

**NOTICE AND AGENDA FOR A REGULAR MEETING
OF THE GEUS BOARD OF TRUSTEES
TO BE HELD AT 6:00 PM ON THURSDAY, JULY 17, 2025
IN THE
GEUS OPERATIONS CENTER
6000 JOE RAMSEY BLVD
GREENVILLE, TX 75402**

I. CALL TO ORDER

II. INVOCATION

III. ROLL CALL

IV. COMMUNICATIONS TO THE BOARD

V. CITIZENS TO BE HEARD ON NON-AGENDA ITEMS *Citizens are invited to address the Board on topics not already scheduled for a Public Hearing or listed on the agenda. Present your completed "Citizen's Comment Card" to the Executive Assistant prior to the meeting. Speakers are limited to 3 minutes and should conduct themselves in a civil manner. The Board cannot act on items not listed on the agenda in accordance with the Texas Open Meetings Act. Concerns will be addressed by GEUS Staff; they may be placed on a future agenda or addressed by some other course of response.*

VI. PUBLIC TESTIMONY *Public Testimony occurs when citizens are invited to address the Board on topics already on the agenda. Speakers will be invited to speak at the time of Board discussion for the item. Present your completed "Citizen's Comment Card" to the Executive Assistant prior to the meeting. Speakers are limited to 2 minutes for each agenda item.*

VII. FINANCIALS

- 1. July 2025 Financial Report (For Information Only) 3

VIII. NEW BUSINESS

1. CONSENT CALENDAR

- A. GEUS Board of Trustees Regular Meeting Minutes - June 17, 2025
- B. Resolution 25-48: Authorize the Purchase of Two Pickup Trucks with Service Bodies as Approved in the FY25 Budget 4

2. ACTION ITEMS

- A. Resolution 25-49: Adopt Revised Board Policy P107.01, Rev. C
- B. Resolution 25-50: Adopt Revised Board Policy P602.01, Rev. B 5
- C. Resolution 25-51: Recommend City Council Enter into Encroachment License Agreement 6
- D. Resolution 25-52: Approve Revisions to Regulatory Charge 7

IX. REPORTS OF THE GENERAL MANAGER

- 1. June 2025 Business Services Monthly Report (For Information Only) 9
- 2. June 2025 Community Connections Monthly Report (For Information Only) 12
- 3. June 2025 Customer Service Monthly Report (For Information Only) 36
- 4. June 2025 Engineering and Operations Monthly Report (For Information Only) 42

X. EXECUTIVE SESSION

Texas Government Code, Section 551.086: Certain Public Utilities Competitive Matters
The Texas Open Meetings Act and its provisions do not require a public power utility governing body to conduct an open meeting to deliberate, vote or take final action on any competitive matter, as that term is defined by Section 552.133, Texas Government Code. Section 551.086 does not limit the right of a public power utility governing body to hold a closed session under any other exception provided for in the Open Meetings Act, supra.

- generation unit specific and portfolio fixed and variable costs, including forecasts of those costs, capital improvement plans for generation units, and generation unit operating characteristics and outage scheduling;
- bidding and pricing information for purchased power, generation, and fuel, and Electric Reliability Council of Texas bids, prices, offers, and related services and strategies;
- effective fuel and purchased power agreements and fuel transportation arrangements and contracts;
- risk management information, contracts, and strategies, including fuel hedging and storage;
- plans, studies, proposals, and analyses for system improvements, additions, or sales, other than transmission and distribution system improvements inside the service area for which the public power utility is the sole certificated retail provider; and
- customer billing, contract, and usage information, electric power pricing information, system load characteristics, and electric power marketing analyses and strategies.

Texas Government Code, Section 551.071: Attorney consultation regarding pending or contemplated litigation, settlement offers, or matters deemed subject to the Code of Professional Responsibility of the State Board of Texas, including contracts containing information proprietary to third parties.

1. At any time during the meeting, the Board may meet in Executive Session for consultation with its attorney concerning attorney client matters under Texas Government Code Section 551.

XI. ADJOURN

NOTICE:

MEETINGS OF THE GEUS BOARD ARE ACCESSIBLE TO THE DISABLED. IF YOU NEED AN INTERPRETER OR SPECIAL ASSISTANCE, CALL (903) 457-2811 (VOICE), 1-800-735-2988 (TDD) OR ADMINISTRATION@GEUS.ORG (EMAIL) AT LEAST 48 HOURS PRIOR TO THE SCHEDULED MEETING.



Greenville Electric Utility System
Monthly Financial Reporting (Unaudited)
As of June 30, 2025
All Funds



	FY 2024-25 Budget	Month-To-Date Activity	Year-To-Date Activity	Encumbrances	YTD Actuals as % to Budget (Encumbrances Excluded)
Revenues and Inflows					
Electric Revenues (Funds 910-913)	\$ 104,978,900	\$ 6,875,005	\$ 63,843,717	\$ -	60.8%
Fusion Revenues (Fund 950)	6,873,260	481,314	4,842,013	-	70.4%
Total Revenues and Inflows	111,852,160	7,356,319	68,685,730	-	61.4%
Expenses and Outflows					
Elec Departmental O&M	78,041,470	5,612,473	48,447,516	2,339,517	62.1%
Fusion Departmental O&M	5,228,520	338,088	3,079,738	743,285	58.9%
Other Admin Expenses	1,063,200	-	34,340	-	3.2%
Insurance ⁽¹⁾	750,000	-	687,792	-	91.7%
City Services	611,500	60,671	546,033	-	89.3%
Transfers to City	4,130,930	-	2,077,903	-	50.3%
Board Of Development	733,780	-	328,350	-	44.7%
Capital -Electric ⁽²⁾	174,207,530	474,097	25,237,931	66,752,528	14.5%
Capital - Fusion	1,013,160	74,827	357,444	19,601	35.3%
Debt Service Expenses	15,100	-	2,206	-	14.6%
Debt Service Principal Payments	3,845,000	-	3,845,000	-	100.0%
Debt Service Interest Expenses	7,501,625	-	3,556,827	-	47.4%
Total Expenses and Outflows	277,141,815	6,560,156	88,201,080	69,854,931	31.8%
Change in Net Position ⁽³⁾⁽⁴⁾	\$ (165,289,655)	\$ 796,163	\$ (19,515,350)	\$ (89,370,281)	

Notes and Percentage to Budget Explanations

(1) Most of the insurance expense is paid annually in October.

(2) Capital encumbrances for the Electric Fund include multi-year projects with purchase orders opened in prior years based on Board approved appropriations.

(3) FY 2025 budgeted change in net position includes \$172,158,780 in planned expenses for multi-year CIP projects utilizing bond funds. When excluding these budgeted bond funded expenses, change in net position reflects an increase of \$6,869,125.

(4) FY 2025 year to date change in net position includes \$23,980,685 in expenses for multi-year CIP projects utilizing the Series 2024 bond sale. When excluding these bond funded expenses, change in net position reflects an increase of \$4,465,335. A decrease in net position may be due to multi-year projects utilizing bond proceeds from fund balance.

**GEUS BOARD OF TRUSTEES
JULY 17, 2025**

RESOLUTION 25-48

**AUTHORIZE THE PURCHASE OF TWO PICKUP TRUCKS WITH SERVICE BODIES AS
APPROVED IN FY25 BUDGET**

BACKGROUND: Transmission and Distribution (T&D) is requesting the purchase of two Ford F250 pickups with service bodies installed. The pickups will replace two trucks in the GEUS fleet.

DISCUSSION OR DESCRIPTION: The purchase of two Ford F250 pickups with service bodies is approved in the FY25 Budget.

COMPARISON OF ALTERNATIVES: T&D Department consulted with GEUS' Purchasing Agent. The pickups with service bodies will be purchased through Rockdale Country Ford (contract number 724-23), a vendor through BuyBoard Purchasing Cooperative.

BUDGET IMPACT: The funds will be drawn from T&D Distribution Capital Equipment Account 910-9-932590-59392-9900. This account has adequate funds to cover this expenditure.

RECOMMENDATION: Staff recommends the Board approve the purchase of two Ford F250 pickups with Knapheide Service Bodies installed and a purchase order be issued not-to-exceed \$138,646.00 to Rockdale Country Ford, Rockdale, Texas as approved in the FY25 budget.

BOARD ACTION:

**GEUS BOARD OF TRUSTEES
JULY 17, 2025**

RESOLUTION 25-50

ADOPT REVISED BOARD POLICY P602.01, REV. B

BACKGROUND: Board of Trustee Policy P602.01 addresses Identity Theft Prevention.

DISCUSSION: GEUS (“Utility”) developed its Identity Theft Prevention Policy (“Policy”) pursuant to the Federal Trade Commission’s Red Flags Rule (“Rule”), which implements Section 114 of the Fair and Accurate Credit Transactions Act of 2003. 16 C. F. R. § 681.2. This Policy was developed with oversight and approval of the GEUS Board. After consideration of the size and complexity of the Utility’s operations and account systems, and the nature and scope of the Utility’s activities, the GEUS Board determined that this Policy was appropriate, and approved Policy 602.01 on October 23, 2008.

The “Red Flags Rule” offers a list of potential tools for preventing identify theft. GEUS selected and implemented robust tools from that list in establishing its Identity Theft Prevention policy. Upon reviewing the policy, staff identified a screening tool that is not currently implemented. Section 2, Identification of Red Flags, Letter C, Suspicious Personal Identifying Information, Item 6 reads “An address or phone number presented that is the same as that of another person;”

Due to software limitations, staff does not have the capability to verify whether the same phone number is used on multiple accounts. Further some customers have multiple accounts with the same phone number linked to all their legitimate accounts.

Staff recommends removing “phone numbers” from Section C, Item 6 to align the policy with its procedures and capabilities.

BUDGET IMPACT: N/A

RECOMMENDATION: Staff recommends approval of this resolution by the GEUS Board to adopt changes to Board Policy P602.01 as provided in the attached redline.

BOARD ACTION:

**GEUS BOARD OF TRUSTEES
JULY 17, 2025**

RESOLUTION 25-51

RECOMMEND CITY COUNCIL ENTER INTO ENCROACHMENT LICENSE AGREEMENT

BACKGROUND: City of Greenville currently holds easement(s) for the TMPA 138kV transmission line between Shelby Road Substation and Nevada Substation. This TMPA transmission line crosses the southeast corner of the Creek Bend Subdivision Development. Creek Bend Subdivision Development requests to encroach the City's easement for road crossings, walking trails, water, sewer, etc. This crossing is located approximately 2.5 miles west of the intersection of Highway 66 and State Spur 1570. TMPA and GEUS have reviewed and defined the terms and conditions of the encroachment within the Encroachment License Agreement.

DISCUSSION OR DESCRIPTION: The Encroachment License Agreement includes the limits of the encroachment, provides contact information, easement maintenance requirements, owners expense responsibilities, improvement limitations, a right to revoke the license, an indemnity clause, and notification procedures. The Encroachment License Agreement will need to be approved and signed by Greenville City Council since City of Greenville holds the original easement.

COMPARISON OF ALTERNATIVES: N/A

BUDGET IMPACT: N/A

RECOMMENDATION: Staff requests that the Board recommend City Council enter into the Encroachment License Agreement with TMPA and Creek Bend MHC, LLC.

BOARD ACTION:

**GEUS BOARD OF TRUSTEES
JULY 17, 2025**

RESOLUTION 25-52

APPROVE REVISION TO THE REGULATORY CHARGE

BACKGROUND: Article XI-A of the City Charter of the City of Greenville, Texas empowers the Electric Utility Board with authority to conduct periodic rate reviews. The Master Ordinance of the City of Greenville contains an express delegation of authority to the Electric Utility Board with respect to “the establishment and enforcement of rates, fees, and charges with respect to the system.”

GEUS’ current Regulatory Charge (RC) is not sufficient to recover regulatory expenses.

