina! This ship contains 376 cans of green beans, 12 cans of tuna, 250 bottles of water, 20 boxes of oatmeal, 9 boxes of pasta, 36 bags of goldfish snacks, and 108 rolls of toilet paper.



## HOT WEATHER TIPS

Summer is here and with it comes higher temperatures that can lead to higher bills. Here are some tips to help keep the cost down.

- 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.

## 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 252-551-1587.





## KEEPING YOUR WATER SUPPLY SAFE

GUC temporarily changed the disinfectant used in the water treatment process on June 21. The change will continue until August 2. We are using chlorine rather than chloramines during this time.

Since December 2002, we have used chloramines, a mixture of chlorine and ammonia, as the disinfectant in our water treatment process. Chloramines are an effective disinfectant and also reduce the level of byproducts that are regulated by the U.S. 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.

## HURRICANE SEASON IS HERE!

TO REPORT AN OUTAGE CALL:  
1.855.SOS.2GUC (1-855-767-2482)



1.855.SOS.2GUC  
EMERGENCY HOTLINE

## GUC RECOGNIZED FOR RELIABLE AND SAFE ELECTRIC SERVICE

Greenville Utilities earned the Reliable Public Power Provider (RP3)<sup>®</sup> Diamond Level designation from the American Public Power Association for providing reliable and safe electric service. The Diamond Level is the highest designation and places GUC in the top 10% of all community-owned power utilities in the nation.

RP3 designation, which lasts for three years, recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, workforce development, and system improvement. Criteria include sound business practices and a utility-wide commitment to safe and reliable delivery of electricity. GUC is one of 270 public power utilities nationwide that hold the RP3 designation and one of just 127 at the Diamond Level.

“We couldn’t be prouder to be honored with this designation,” said John Worrell, GUC Director of Electric Systems. “This is a prestigious recognition of a lot of work from a lot of people who really care about powering our community. And this designation is not a final destination. We are committed to continuing to look for ways to improve our operations and service to our customers.”

Greenville Utilities has been recognized with the RP3 designation continuously since 2007, having earned the Diamond Level distinction in 2018 and again this year.



American Public Power Association

## CONNECTIONS

is published by Greenville Utilities Public Information Office

