

**Q:** Should I be at home when services are connected?

**A:** You must be at home when your natural gas service is connected. For your safety and protection of your property, we encourage you to be home when your electric and water services are connected. Make sure that all heat producing appliances (stoves, ovens, toasters, space heaters, clothes dryers, hair dryers, etc.) are off or unplugged before your electricity is turned on. You should also make sure that all water connections (faucets, ice makers, washing machine hookups, etc.) are completely off when your water is turned on.

**Q:** Does GUC collect trash and recycling?

**A:** No. The City of Greenville provides these services. We have found that our customers like being able to pay all their utilities at one time though, so we provide billing services for the City for refuse collection as well as the City's stormwater fees. Having one bill for those fees saves you the hassle of paying multiple bills. If you have questions about those fees, call 252-329-4522 or visit [greenvillenc.gov](http://greenvillenc.gov) for more information.



Connected To You.

PO Box 1847  
Greenville, NC 27835-1847  
252.752.7166  
[www.guc.com](http://www.guc.com)



**Greenville  
Utilities**

School Can Be Hard.  
Taking Care of Your  
Utility Bill is Easy at  
**GUC.COM**

Connecting with GUC is as simple as going to **[guc.com](http://guc.com)**. We provide electric, water, sewer, and natural gas services for most of Pitt County. You can sign up for everything you need at one time, and you'll only get one bill.

## Signing Up

You can sign up for service and manage your account anytime, anywhere – our customer self service feature makes it easy! Just follow the prompts on our website. We even have videos to show you how it works.

## Parents

We know you appreciate everything your parents do for you, and so do we! If they are helping out with your bills, they have the option of putting your service in their name. They can possibly cosign and save you the cost of a deposit. All the details are on [guc.com](http://guc.com) on the “Info for Students” page.

## Sharing the Load

Our customer self service makes it easy to share and manage your account online. The account holder can set it up so that roommates or parents can see (and even manage) what's happening with the account. They can check out due dates and calculate their portion ... even pay the bill online.

## Notifications and Reminders

You have a lot to keep track of! Let GUC help with automatic emails to as many email addresses as you like letting you know when your bill is ready, when it's due, when we've received payment, and if it's past due. You even get to choose how many days before a bill is due that you get the reminder.

## Go Digital

Take care of everything online. With eBill, you receive an email letting you know your bill is ready, instead of a paper bill in the mail. Love to see the paper bill? You can view and even print your bill if you want. Paying your bill online is easy and free with your bank account information; using your credit or debit card is just as easy, but there is a small fee. With AutoPay, you can even have it automatically drafted from your bank account for free with the extra feature of a maximum amount it can pull – super helpful when you're on a budget.

## Mobile-Friendly

The best part of all these tools? You can access them easily on a mobile device.

## We Love to See You!

Just because you can do everything online, doesn't mean we don't love it when you come in our offices! We have two locations to serve you. Our Main Office is located in uptown Greenville at 401 S. Greene Street. GUC Express is located at 509 SE Greenville Blvd, across from Olive Garden. Both offices are open Monday to Friday, 8 a.m. to 5 p.m., with the Express office drive-thru open 8 a.m. to 5:30 p.m.

Our friendly Customer Contact Representatives are available to help you on the phone weekdays from 8 a.m. to 5 p.m. – just call us at 252-752-7166.

## FAQ's

**Q:** What will I need to know when I sign up for services?

**A:** You'll need to provide your Social Security number, driver's license number, mailing address, service address, date for service to be cut on, and a phone number where we can reach you. You will need to make a deposit as well. If your account will be in a parent's name, they will need to make a deposit or provide a letter of credit from their utility company. All the details are on [guc.com](http://guc.com).