DISCUSSION OR DESCRIPTION: The RC tariff recovers GEUS’ net cost of Wholesale Transmission Service Charges (TCOS expenses) and NERC/TRE/EPA regulatory fees and penalties assessed by entities. Per the approved tariff, the RC should be sufficient to equal projected expenses and should be adjusted as expenses increase and decrease. Changes to the RC rate require approval by the GEUS Board prior to implementation.

While RC costs have increased, adjustments to the RC have been delayed for several years as overall rates have been sufficient to absorb regulatory costs not recovered by the RC. GEUS’ Fiscal Year 2025 end-of-year forecast and Fiscal Year 2026 forecast indicate a need to adjust the RC to align more closely with actual regulatory costs as overall rates are no longer sufficient to absorb the regulatory costs not recovered through the RC rate.

Staff recommends phasing in changes to this rate with an initial adjustment and delaying further adjustments pending results of the FY2025 rate study currently in progress. Staff proposes the following initial adjustment:

	Current RC	Proposed RC
Non-Demand	\$0.002/kWh	\$0.005/kWh
Demand	\$0.50/kW	\$1.25/kW

Analysis of May customer billing comparing the proposed Regulatory Charge to the current resulted in the following impacts:

Non-Demand Bill Increase: 500kWh \$1.59 1,000kWh \$3.18 2,000kWh \$6.36
Demand Bill Increase: Max \$13,000

COMPARISON OF ALTERNATIVES: Maintain current RC until completion of the FY2025 rate study which would delay additional cost recovery needed in FY2025.

BUDGET IMPACT: Increase in Regulatory Charge impacting revenue account 910-9-000000-49058-4400, offsetting regulatory expenses in various expense accounts.

RECOMMENDATION: Staff recommends the Board approve adjusting the Regulatory Charge as described above with implementation on August 1.

BOARD ACTION:

APPENDIX “C”

REGULATORY CHARGE (“RC”): The Regulatory Charge will recover GEUS net cost of the Wholesale Transmission Service Charges as established by the Public Utility Commission of Texas in accordance with PUC Substantive Rule 25.192, through its annual transmission matrix and any subsequent incremental amounts resulting from rate changes effective after the approval of the annual matrix. Wholesale Transmission Service Charges applicable to the RC shall be determined by taking the net of bills paid by GEUS and bills sent by GEUS. The RC shall also recover NERC/TRE/EPA regulatory fees and penalties and other material regulatory fees and penalties assessed by entities. The RC will be established such that the revenues generated from the RC will be sufficient to equal projected expenses. The RC rate will be periodically adjusted up or down as the amount of the under-collection or over-collection increases using a rolling 12-month average. All changes to the RC rate will be approved by the GEUS Board prior to implementation.

**GEUS
BUSINESS SERVICES
MONTHLY REPORT JUNE 2025**

Billing Stats

Bills Issued – 19,555

Bills Mailed – 11,900

Late Notices Mailed – 2,809

Accounts Reaching Non-Payment – 359

Bill Payments

GEUS Online – 11,794

Electronic Bank Payments – 441

Pay-By-Phone Payments – 1,020

Mobile App Payments – 2,067

City/GEUS Bank Drafts – 209

Payments Hand-Delivered and Mailed to GEUS – 4,466

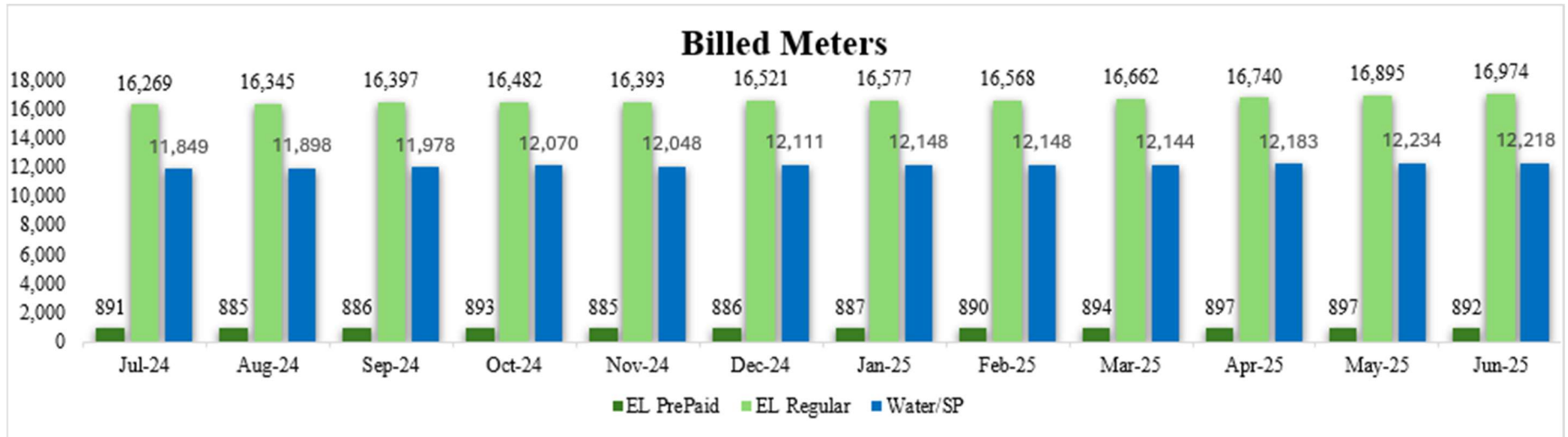
Total Pre-Pay Subscribers

Total SmartPay Subscribers – 892

**GEUS
BUSINESS SERVICES
MONTHLY REPORT JUNE 2025
GRAPHS**

Metering\Billing

Billed Meters Reflects an increase of 58 Meters.



Collections

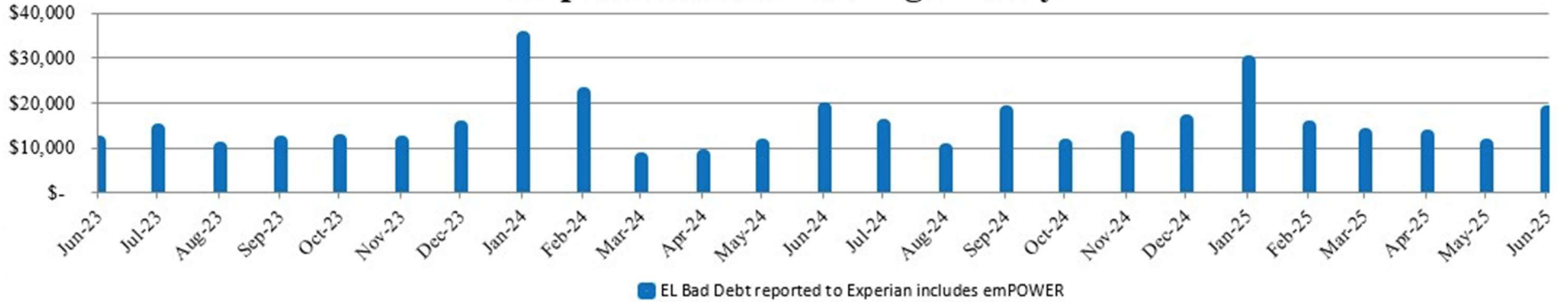
GEUS/City Combined Uncollected Billing

Jun 25 \$35,966 and FY 25 YTD \$264,046 (FY 24 YTD – \$254,808)

Uncollected Billing for Electric

Jun 25 \$18,019 and FY 25 YTD \$137,785 (FY 24 YTD – \$140,362)

Unpaid Accounts reaching 120 Days



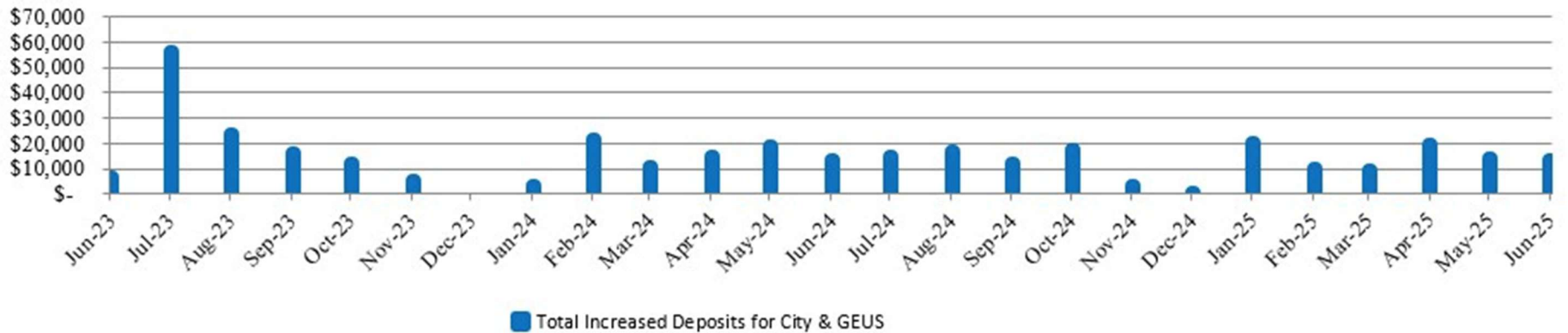
Increased Deposits

Current Month - 49 letters mailed increasing deposits by \$13,366.

FY 25 YTD – 297 letters mailed increasing deposits by \$107,197.

Deposits refunded YTD 617 accounts totaling \$78,078.

Total Increased Deposits for City & GEUS





June 2025

Community Connections

Monthly Report

AutoPay Campaign

At the request of Business Services, GEUS Marketing initiated an AutoPay Campaign running April 2025-June 2025. All customers, either previously enrolled or new enrollments, will be entered in a drawing to win one of four \$250 Visa Gift Cards. Paymentus, our bill payment vendor, is sponsoring the giveaway.

Campaign Starting Enrollment: 3,936

Total Campaign Increase: 109

Campaign Ending Enrollment 4,045


Marketing utilized all of our communication options for this campaign. Throughout our report you will see these ads included.

Chamber Eblast

Win a \$250 Gift Card!

KC Kailyn Caldwell <kailyn@greenvillechamber.com>
To Kami Williams

[Click HERE to Enter!](#)



The graphic for the Chamber Eblast features the GEUS logo with a star and the tagline 'Energizing the Community'. Below the logo, it says 'Win a \$250 Visa Gift Card!' in large, bold letters. To the right, there is an image of a \$250 gift card with a blue ribbon. At the bottom left, it says 'Enroll in AutoPay today' next to a QR code.

GISD Eblast

Good Morning Greenville ISD,

GEUS is making it easier than ever to manage your utility bill—and giving you the chance to **win a \$250 Visa gift card** by enrolling in AutoPay!

From **April 1 through June 30, 2025**, GEUS customers who sign up for AutoPay will be automatically entered into a drawing for a **\$250 Visa gift card**. It's a hassle-free way to ensure your bill is paid on time, and you could walk away with a great prize!

How to Enter:

Enroll in AutoPay between April 1 - June 30, 2025. You'll be automatically entered into the drawing!
Already enrolled in GEUS' Auto Pay? You'll be automatically entered into the drawing too!

Scan the QR code below or visit GEUS.com to get started!

Don't miss out—sign up today and enjoy the ease of automatic payments with a chance to win!



The GISD Eblast graphic is similar to the Chamber Eblast, featuring the GEUS logo, 'Win a \$250 Visa Gift Card!' text, a \$250 gift card image, and 'Enroll in AutoPay today' with a QR code. At the bottom right, there is a small disclaimer: '*Disclaimer: NO PURCHASE NECESSARY. Legal residents U.S. & D.C. 18+. Ends: 11:59:59 p.m ET 06/30/25. APV: \$250. Void where prohibited. Official Rules apply www.geus.org/338/AutoPay-Sponsor-Paymentus.'

