



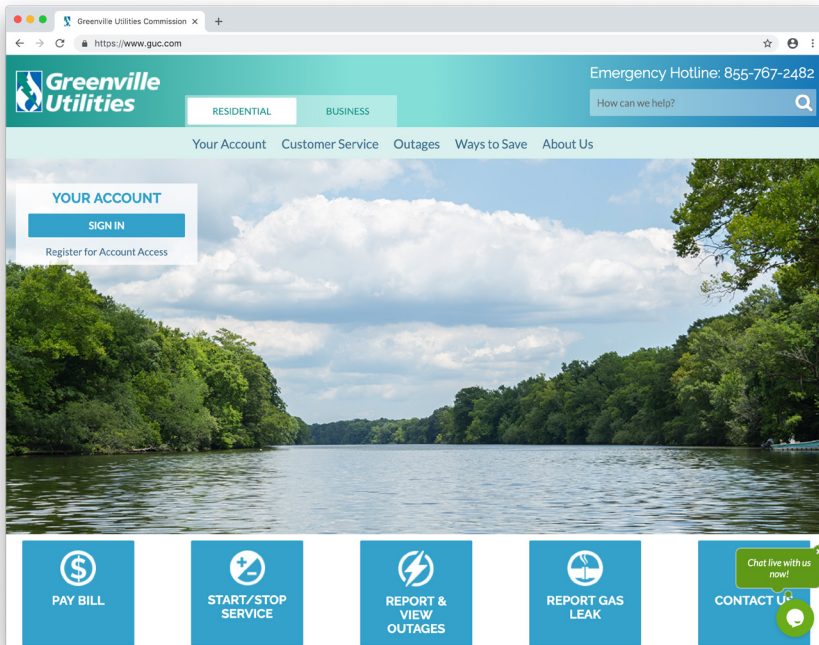
GUC.COM gets a Makeover

After more than a year of planning and work, we've launched our updated website, guc.com. Designed with the customer experience in mind, guc.com has been re-worked to provide visitors with a more responsive site and easier access to the information customers want and need.

"We started with the customers in mind, both residential and business," said Public Information Officer/Communications Manager Steve Hawley. "Staff from all departments came together and analyzed the data of how our customers were using the website to figure out what was working and what needed improvement. The group then looked at new technologies and how we could make the website experience better with an emphasis on how customers expect us to communicate and interact with them."

Some of these changes include a chat feature, top search topics automatically appearing when a visitor starts typing in the search bar, an emphasis on how to manage accounts online, and the latest information about GUC via social media feeds on the homepage. In addition, viewing and reporting outages have been improved with a new outage map.

The updated site went live on December 5th. GUC's last major website update was in 2013.



Water Treatment Plant Expansion

In keeping an eye towards our region's growth and to serve our customers more effectively and efficiently, we are in the final planning stages to expand the Water Treatment Plant.

This project will add the capacity to treat another 10 million gallons of water per day, allowing us to meet future demands for years to come. Construction should begin this year, and be completed in 2022.

At the same time, we will also be working on enhancements to the water distribution system. This project will add larger water mains and an elevated water tower to the southeastern side of the system, where future growth is projected. This will not only provide capacity to that area, but also balance out the system, which has higher water pressure and capacity on the western side. To minimize the impact on the community, this work is being coordinated with the expansion of Fire Tower and Portertown Roads.



Winter Saving Tips

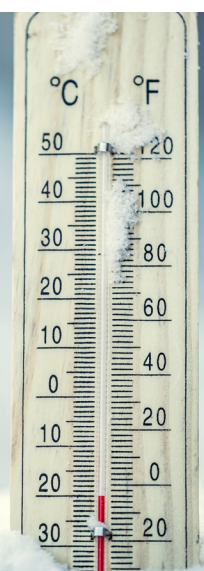
Take Advantage of Heat from the Sun. Open curtains on your south-facing windows during the day to allow sunlight to naturally heat your home, and close them at night to reduce the chill you may feel from cold windows.

Reverse Your Fan. In the summertime a fan is a wonderful way to keep cool, but your fan can also help circulate warm air in the winter. When you reverse the direction of your fan (there's a little switch on the motor housing), the fan will

push warm air downward and recirculate it through the room. To ensure your fan is spinning in the correct direction, set it so the blades are spinning clockwise when you look up.

Reset Your Water Heater. Turn down the temperature of your water heater to the warm setting (120°F). You'll not only save energy, you'll avoid scalding your hands.

Lower the Temp. Lower your thermostat to 68 degrees. Learn more about your thermostat online on guc.com.



Neighbor to Neighbor

Our Neighbor to Neighbor program meets local needs by providing funds to assist low income families in Pitt County with their heating bills. It's a voluntary program, supported through GUC customers' tax-deductible contributions. GUC matches contributions, up to \$20,000 each year.

Neighbor to Neighbor is a partnership between GUC and the Pitt County Department of Social Services (DSS). DSS screens applicants, determines eligibility and distributes the funds (up to \$200/year per eligible household) during the heating season, December – March. Funds are used to pay for all types of heating fuels (kerosene, oil, natural gas, electric heat, etc). One hundred percent of contributions are used to assist families; there are no overhead costs.

Since the program was started in 2001, more than \$560,000 has been provided in heating assistance. "As a local utility, we are part of this community and pride ourselves on being a good neighbor," said Tony Cannon, General Manager/CEO. "We feel this program provides a means to meet a real need."

Please consider joining GUC to support those in need. If everyone gives a little, it will make a big difference! Sign up is easy and convenient. You can



make an automatic monthly donation of \$1, \$2, \$5, \$10, \$15, \$20 or more to be added to your GUC bill year-round, and you can stop or change the amount at any time. You can also make a lump sum donation by check or cash.

Get started right now by emailing us at n2n@guc.com, calling us at 252-752-7166, or stopping by one of our offices (Main Office at 401 S. Greene Street or GUC Express at 509 SE Greenville Blvd.). Together, we can help keep all our neighbors warm.

In The Community

Last year, our employees enjoyed sharing their careers with students from elementary school to college in 50 area schools. We're looking forward to inspiring more minds in 2019!



Making a Move?

For your safety, you must be home when your natural gas service is connected.

We also encourage you to be home when your electric and water services are connected.

- Make sure all heat producing appliances (stoves, ovens, toasters, space heaters, clothes dryer, hair dryers, etc.) are off or unplugged before your electricity is turned on.

- Be certain that all water connections (faucets, ice makers, washing machine hookups, etc.) are completely off when your water is turned on.

For additional information about getting new services connected, visit guc.com, or call 252-752-7166 to speak with a Customer Contact Representative.

