



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 for more ways to save all year.



HURRICANE SEASON IS HERE!

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

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EMERGENCY HOTLINE

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 with just a few clicks. 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.



LIGHT UP NAVAJO

GUC is proud to join the efforts of the Light Up Navajo initiative, a mutual aid project that extends service to Navajo homes without electricity by bringing together volunteer crews from public power utilities across the country to connect Navajo homes to the grid. A team of GUC employees travelled to Arizona in June to assist in this effort to get electricity to homes on the Navajo reservation that have never had it before. The goal is to connect 300 families' homes to the electric grid for the first time.

Find out more details on our website or call us at 252-751-7166.



KEEPING YOUR WATER SUPPLY SAFE

GUC temporarily changed the disinfectant used in the water treatment process on June 20. The change will continue until August 1. 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 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 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 or call us at 252-551-1587.



SCAMMER ALERT

Hot summer months are when scammers ramp up their calls and house visits, and recently we have received reports of two new phone tactics. One new tactic is a phone call offering a rebate by pressing a certain number. The other new tactic is a caller claiming there is a meter issue, and a Western Union payment is needed for a specific electrician to do the job. Don't let them fool you! If someone claiming to represent GUC says that you need repairs on your GUC equipment and asks for payment on those repairs, it's a scam.

For more tips on spotting utility scams visit our website.