Professional Survey Campaign

GEUS Marketing subscribed to the APPA Public Power Data Source which also includes a Professional Survey. This campaign will run April 2025–August 2025. Depending on survey results GEUS is eligible to receive award recognition from APPA for Customer Satisfaction Awards. This survey asks questions regarding GEUS’ Electric Service as a whole.

Marketing has chosen to roll out communications for this campaign strategically. April communication includes face-to-face communications at events and civic clubs, Herald-Banner Ads, Chamber Website Ads, Lobby Posters, CSR communications and desk flyers, Email Signatures (Marketing and customer Service), and the GEUS Website. Each month we have plans to build upon the communication resources that we utilize.

During the month of June, 82 people responded to this survey for a total of 221 responses.



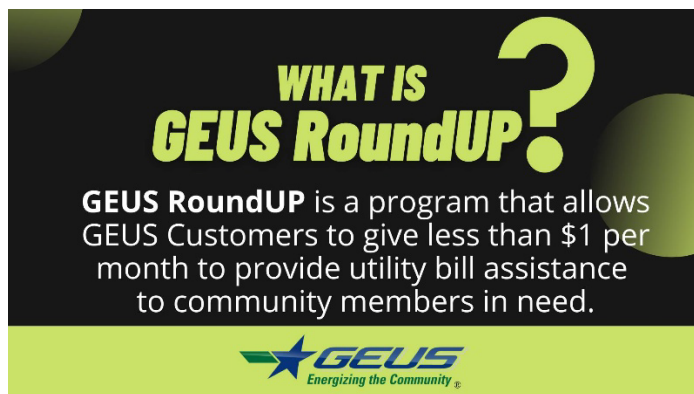
This is a screenshot of one of the questions in the survey.

3. Please think specifically about Greenville Electric Utility System. Please read the following list of different organizational characteristics. For each one, please rate Greenville Electric Utility System on a scale of one (1) to ten (10) where one is very good and ten is very poor.

	1 - Very Good	2	3	4	5	6	7	8	9	10 - Very Poor	DK/NA	Responses
Communicating with electric customers												
Count	89	25	25	13	19	13	8	4	6	12	7	221
Row %	40.3%	11.3%	11.3%	5.9%	8.6%	5.9%	3.6%	1.8%	2.7%	5.4%	3.2%	
Providing good service and value for the cost of electricity												
Count	79	28	23	9	16	6	8	17	13	22	0	221
Row %	35.7%	12.7%	10.4%	4.1%	7.2%	2.7%	3.6%	7.7%	5.9%	10.0%	0.0%	
Restoring power after an outage in a reasonable amount of time												
Count	100	41	18	8	21	4	5	6	3	8	7	221
Row %	45.2%	18.6%	8.1%	3.6%	9.5%	1.8%	2.3%	2.7%	1.4%	3.6%	3.2%	
Providing consistent and reliable electric service to customers												
Count	112	33	18	10	13	4	5	14	6	5	1	221
Row %	50.7%	14.9%	8.1%	4.5%	5.9%	1.8%	2.3%	6.3%	2.7%	2.3%	0.5%	
Offering innovative electric programs and services												
Count	64	24	18	13	26	9	2	7	9	17	32	221
Row %	29.0%	10.9%	8.1%	5.9%	11.8%	4.1%	0.9%	3.2%	4.1%	7.7%	14.5%	
Overall satisfaction with GEUS												
Count	84	35	21	6	18	11	9	8	11	18	0	221
Row %	38.0%	15.8%	9.5%	2.7%	8.1%	5.0%	4.1%	3.6%	5.0%	8.1%	0.0%	
Totals												
Total Responses												221


RoundUP

Commercial **38**
Multi Family **4**
Residential **1,428**
Flat Donation **8**
Total 1,591 (9 subscriber increase from last month)



**WHAT IS
GEUS RoundUP?**

GEUS RoundUP is a program that allows GEUS Customers to give less than \$1 per month to provide utility bill assistance to community members in need.



GEUS
Energizing the Community



PAY IT FORWARD

GEUS RoundUP


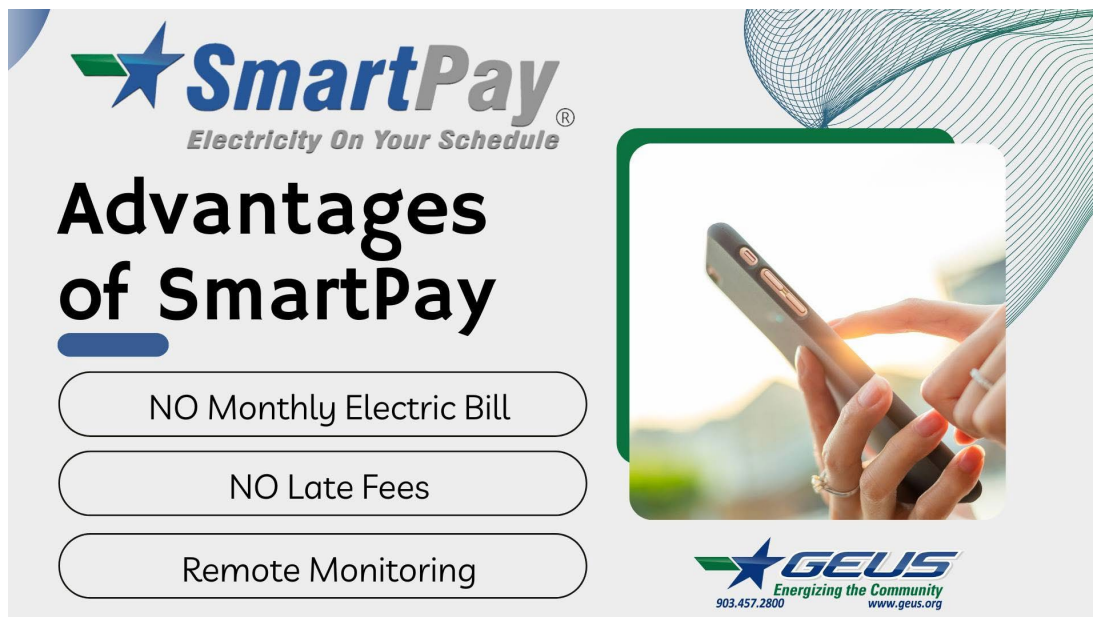
SIGN UP TODAY AT **GEUS.ORG**



GEUS
Energizing the Community

SmartPay



894 subscribers
Decrease of 3 participants.



SmartPay
Electricity On Your Schedule

**Advantages
of SmartPay**

- NO Monthly Electric Bill
- NO Late Fees
- Remote Monitoring



GEUS
Energizing the Community
903.457.2800
www.geus.org

Community Involvement

Chamber Business Before Hours – Texas Store & Go



Lions Club End of Year Banquet



GYP Networking Event – Bottlecap Ally



Greenville Library Summer Reading Program Sponsor



Community Powered - Community Involvement

Carter BloodCare Blood Drive



Meals on Wheels



Print Advertising

Greenville Chamber Membership Directory



4 / Membership Directory GREENVILLE CHAMBER OF COMMERCE

Board of Directors & Businesses They Represent

Shelley Corrales.....President & CEO, Greenville Chamber of Commerce
 Mandy Stewart.....The Hometown Group, All City Real Estate, Chair of the Board
 Bonnie Stewart.....Hunt Regional Lab Solutions, Outgoing Chair
 Vince Patterson.....Prestige Integra Insurance Services, Incoming Chair
 Maranda Spencer.....American National Bank, Chair of Finance
 David Ellis.....Greenville Retired, Chair of Outreach
 David Welland.....Century 21 Patterson Agency, Secretary
 Craig Driggers.....L3Harris
 Kelly Bullock.....Family First Home Health
 Liz Norman.....Lone Oak ISD Education Foundation
 Richard Carter.....Boys and Girls Club
 Trina Coldiron.....SCRPT
 Chasen Carpenter.....Latsos.com
 Paul Painter.....Alliance Bank
 Jimmy Dickey.....GEIS
 James Steele.....Hancock Whitney
 Lee Bales.....CEO, Hunt Regional Healthcare, Ex-Officio
 Jerry Ransom.....Mayor, City of Greenville, Ex-Officio
 Greg Sims.....President & CEO, Greenville Board of Development, Ex-Officio
 Bobby Stovall.....Hunt County Judge, Hunt County, Ex-Officio
 Dr. Joe Lopez.....Greenville ISD, Ex-Officio

8 / Membership Directory GREENVILLE CHAMBER OF COMMERCE

Ambassadors & Businesses They Represent

TONYA GARRISON
American National Bank
(Host Coalition Director)

TERRY THOMAS
SenPro of Northeast Collin County/Greenville

DEBBIE SICKELS
Insurance Group of North Texas
(Wildcare Coalition Director)

CHRISTOPHER MANGIUAL
GEIS

VIOLETTE ATKINS
SenPro of Northeast Collin County/Greenville

RICHARD CARTER
Boys and Girls Club

LIBBY DAVES
Family First Home Health & Hospice

DAVID WELAND
Century 21 Patterson Agency

STEPHANE POLLARD
All Family Construction

ROXANNE TURNER
Turtle Creek Financial Group

DAWNA ACCOUNTIUS
Shelburne Self Storage

LIZ PATTERSON
Prestige Integra Insurance

KELLY LUDFORD
American National Bank

HOLLI GUMPERT
Boys and Girls Club

TERRY THOMAS
SenPro of Northeast Collin County/Greenville

LOVE OLALEYE
Oke Health and Wellness

SHY CHESSER
Freedom Flood Inc.

KEVIN SAWATSKY
Orward TX Real Estate Advisors

JAMES KNAPP
Residences at Bear Creek Apartments

SHEILA ELLIS
Altusra International

TAMMY SCHAEFER
ALLIUM Business Pkgs LLC

LISA HILL
Majo Travel

MILLICENT AKUFFO
OK Properties

LUANNE BICKENS
Greenville Boutique E Gifts

DARLENE MONTGOMERY
Mary Kay Beauty Consultant

RICH CANANESS
Civitas Insurance Agency-American National

TRACEY FENTUM
Bites Bubbles

TRINA COLDIRON
Senior Center Resources & Public Transit

DENNIS CARPENTER
Wildcatter Realty Partners

BYRON JACKSON
Blue Nail Roofing & Construction

JOHN HAYDEN
W. Walworth Harrison Public Library

ANDREA INNS
Parsipgen Homecare

BECKIE RODGERS
Simplify Professional Organizer

REBEKA ECKER
Hunt County Shared Medicine

DOUG ROSEHART
Daybreak Rotary Club

ALYSSA DAVIS
Hunt Regional Healthcare

DEANNA THEOBALT
L3Harris

CRYSTAL HOFFMAN
Kelly Services

GREENVILLE CHAMBER OF COMMERCE Membership Directory / 15

Greenville Young Professionals

Kailyn Caldwell, President, Greenville Chamber of Commerce
 Christopher Mangual, Secretary, GEIS
 Shannon Thomas, Thomas Outlet Homes
 Chasen Carpenter, Latsos.com
 Breyonia Ford, Ashley HomeStore
 Kelly Ludford, American National Bank
 Jackson Talmage, Aftac
 Daniel Taylor, EXP Realty
 Laura Ashley Hartline, RE/MAX 3D Real Estate
 Erica Parks, Hunt Regional Healthcare
 Weston Potts, Rutherford, Taylor & Company
 Martin Orroslota, Paris Small Business Development Center
 Varia Rodriguez, Westrock
 Jacob Poutta, Texas A&M University-Commerce
 Juan Miguel Ramos, Juan's Lawns LLC
 Atalie Toms, Rio Oro
 Kale Bradshaw, Red River Credit Union
 Brianna Gilbert, Lone Star Credit Union
 Cayleigh Ritter, Lone Star Credit Union
 Jakelin Estrada, D. Earle Tax Service
 Jorge Rojo, State Farm Insurance-Penni Perkins
 Alex Craze, Alliance Bank

The mission of the Greenville Young Professionals Alliance is to empower, develop, and inspire emerging leaders of Hunt County.

