



CONNECTIONS

Greenville Utilities' Customer Newsletter | Winter 2020

Main Office Update

Work is moving right along on our Main Office renovations! Customers are able to take care of business in the new customer service center and, later this year, will have the option of using the renovated drive-thru lanes. Between those and the lanes already in service at the Express Office, customers will have the option to use seven drive-thru lanes Monday-Friday, from 8 a.m. to 5 p.m.. We'll continue to keep you posted on our progress and appreciate your patience while we work to improve our space for you!



Protecting Sewer Lines

You may have seen one of our two vehicles around town displaying important messages about how you can help protect sewer lines and the environment. We do everything we can, but we need your help!

Fat, oil, and grease are a real “pain in the drain.” They are the major cause of problems we find in sewer lines. Things like oil, butter, margarine, shortening, pan drippings, and sauces can cause blockages in sewer lines. Clogged lines can lead to sewer spills, which are bad for the environment. They can also clog up the pipes inside your home and lead to expensive repairs for you. The best way you can prevent clogs is to never pour fat, oil, or grease down the drain. Instead, let it cool down, collect it in a container -- like a used soup can or jar -- and throw it in the trash. We have reusable lids for customers to use in their kitchens. If you'd like one, they are available at our Main Office at 401 S. Greene Street or GUC Express on 509 SE Greenville Blvd, across from Olive Garden.

It's also important to remember that toilets are not trash cans. When things that shouldn't be flushed are flushed, it causes problems for GUC, and the environment. Remember: disposable does NOT mean flushable. Even flushable does NOT always mean you should flush it. If the label reads “flushable,” like some toilet wipes, you are still safer and more environmentally correct to place them in the trash.



Here's a partial list of things that should not be flushed:

- Baby wipes, diapers
- Cigarette butts
- Rags and towels
- Cotton swabs
- Medicated wipes (all brands)
- Syringes
- Candy and other food wrappers
- Sponges
- Aquarium gravel or kitty litter
- Sanitary napkins
- Tissues
- Food scraps
- Oil
- Grease
- Medicines
- Dental floss

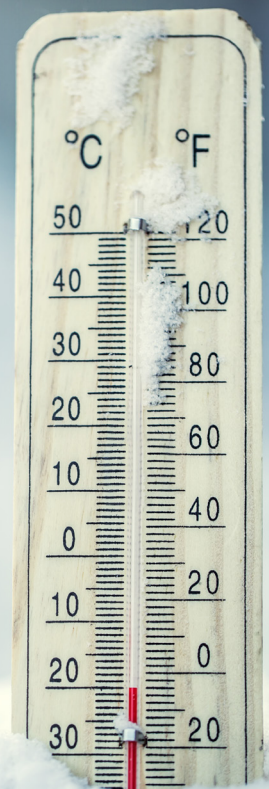
Winter Saving Tips

When temperatures drop, energy usage goes up. Heating systems account for, on average, 60% or more of your home's winter utility bill. The colder it is outside, the harder they work inside. Here are some tips to help you stay warm and save money too:

- If you have an electric heat pump, in winter only, find the lowest comfortable setting, and don't change it. Set it and forget it. The Department of Energy recommends a setting of 68 degrees. Every degree you lower the setting will save you money.
- When you adjust the thermostat on a heat pump system, even by just one degree, it

automatically forces the less economical back-up system to start running. This can be costly!

- Using a space heater to warm small areas for short periods of time can be economical. If you use the space heater to warm up one small room for 30 minutes in the morning, you can have that added comfort for less than \$3 on your monthly bill.
- Be sure to keep furnace filters clean, and make sure your heating system is operating efficiently. You can save 10 - 15% on energy costs by keeping your filters clean.



Help a Neighbor Stay Warm This Winter

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.

Efforts for Census 2020



MAKE NC COUNT C E N S U S 2 0 2 0

The U.S. Census Bureau is the federal government's largest statistical agency. The emphasis of Census 2020 is to count everyone once, only once, and in the right place. We need our community to come together and become educated on what all the Census truly brings to America's people, places, and economy.

So, how does the Census help our community?

- The distribution of more than \$675 billion in federal funds, grants and support to states, counties, and communities are based on census data, which is spent on schools, hospitals roads, and public works.

- Real estate developers use the census to build new homes and revitalize old neighborhoods.
- Residents use the census to support community initiatives involving legislation, quality-of-life and consumer advocacy.
- Local governments use the census for public safety and emergency preparedness.

Do your part by filling out the Census on the official Census day April 1, 2020.

For more information go to: <https://www.census.gov>

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.

Find out more at guc.com/natural-gas-safety.

If you think you have a gas leak, please call our Emergency Hotline immediately at 855-SOS-2GUC (855-767-2482).



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