



COMING SOON TO A DEVICE NEAR YOU:

New Online Account Management System

We are always working to create the best customer experience possible. Launching early in 2020, our new online account management system makes it easier than ever to take care of all your GUC business right from your phone, tablet, or computer.

It's easy to sign up and use the system. You'll be able to pay your bill, track your usage, and sign up for services like AutoPay, Budget Billing, and eBill. If you move, you can easily transfer your service. Your payment preferences and info will be saved so paying your bill takes just a few quick clicks.

We think you'll love it! Look for the new system this month.



FALLING TEMPS CAN MEAN RISING BILLS

When temperatures drop, utility bills rise. When it's cold, customers use more electricity and natural gas to heat their homes and businesses. Here are some ways to keep the cost of heating down:

Heat Pumps:

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!

If you are leaving your house for a few days, turn your heat down on your heat pump system.

Other Forms of Heat:

For other forms of heat (natural gas, oil, propane, geothermal, electric furnace, and electric baseboard), adjust your thermostat as needed daily and throughout the day. The Department of Energy recommends a setting of 68 degrees (or lower).



If you're gone for several hours or more, set the thermostat at 55 degrees, or even cut it off (unless pipes are in danger of freezing). Be sure to turn the thermostat down at night and cover up with blankets.

Find more ways to save at guc.com.

WINTERTIME SAFETY TIPS

Hurricane season is over, but snow and ice storms can still cause storm-related outages. If we have winter storms, here are some things to keep in mind.

If you have an outage or other utility emergency, call our Emergency Hotline at 1-855-SOS2GUC (1-855-767-2482). Someone is there to help you get the help you need 24/7, no matter the weather.

If you have a generator, make sure you use it safely:

- If your generator is to be connected directly into your home's electrical system, be sure to use a licensed electrician to do the work.
- Make sure your wiring system is disconnected from Greenville Utilities' system before operating the generator.
- Ensure the main circuit breaker in your electric service panel box is in the OFF position. If you have a fuse box instead of breakers, pull out the main block, remove the fuses and reinsert the empty block. This is necessary to prevent your generator's electricity from going back into GUC's system, which could endanger the lives of line crews and your neighbors.
- Generator exhaust is deadly, so be sure the area is properly ventilated.

Visit guc.com for more details.





PROTECT YOUR PIPES

Freezing Temperatures Can Be A Pain In The Pipes!

Here are some ways to make sure your pipes survive freezing cold temperatures:

- Insulate pipes in unheated parts of the home (like crawl spaces).
- Open doors on cabinets below sinks to allow warmer room air to circulate around the plumbing.
- Disconnect water hoses from outdoor spigots.
- Protect your lawn sprinkler systems. Irrigation line breaks and sprinklers spraying onto sidewalks and roadways will quickly lead to serious public safety hazards and expensive repairs.
- Locate the master water shut-off valve in your home now in case you experience a burst pipe and need to cut your water off in a hurry.

Find out what to do if your pipes freeze at guc.com.

NEIGHBOR TO NEIGHBOR: *Help Families Stay Warm This Winter*

Your donation of a few dollars a month can help a family this winter. Neighbor to Neighbor is GUC's voluntary program that is supported through customers' tax-deductible contributions. GUC matches contributions – up to \$50,000 this year to help meet the increased needs due to the COVID-19 pandemic.

Find out how you can make a difference – all the details, along with a sign-up form are on guc.com.



CAN YOU RECOGNIZE 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 1-855-SOS-2GUC (1-855-767-2482).