10 / Membership Directory GREENVILLE CHAMBER OF COMMERCE

Thank you to our Elite Investors!

Platinum Investor Gold Investor

L3HARRIS Alliance Bank

Sapphire Investors

Silver Investors

Bronze Investors

Print Advertising

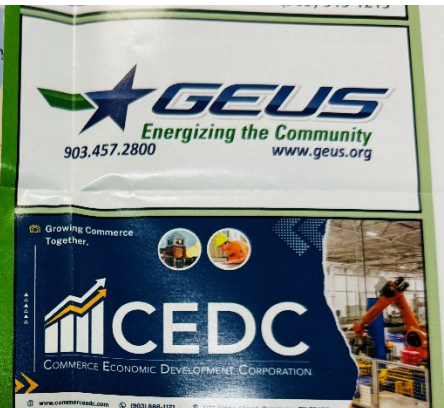
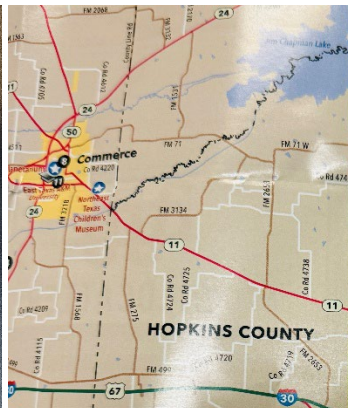
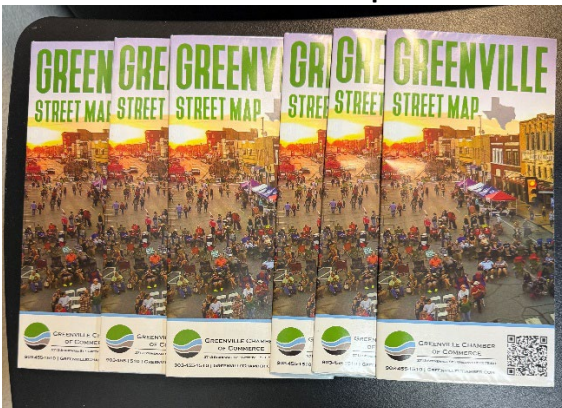
Drive Thru Sign



Lobby Posters



Greenville Chamber Street Map



Digital Advertising

GEUS Bill Messages

**Win a \$250
Visa Gift Card**
To enter, sign up for AutoPay.
For more information or to enroll
visit www.GEUS.org.

GEUS Electric Survey
We want your feedback.
Complete our survey online at
www.GEUS.org.

Deadline June 30, 2025



**Win a \$250
Visa Gift Card!**

Enroll in AutoPay today



*Purchase NO PURCHASE NECESSARY. Legal notices
US & DC. 10/20/24. 11/20/24. 12/20/24
AWD 5253. Not where prohibited. Official rules apply.
©2024 Greenville Electric Utility System. Greenville, TX

Win a \$250 Visa Gift Card
To enter, sign up for AutoPay!
For more information or to enroll, visit www.GEUS.org.
Deadline June 30, 2025

Chamber Website Ads

June 2025

Header Ad:




**COMPLETE OUR
ELECTRIC SURVEY!**

GEUS
Energizing the Community.

SCAN ME

VISIT WWW.GEUS.ORG

Banner : AutoPay | Greenville Electric Utility System, TX



Win a \$250 Visa Gift Card!

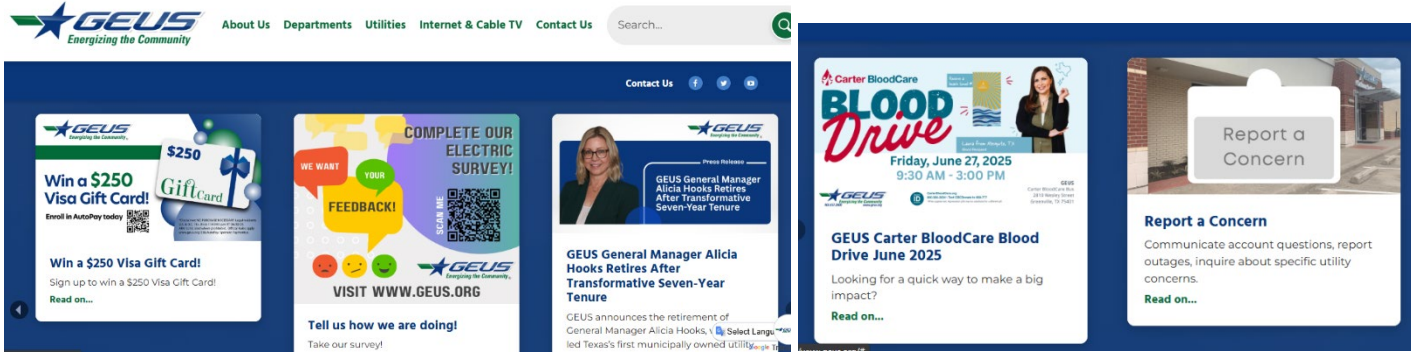
Enroll in AutoPay to enter. Runs from April 1, 2025 - June 30, 2025

GET STARTED

*Purchase NO PURCHASE NECESSARY. Legal notices
US & DC. 10/20/24. 11/20/24. 12/20/24
AWD 5253. Not where prohibited. Official rules apply.
©2024 Greenville Electric Utility System. Greenville, TX

Digital Advertising

GEUS Website



Greenville Chamber Eblast

From: Kailyn Caldwell <kailyn@greenvillechamber.com>
Sent: Tuesday, June 3, 2025 6:01 AM
To: Kami Williams <kwilliams@geus.org>
Subject: Take GEUS' Electric Survey

Join us in completing a survey of our electric service! [Click HERE to Begin!](#)



Digital & Print Advertising

Herald Banner Ads – Print and Digital Ads

Thursday June 5th



WE WANT YOUR FEEDBACK!

COMPLETE OUR SURVEY ONLINE!

GEUS
Empowering the Community.

SCAN ME



VISIT WWW.GEUS.ORG

Thursday June 12th



GEUS
Internet

Navigating The Internet At Your Pace

GEUS Internet is your trusted hometown provider of high-speed internet.

GEUS 50 \$29.95 Per month	GEUS 320 \$64.95 Per month	GEUS 500 \$94.95 Per month
--	---	---

CONTACT US NOW

www.geus.org 103-457-2000



Thursday June 19th



\$250 Gift Card

Win a \$250 Visa Gift Card!

GEUS is giving away four \$250 Visa gift cards to our AutoPay users. To enter, enroll in AutoPay through the Customer Portal. Scan the QR code to get started.

Current AutoPay users will be automatically entered. Runs from April 1, 2020 – June 30, 2020.

*There is NO PURCHASE NECESSARY to enter. Sweepstakes ends 6/30/20. Open to legal residents of the United States only. Void where prohibited. Official rules apply. www.geus.org/2020AutoPay for more details.



GEUS
Empowering the Community.

Thursday June 26th





SmartPay
Electricity On Your Schedule

Advantages of SmartPay

- NO Monthly Electric Bill
- NO Late Fees
- Remote Monitoring

GEUS' SmartPay system allows you to buy electricity when it's convenient for your budget. Visit GEUS.org to learn more.



Digital & Print Advertising

Herald Banner Articles



City plans to fully replace water metering system

Most installations will be done 8 a.m. to 5 p.m. Mondays through Fridays

BY TRAVIS HAIRGROVE
THAIRGROVE@HERALDBANNER.COM

This summer, the City of Greenville will begin the process of fully replacing its existing water metering system with a more advanced one.

The Greenville City Council approved the project in April with the intention being that the new system would allow both GEUS and customers to monitor usage more frequently and keep better track of leaks and other problems.

The metering infrastructure – described as including not just the meters themselves but also software, nine towers with cellular gateways, collection equipment and maintenance services – consists of products manufactured by Neptune Technology Group and is expected to be fully installed and ready to “go live” within four to six months.

In regard to how the installation process will look this summer, city officials explained the following: – Most of the installations will be done Mondays through Fridays between 8 a.m. and 5 p.m. with

SEE WATER, PAGE A3



Start Doing This With Your Dog

It can make a world of difference to your dog's energy levels, digestion, & healthy aging. [Here's why](#)

WATER

From Page A1

some Saturday work as needed.

– Brief interruptions to water service (15–30 minutes) will happen while meters are being changed. – Installation will be carried out by both city crews and those with Core & Main (Neptune's distributor in Texas) who will be clearly identified and will notify residents in person at the time of installation.

– There is no charge for the new meter.

– For commercial water accounts, city representatives will be reaching out to schedule installations.

When the system goes live, the high-tech meters

will be logging data into the system about every 7.5 second, Shellie Rabroker with Core & Main told the city council in April. The system would also allow for the city to keep up to 96 days of usage data for each customer, which could be referred to when billing disputes arise.

“It puts the burden of proof back into the customer's court,” Rabroker said.

She also explained that customers would have a portal into the system that they could log into, not only to monitor their water usage but to also troubleshoot for leaks and set usage parameters to help stay within budget.

With a price tag of \$6.58 million, the upgrade is being paid for using a portion of the \$100 million in

bond funds the council approved in April of 2024. And since those funds were taken from the amount originally allotted to go toward the construction of a new water treatment plant, the city will redirect funds from its \$90.5 million loan from the Texas Water Development Board to the treatment plant project, Greenville City Manager Summer Spurlock said.

IN THE COMMUNITY

GEUS general manager announces retirement

HERALD-BANNER STAFF REPORT

On Tuesday, Greenville's municipally owned utility company GEUS announced that its general manager, Alicia Hooks, is retiring.

“It has been the greatest honor of my career to serve as general manager of GEUS,” Hooks said in the company's announcement. “I'm proud of what we've accomplished together, especially the strides we've made in enhancing the customer experience and equipping our dedicated employees to serve our growing community. Our team has continually risen to every challenge and I leave knowing GEUS is well-positioned for a strong future.”

During Hooks' tenure, GEUS implemented several systemwide upgrades, including the installation of advanced metering infrastructure and the launch of an additional 1105 megawatts of new electric generation.

“Alicia's leadership has truly transformed



Alicia Hooks

GEUS,” said GEUS board chairwoman Sue Ann Harting. “Her unwavering commitment to customer service and employee excellence has elevated the entire organization. She leaves behind a legacy of innovation, stability and community-focused leadership that will benefit Greenville for decades to come.”

GEUS plans to announce its selection of the next general manager within the next few weeks.



GEUS 34 Ads

GEUS creates still ads for GEUS 34 for our needs as well as community non-profits. These are GEUS related ads that aired this month.

JUNETEENTH CELEBRATION
Grubbin' in Park
 DATE: 06/19
JUNE 20, 2025
 FROM 10:00 AM TO 1:00 PM
 600 MAIN ST. GREENVILLE, TX 75401
 SPONSORED BY THE CITY OF GREENVILLE

SmartPay
 Electricity On Your Schedule

Advantages of SmartPay

- NO Monthly Electric Bill
- NO Late Fees
- Remote Monitoring

GEUS Internet

Navigating The Internet At Your Pace

GEUS Internet is your trusted hometown provider of high-speed internet.

GEUS 50	GEUS 120	GEUS 500
10 Mbps	20 Mbps	100 Mbps
\$29.95	\$44.95	\$94.95

CONTACT US NOW
www.geus.org 903-457-2800

Win a \$250 Visa Gift Card!

Add service cash and convenience to your bill and receive a \$250 Visa gift card to your handy uses.

To enter:

- Enroll in AutoPay through the Customer Portal
- Send us a screenshot of "Official Meter" via linked page for verification

All entered entries will be randomly selected. Good luck!

Expires June 30, 2025

Carter BloodCare

BLOOD Drive

Friday, June 27, 2025
 9:30 AM - 3:00 PM

Center BloodCare Bus
 2813 Wesley Street
 Greenville, TX 75401

COMPLETE OUR ELECTRIC SURVEY!

WE WANT YOUR FEEDBACK!

SCAN ME

VISIT WWW.GEUS.ORG

Public Power is ... Reliable

RP3 PUBLIC POWER

WHAT IS GEUS RoundUP?

GEUS RoundUP is a program that allows GEUS Customers to give less than \$1 per month to provide utility bill assistance to community members in need.

JUNETEENTH OFFICE CLOSURE

GEUS
 Energizing the Community

WE ARE CLOSED IN OBSERVANCE OF JUNETEENTH,
THURSDAY, JUNE 19, 2025
 TO REPORT AN OUTAGE VISIT GEUS.ORG, OR CALL 903-457-2800

National Selfie Day

GEUS
 Energizing the Community

24 YEARS CABLE & INTERNET ANNIVERSARY

GEUS
 Internet

GEUS
 Energizing the Community

ENERGY EFFICIENCY REBATE PROGRAM

Efficiency Incentives for your home or business. Save money with energy-efficient purchases and get a rebate!

www.geus.org 903-457-2800

THE RIGHT OPTION FOR YOUR BUSINESS

GEUS 320	GEUS 500
Download Speeds Up to 200 Mbps	Download Speeds Up to 500 Mbps
Upload Speeds Up to 25 Mbps	Upload Speeds Up to 100 Mbps
\$69.95	\$114.95

GEUS
 Internet

PAY IT FORWARD

GEUS RoundUP

SIGN UP TODAY AT GEUS.ORG

GEUS
 Internet

STAY CONNECTED TO WHAT MATTERS MOST

GEUS 50 Mbps	GEUS 120 Mbps	GEUS 500 Mbps
\$29.95	\$64.95	\$94.95

SIGN UP TODAY AT GEUS.ORG OR CALL 903-457-2800

FREE ACCOUNT NOTIFICATIONS

Sign up at www.geus.org
 Text, phone call, or email alerts!

- ✓ New Bill
- ✓ Payment Due Reminder
- ✓ Payment Overdue
- ✓ Cutoff Notification

FREE online bill pay.

GEUS
 Energizing the Community

SAVE ENERGY AND SAVE MONEY WITH GEUS' ENERGY EFFICIENCY PROGRAM!

- Freezer \$25 Rebate
- Programmable Thermostat \$30 Rebate
- Washer/Dryer \$50 Rebate

GEUS Customers can save monthly and receive rebates when they choose energy-efficient products and Energy Star Certified products.

Visit www.GEUS.org to learn more, see eligible rebates and apply.

SAVE ON REBATES!

Take advantage of GEUS' Energy Efficiency Rebate Program and receive rebates for purchases you make for your home.

GEUS
 Energizing the Community

VISIT GEUS.ORG TO LEARN MORE.

INTERNET WITHOUT LIMITS

WITH GEUS INTERNET YOU GET THE SPEED AND LOCAL SERVICE FOR YOUR NEEDS.

Sign up at www.geus.org or call 903-457-2800.

GEUS
 Energizing the Community

SERVING OUR COMMUNITY SINCE 1891

NATIONALLY RECOGNIZED FOR RELIABILITY

DON'T FORGET ABOUT FREE MULCH

501 WESLEY ST. GREENVILLE, TX 75401

MULCH IS COURTESY OF GEUS. GROWING AND NOT BROWNING THE MOUNTAIN WITH US. CHARGE. MAKE SURE YOU REBATE!

GEUS
 Energizing the Community

GEUS Distributed Generation

See Engineering Report for details.

90% of this responsibility has been transferred to Engineering.

Energy Efficiency Rebate Program

Rebates FY 24-25

	Qty.	Rebate	PROGRAM
			APPLIANCE
		\$ 50	Window AC Units
		\$ 75	dryer
	7	\$ 50	dishwasher
	10	\$ 75	refrigerator
	1	\$ 25	freezer
	4	\$ 250	Window AC\Heat Units
	18		
Number of Rebates	Number of Total Items		LIGHTING
3	3	\$150.00	LED Holiday Lights
4	63	\$71.13	LED lights fixtures
7	66		
Sq Footage	Number of Homes		INSULATION
6,764	5	\$ 0.16	attic
			PGM THERMOSTATS
	10	\$ 30	HVAC Tstat
	10		
	35		

EE Rebate Customers: 37

Total Dollar Credits to Customer's Accounts: \$3,328.33

GEUS 34 Content

June 2-8

New Content	3:24:53
Archive Content	3:01:45
Outside Content	1:30:00
Total	8:00:12

Still Ads: 13 total

June 9-15

New Content	2:16:14
Archive Content	5:05:29
Outside Content	1:30:00
Total	8:55:13

Still Ads: 14 total

June 16-22

New Content	2:11:16
Archive Content	5:05:29
Outside Content	1:30:00
Total	9:09:41

Still Ads: 16 total

June 23-29

New Content	1:14:46
Archive Content	5:48:27
Outside Content	1:30:00
Total	8:35:19

Still Ads: 13 total

Replay Content

- Content that has been created in the last year that we are playing again.

Archive Content

- #Throwback GEUS34
- When we cleaned out the Studio Office, we found a box of DVDs with content from several years ago. We are replaying that as we get it converted back to a digital format.

Outside Source Content:

- Green Shoot Agency Celebrate Hunt County, advertising partnership.
- Paid Church Programs

Commercial Inserts on National Networks

GEUS commercials played on national networks including the following AEN, HGTV, LIF, CMT, PAR, CNN, TBSC, TLC, TNT, TWC, DISC, USA, ESP2, ESPN, FXNC, and FSS.

GEUS Educational Video - SmartPay 2023 - 2,051 spots ran

GEUS Educational Video – Governess & Leadership Public Power 2024 - 2,051 spots ran

GEUS Internet Now and Then - 2,051 spots ran

These commercials also play on GEUS34 and YouTube.



**News Release
FOR IMMEDIATE RELEASE**

GEUS General Manager Alicia Hooks Retires After Transformative Seven-Year Tenure



It has been the greatest honor of my career to serve as General Manager of GEUS. I'm proud of what we've accomplished together, especially the strides we've made in enhancing the customer experience and equipping our dedicated employees to serve our growing community. Our team has continually risen to every challenge, and I leave knowing GEUS is well-positioned for a strong future.

GEUS General Manager, Alicia Hooks

Greenville, TX-June 2, 2025-GEUS announces the retirement of General Manager Alicia Hooks, who has led Texas's first municipally owned utility since 2018. She has served as the first female General Manager in GEUS' history and one of the few women to have led electric utilities across the state.

Hooks' leadership has been marked by visionary initiatives, exceptional customer service, and steadfast support for GEUS employees. Under her direction, GEUS implemented the most significant system-wide improvements in over 50 years, including the installation of advanced metering infrastructure and the launch of the addition of 105 megawatts of new state-of-the-art electric generation. These advancements will ensure long-term reliability and efficiency for the growing Greenville community, which saw customer growth exceed 16% during her tenure.

Reflecting on her time at GEUS, Hooks said:

“It has been the greatest honor of my career to serve as General Manager of GEUS. I’m proud of what we’ve accomplished together, especially the strides we’ve made in enhancing the customer experience and equipping our dedicated employees to serve our growing community. Our team has continually risen to every challenge, and I leave knowing GEUS is well-positioned for a strong future.”

A dedicated champion of public power, Hooks also served on the Board of the Texas Public Power Association, including as its President, lending her expertise to the broader public utility community across the state.

Sue Ann Harting, Chairperson of the GEUS Board of Directors, praised Hooks’ impact: “Alicia’s leadership has truly transformed GEUS. Her unwavering commitment to customer service and employee excellence has elevated the entire organization. She leaves behind a legacy of innovation, stability, and community-focused leadership that will benefit Greenville for decades to come.”

GEUS will announce the selection of its next General Manager in the coming weeks.

(30)

In 1891, GEUS became the first municipally owned electric utility in Texas. More than a century later, in 2001, it also became the first municipally owned cable television and high-speed Internet operation in the state. GEUS provides these services to over 30,000 consumer-owners in the Greenville, Texas, area, about 50 miles east of Dallas. One of the unique aspects of GEUS is that it is governed by an autonomous board of trustees appointed by the Greenville City Council. This structure was made possible by the Texas Legislature in 1989. To learn more about GEUS' 130+ years of public power history or the services it offers, please visit its website at www.geus.org



**News Release
FOR IMMEDIATE RELEASE**

GEUS HONORED WITH NATIONAL AWARD FOR OUTSTANDING SAFETY PRACTICES



GEUS is proud of our safety culture. This award is a testament to the safety culture we have built and the hard work that goes into ensuring a safe work environment for our team and safe delivery of service to our community.

GEUS General Manager, Alicia Hooks

FOR IMMEDIATE RELEASE

For information: Tobias Sellier, American
Public Power Association, 202-467-2927

WASHINGTON, D.C., June 23, 2025 - GEUS has earned the American Public Power Association's Safety Award of Excellence for safe operating practices in 2024. The utility earned the Diamond Award.

More than 200 utilities entered the annual Safety Awards for 2024. The entrants are placed in accordance with their number of worker-hours and ranked based on the most incident-free records and overall state of their safety programs and culture during 2024. The incidence rate is based on the number of work-related reportable injuries or illnesses and the number of worker-hours during 2024, as defined by the Occupational Safety and Health Administration (OSHA).

"GEUS is proud of our safety culture," said Alicia Hooks, General Manager of GEUS. "This award is a testament to the safety culture we have built and the hard work that goes into ensuring a safe work environment for our team and safe delivery of service to our community."

"Harnessing electricity to keep our communities powered is vital work that can be dangerous, even deadly, if the proper attention isn't paid to tried-and-true safety practices," said Jon Beasley, Chair of

APPA's Safety Committee and Vice-President of Electric Cities of GA. "This award honors utilities that hold fast to these practices and – in doing so – put the safety of their personnel and their customers above all else."

APPA has conducted the Safety Awards annually for more than sixty-six years. APPA is the voice of not-for-profit, community-owned utilities that power 2,000 towns and cities nationwide.

(30)

In 1891, GEUS became the first municipally owned electric utility in Texas. More than a century later, in 2001, it also became the state's first municipally owned cable television and high-speed Internet operation. GEUS provides these services to over 30,000 consumer-owners in Greenville, Texas, about 50 miles east of Dallas. One of the unique aspects of GEUS is that it is governed by an autonomous board of trustees appointed by the Greenville City Council. This structure was made possible by the Texas Legislature in 1989. To learn more about GEUS' 130+ years of public power history or the services it offers, please visit its website at www.geus.org

Social Media – June 2025

Followers ⓘ















Lifetime















Facebook 5,073









Twitter 253 Followers

YouTube 1,414 Subscribers
















Change in followers over last month: Facebook +18, Twitter +/-0, YouTube +4.

Preview ↓	Views ⓘ ↑↓	Reach ⓘ ↑↓	Interactions ⓘ ↑↓
 We need your feedback! Your insights are priceless to us. Share yo... Published • Yesterday at 6:00 PM	197	142	0
 Deadline: June 30th! Score a \$250 Visa Gift Card! 🎁 Sign up for A... Published • Yesterday at 2:00 PM	181	119	5
 Feel the cool vibes of energy savings and rebates! 🌞 Get rebates ... Published • Yesterday at 9:00 AM	280	193	1
 Let's Celebrate! 🎉 For 24 years, we've proudly served our com... Published • Jun 29 at 9:00 AM	583	396	13
 Thank You to Our Lifesaving Donors! 💧 We're proud to share that ... Published • Jun 27 at 6:00 PM	530	340	8
 Sign up to help support local families in need. https://monkeylink... Published • Jun 27 at 2:00 PM	309	204	2
 June 30th Deadline! 📅 We need your feedback! Your insights are ... Published • Jun 27 at 9:00 AM	627	394	4
Preview ↓	Views ⓘ ↑↓	Reach ⓘ ↑↓	Interactions ⓘ ↑↓
 Deadline: June 30th! Score a \$250 Visa Gift Card! 🎁 Sign up for A... Published • Jun 26 at 6:00 PM	849	390	9
 Let's extend our deepest gratitude to Charles for his remarkable 3... Published • Jun 26 at 2:00 PM	1,797	1,038	54
 No text content Published • Jun 26 at 10:14 AM GMZ Greenville Tx	112	77	0
 Looking for a quick way to make a big impact? Donating blood tak... Published • Jun 26 at 9:00 AM	427	238	6
 An electric utility's first job is to keep the lights on – and public po... Published • Jun 25 at 2:00 PM	613	340	9
 No text content Published • Jun 25 at 9:58 AM GMZ Greenville Tx	128	77	0
 June 30th Deadline! 📅 We need your feedback! Your insights are ... Published • Jun 24 at 6:00 PM	465	278	4

Preview	Views	Reach	Interactions
 Deadline: June 30th! Score a \$250 Visa Gift Card! Sign up for A... Published • Jun 24 at 2:00 PM	401	246	4
 Press Release GEUS is proud of our safety culture. This award is a t... Published • Jun 23 at 6:00 PM	1,412	835	26
 No text content Published • Jun 23 at 9:21 AM GMZ Greenville Tx	139	88	0
 Employee Spotlight: Parker Hooten Parker is an essential m... Published • Jun 23 at 9:00 AM	2,697	1,374	44
 Monday calls for a high-energy day as we dive into the new week! ... Published • Jun 22 at 9:00 AM	677	411	4
 Looking for a quick way to make a big impact? Donating blood tak... Published • Jun 20 at 6:00 PM	402	255	6
 Join us in commemorating the 6th anniversary of "After The Storm..." Published • Jun 20 at 2:01 PM	536	384	10
Preview	Views	Reach	Interactions
 Happy National Selfie Day! As a community-owned utility, ... Published • Jun 20 at 9:00 AM	1,305	806	16
 No text content Published • Jun 20 at 8:12 AM Greenville, Texas	403	314	0
 GEUS will be closed today, in observance of Juneteenth. Published • Jun 19 at 8:00 AM	1,232	740	11
 June 30th Deadline! We need your feedback! Your insights are ... Published • Jun 18 at 6:00 PM	446	354	5
 Beat the heat tomorrow! Use fans instead of lowering your thermo... Published • Jun 18 at 2:00 PM	460	263	2
 Make your electricity expenses work for you this Summer. GEUS' S... Published • Jun 18 at 9:00 AM	762	469	5
 No text content Published • Jun 18 at 8:25 AM Greenville, Texas	287	219	0

Preview	Views	Reach	Interactions
 <p>Deadline: June 30th! Score a \$250 Visa Gift Card! 🎁 Sign up for A... Published • Jun 17 at 6:00 PM</p>	857	547	10
 <p>Get ready for high temperatures tomorrow! ☀️ To stay cool, try to... Published • Jun 17 at 2:00 PM</p>	903	543	8
<p>No text content Published • Jun 17 at 10:02 AM Greenville, Texas</p>	297	214	0
 <p>June 30th Deadline! 📅 We need your feedback! Your insights are ... Published • Jun 17 at 9:00 AM</p>	335	279	3
<p>No text content Published • Jun 17 at 8:28 AM GMZ Greenville Tx</p>	95	66	1
<p>No text content Published • Jun 17 at 8:26 AM Greenville, Texas</p>	269	198	0
 <p>Happy National Electricity Day! Electricity powers our lives — fr... Published • Jun 15 at 9:00 AM</p>	555	283	3
Preview	Views	Reach	Interactions
 <p>June 30th Deadline! 📅 We need your feedback! Your insights are ... Published • Jun 13 at 6:00 PM</p>	422	237	0
 <p>Deadline: June 30th! Score a \$250 Visa Gift Card! 🎁 Sign up for A... Published • Jun 13 at 9:00 AM</p>	426	235	1
 <p>Looking for a quick way to make a big impact? Donating blood tak... Published • Jun 12 at 6:00 PM</p>	442	333	6
<p>No text content Published • Jun 12 at 2:36 PM Greenville, Texas</p>	227	184	0
 <p>June 30th Deadline! 📅 We need your feedback! Your insights are ... Published • Jun 12 at 2:00 PM</p>	430	323	4
<p>No text content Published • Jun 11 at 2:37 PM GMZ Greenville Tx</p>	168	107	0
<p>No text content Published • Jun 11 at 2:30 PM Greenville, Texas</p>	466	341	1

Preview	Views	Reach	Interactions
Deadline: June 30th! Score a \$250 Visa Gift Card! 🎉 Sign up for A... Published • Jun 11 at 2:00 PM	745	593	4
No text content Published • Jun 11 at 9:12 AM Greenville, Texas	1,014	678	2
June 30th Deadline! 📅 We need your feedback! Your insights are ... Published • Jun 10 at 6:00 PM	616	763	6
Sign up to help support local families in need. https://monkeylink.... Published • Jun 9 at 9:00 AM	557	287	2
5:20a - Crews worked through the night and all electric outages ha... Published • Jun 8 at 10:50 PM	5,228	2,497	70
No text content Published • Jun 6 at 2:08 PM GMZ Greenville Tx	162	100	3
No text content Published • Jun 6 at 2:08 PM Greenville, Texas	476	331	0
Preview	Views	Reach	Interactions
Feel the cool vibes of energy savings and rebates! 🌞 Get rebates ... Published • Jun 6 at 2:00 PM	649	279	1
Score a \$250 Visa Gift Card! 🎉 Sign up for AutoPay and enter to w... Published • Jun 6 at 9:00 AM	529	445	6
Weekend Heat Alert! 🌞 Temps are rising! Save on your electric... Published • Jun 5 at 6:00 PM	1,256	692	3
Alert: We've received reports of scammers sending barcodes for i... Published • Jun 5 at 2:00 PM	545	326	4
Join us for the Greenville Chamber of Commerce Financial Wellnes... Published • Jun 5 at 11:03 AM	445	243	1
Today, we honor Joe Bob for his remarkable 25 years of world-clas... Published • Jun 5 at 9:00 AM	2,666	1,586	99
GEUS Internet offers the perfect blend of speed, hometown servic... Published • Jun 4 at 6:00 PM	452	269	3

Preview	Views	Reach	Interactions
 <p>No text content Published • Jun 4 at 2:15 PM Greenville, Texas</p>	357	248	0
 <p>We want your feedback! Your insights are invaluable to us. Please ... Published • Jun 4 at 2:00 PM</p>	630	470	6
 <p>No text content Published • Jun 4 at 8:34 AM GMZ Greenville Tx</p>	159	104	0
 <p>No text content Published • Jun 4 at 8:14 AM Greenville, Texas</p>	325	234	0
 <p>Score a \$250 Visa Gift Card! Sign up for AutoPay and enter to w... Published • Jun 3 at 6:00 PM</p>	413	356	4
 <p>No text content Published • Jun 3 at 4:39 PM</p>	3	3	0
 <p>Make your electricity expenses work for you this Summer. GEUS' S... Published • Jun 3 at 2:00 PM</p>	484	278	2
Preview	Views	Reach	Interactions
 <p>No text content Published • Jun 3 at 10:31 AM GMZ Greenville Tx</p>	337	193	1
 <p>No text content Published • Jun 3 at 10:14 AM Greenville, Texas</p>	339	159	0
 <p>We want your feedback! Your insights are invaluable to us. Please ... Published • Jun 2 at 6:00 PM</p>	965	736	9
 <p>No text content Published • Jun 2 at 12:32 PM GMZ Greenville Tx</p>	145	88	1
 <p>"It has been the greatest honor of my career to serve as General M... Published • Jun 2 at 11:41 AM</p>	5,608	3,187	47
 <p>No text content Published • Jun 2 at 9:09 AM Greenville, Texas</p>	364	251	0
 <p>Looking for a quick way to make a big impact? Donating blood tak... Published • Jun 2 at 9:00 AM</p>	476	372	7
 <p>Internet Outage Update 10p - Internet service has been restored. I ... Published • Jun 1 at 9:29 PM</p>	5,344	2,450	85

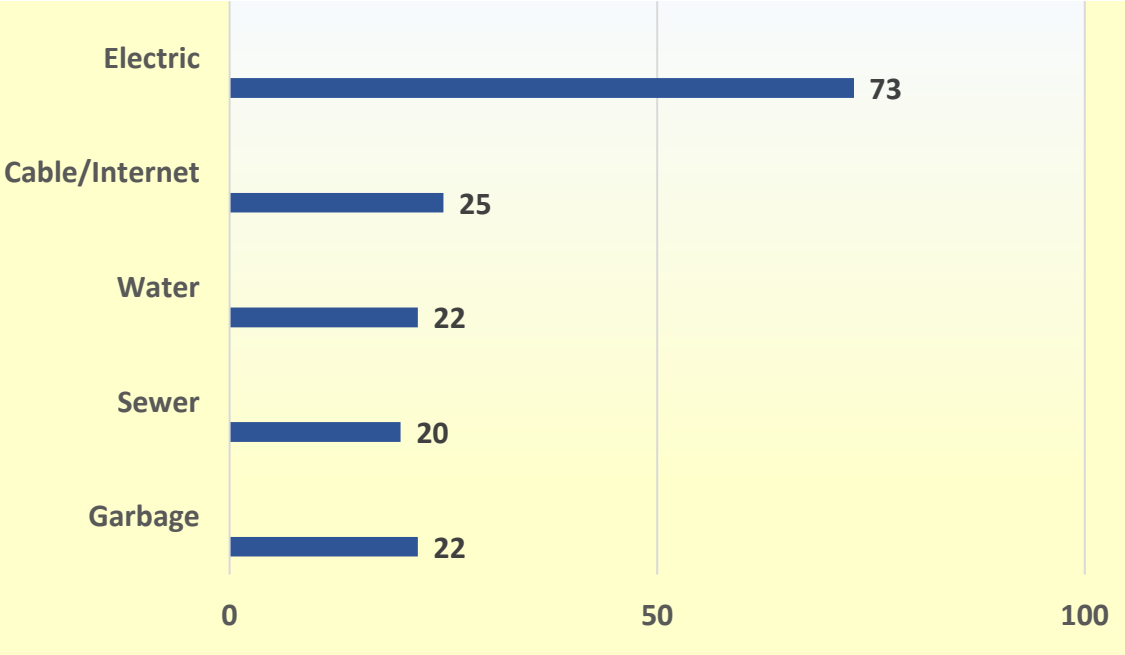
GEUS
Customer Service
Monthly Report
June 2025

WORLD CLASS CUSTOMER SERVICE

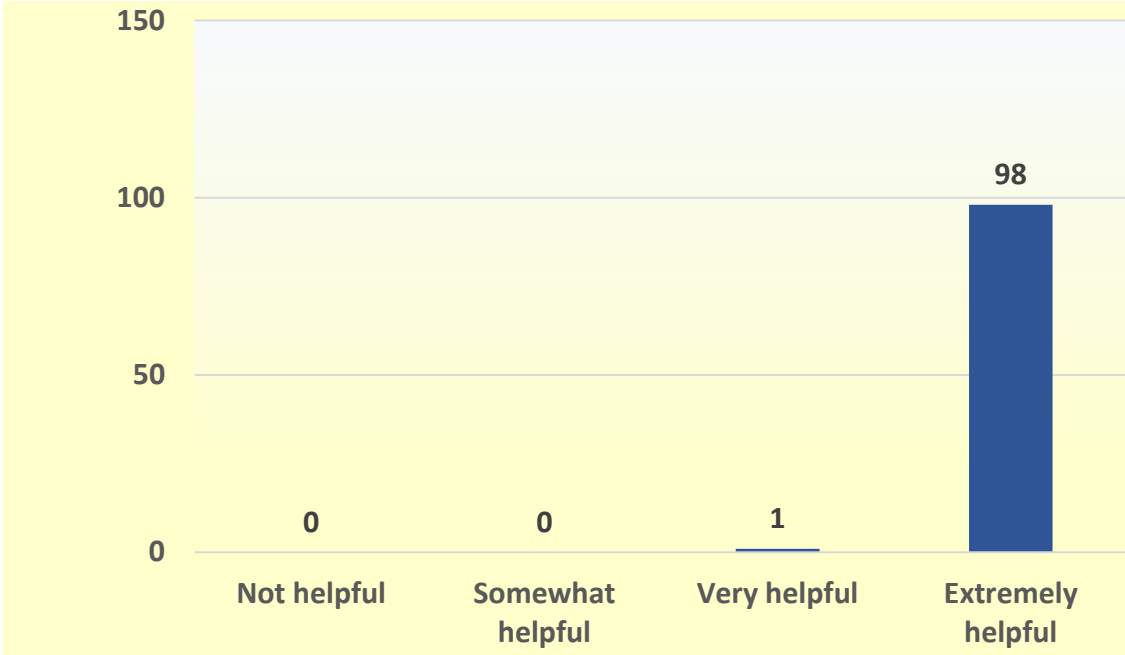
GEUS Customer Satisfaction Survey Summary

Summary Dates as of 6/1/2025-6/30/2025

This is a summary of the total responses. There are no required fields. A total of 99 individuals responded, and 95 completed all fields.

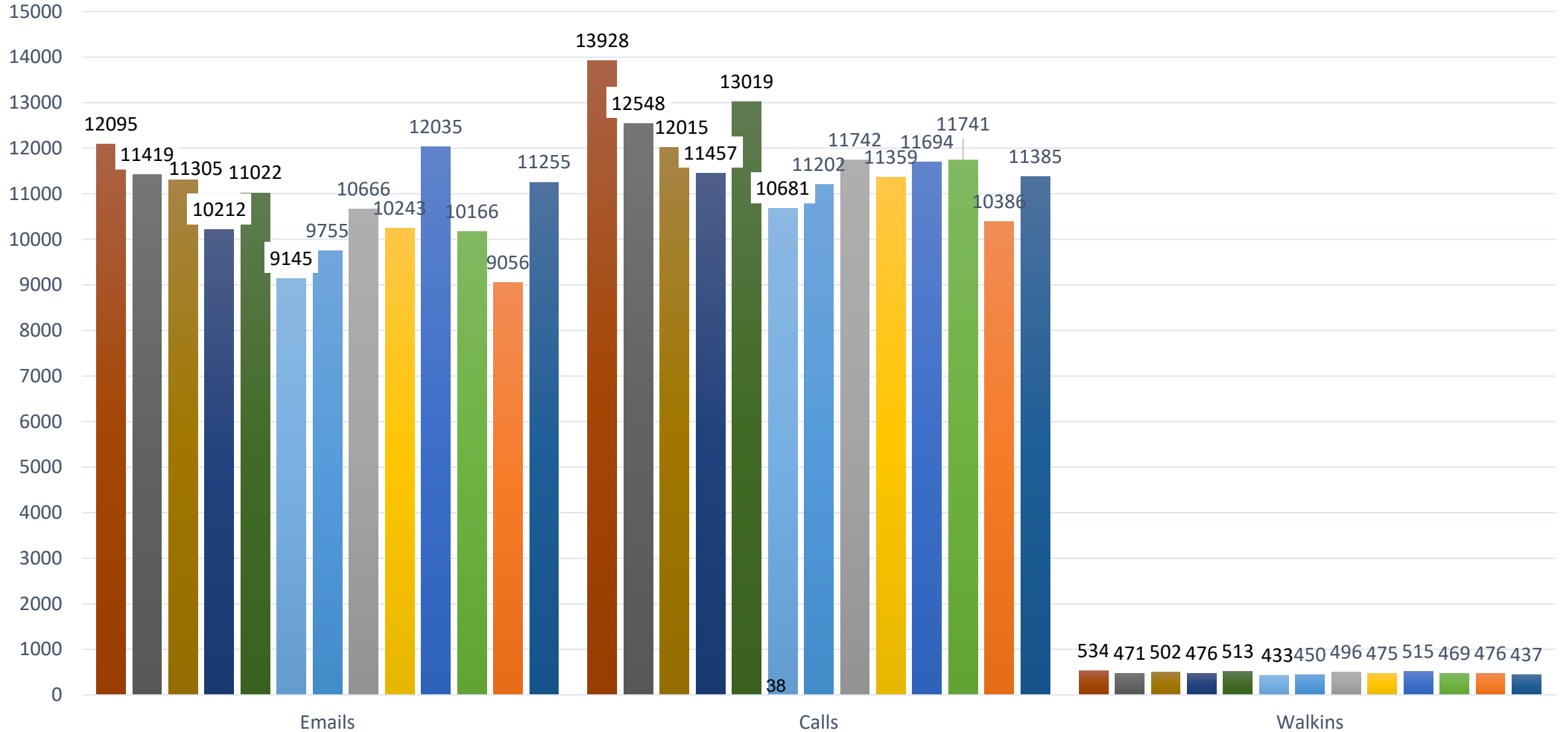


Was the GEUS Representative Helpful?
99 individuals responded.

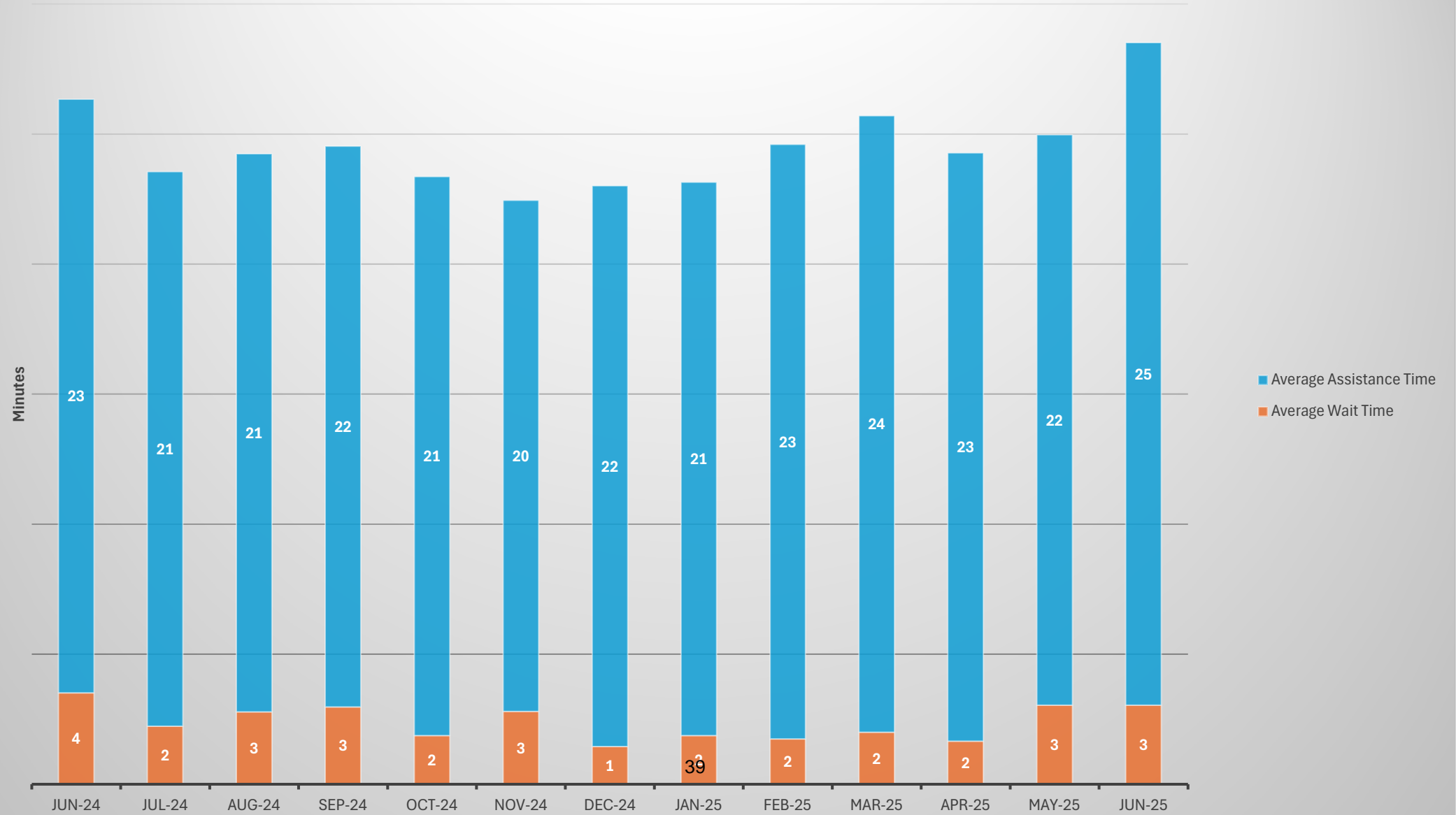


Total Customer Contact

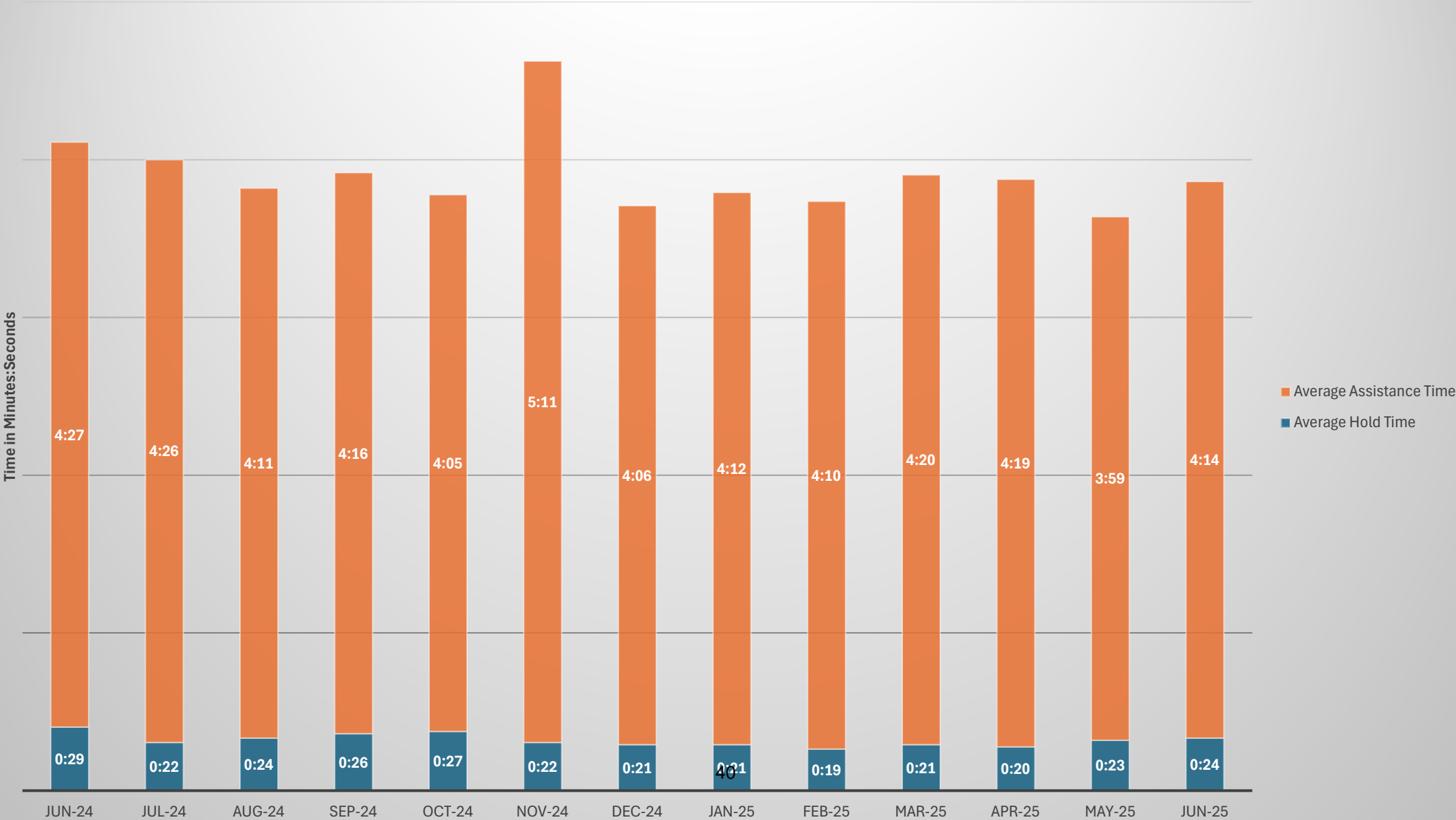
■ Jun.24 ■ Jul.24 ■ Aug.24 ■ Sep.24 ■ Oct.24 ■ Nov.24 ■ Dec.24 ■ Jan.25 ■ 25-Feb ■ Mar-25 ■ Apr-25 ■ May-25 ■ Jun-25



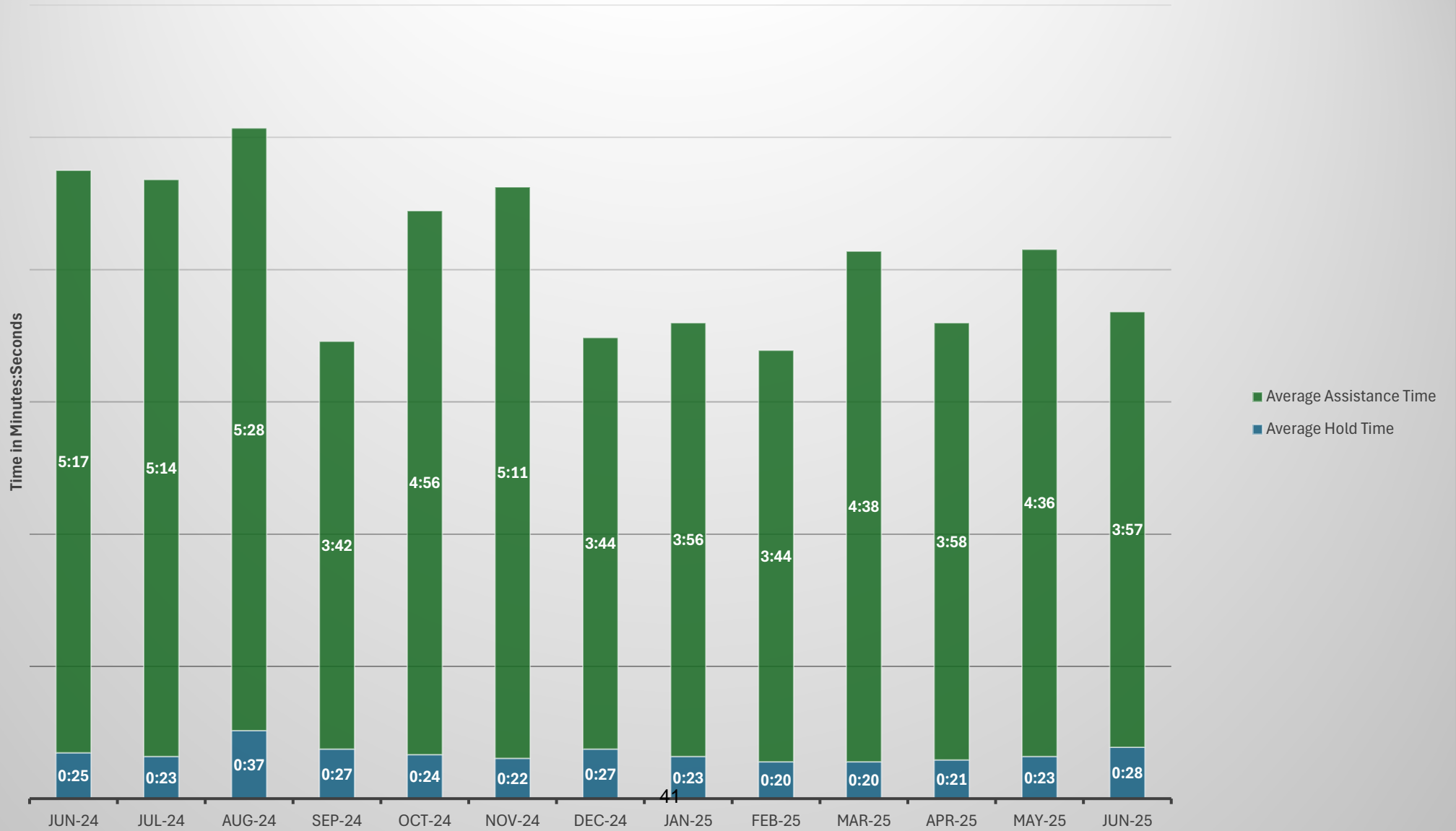
Walk-In Wait & Service Times



Electric Phone Hold and Assistance Time



Fusion Phone Hold and Assistance Time



	Project Title	Category	% Compl	Description
Operations (Dispatch)				
Completed	Feeder Lockouts	Dist	100%	2 Feeder Lockouts in June 2025: 1) TR1 Locked out on 6/8/25 due to winds causing the neutral wire to loosen and come into contact with the primary wires at Wesley and Terrell 2) DR8 Locked out on 6/8/25 due to winds causing a tree limb to fall onto the wires (behind the Fairgrounds)
	Planned Outages & Switching Orders	Trans	100%	1 Planned Outage/s Switching Orders in June 2025: 1) 6/6/25 - CLR & RTN on Steam 3 CT Transformer for Subst Techs to make repairs
	Switching Orders (additional)	JRB	100%	NO Unplanned Outage/s in June 2025.
	Calls Answered	JRB	100%	Operators answered 429 calls.
	Satellite Bridge Call	ERCOT	100%	Completed.
Activity	Operator Training Working Group (OTWG)	ERCOT	on going	ERCOT Conference Call. OTWG meeting in June 2025. Discussed topics and updated tentative timeframe for ERCOT 2025 Training schedule: Seminar (Mar 25th-May 1st; earning ~12 CEHs) and GridGeo Training (Oct 6th-Nov 14th, earning ~20-27 CEHs). All GEUS Operations Operators attended and completed the 2025 Seminar. The 2025 ERCOT Summer Load Shed exercise was completed on 6/2/25 from 0900-1200 via WebEx. The ERCOT 2025 Severe Weather Drill was completed on 6/5/25 from 0800-0900. The ERCOT Operator Certification exam can be taken from 1pm - 2:30pm at ERCOT Training facility on every other Tuesday which started on 2/4/2025. ERCOT stated, if someone fails the exam, there will be a waiting period of 21 days before you can re-test.
	ERCOT Testing & Training Group Mtg	ERCOT	on going	ERCOT Testing & Training discussions - ERCOT WebEx. This ERCOT group did have a meeting in June 2025. The main topic was about a new NOGRR that is being developed. This will require ALL ERCOT TOs, REs, and QSEs to have a satellite phone with duplicating critical components within satellite phone system to ensure that if one component fails, the redundant one can seamlessly take over. This will allow system functionality that meets the minimum back up communication requirements as a back-up communication system and is compatible with ERCOT's satellite phone. ERCOT is wanting all TO's to have more than one satellite phone in their control rooms.
	eReliability Reports	Dist	on going	Updating the TTS tickets to submit into the eReliability program online. Currently, May 2015 thru May 2025 have been submitted.

	Project Title	Category	% Compl	Description
Eng: Completed	Billing for Fritz, FSTI, & L3 Harris	Dist	100%	Developed & submitted billing data to GEUS Billing Dept.
	Solar	Dist	100%	Authorized 0 customers to build. Energized 1 installations. Provided corrections/reviewed plans from multiple installers.
	UG Construction RFQ	Dist	100%	Awarded.
	KB Boulevard	Dist	100%	Submitted invoice for scope of work on site.
	Hospital Expansion ATO Installation (MVRs)	Dist	100%	Adjusted settings to address water ingress concerns. No issues since. May need to evaluate other recloser manufacturers.
	Wal-Mart 1MW Generator Application	Dist	100%	Evaluated GEUS's ability to allow long-term interconnection. Unable to allow long-term interconnection due to lineman safety without substantial system improvements.
	GIS Audit	Misc	100%	Training new Eng Tech to execute reconciliation/data collection for new construction.
	Vegetation Mgmt Sftwr	Dist/Trans	100%	Attended site kickoff meeting and training.
	Prospective New Load Inquiries, Large Loads	Misc	100%	Received and/or responded to prospective new large-load inquiries, and planned load increases for established businesses. Evaluated, discussed; responses forwarded (re: system capacities, capabilities, timelines, etc.).
	Meetings	Misc	100%	Pre-Application mtgs. T&D Project list mtg. E&O Staff mtg (remote). Attended Safety mtg. Attended multiple ERCOT modeling meetings. Discussions with Developers, Lunch and Learn (Engineering, Eng Tech's, others).
Activity	OMS / IVR	Dispatch	15%	Provided scripts and sample data to IT/Data Engineer.
	Mamie Road Feeder Upgrades	Dist	35%	Continued review of upgrades needed on Mamie Rd Feeder 1.
	Pinegates Development	Dist	60%	M&S Eng submitted RR crossing permits for Pinegates.
	Major Distribution Projects	Dist	ongoing	Met with Sabert and Orbis to discuss easements. Distribution design of SR 4&5 nearly complete.
	Developments	Dist	ongoing	Multiple Developments in progress. Responded/addressed multiple developer issues and requests.
	System Modeling	Eng/Trans	ongoing	Continuing attendance at ERCOT mtgs to train. Configuring simple in-house studies considering loss of transmission elements.

	Project Title	Category	% Compl	Description
Subst:				
Completed	Monthly Inspections	Subst	100%	Completed June monthly Inspections of all Substations.
	Monthly Weatherization	Subst	100%	Completed June monthly weatherization check list for all Substations.
	Steam 2 Step-up Transformer	Subst	100%	CT bushing was leaking oil on A phase. Repaired seal. Returned to service. No other problems found.
	Oil Processing - Lee St Transformer	Subst	100%	Waukesha came out to fill/process oil on our new Lee St transformer.
	Diesel Plant Feeder 4	Subst	100%	DP4 would not open from SCADA. Found a failed SG contact relay. Replaced relay and tested. Returned feeder to service after testing.
	Lee St Transformer	Subst	100%	Our new Lee St Transformer was delivered to the Steam Plant for temporary storage. Subst's built a pad for the unit to rest on and hooked up temporary power to the cabinet for heat. This will prevent any moisture problems during storage. All associated transformer equipment has been properly sealed against weather damage and located onsite next to the new transformer.
	Diesel Plant	Subst	100%	Dispatch notified us that DP4 wouldn't open from SCADA. Replaced a bad SG relay and tested SCADA operations. Unit is now working properly with no other problems to report.
	Dispatch	Subst	100%	Completed a switching order for Dispatch to remove our 69kV line from Dent Rd to LTV. T&D replaced a bad 69kV pole. Subst's switched line back into service, after T&D completed pole replacement.
	Steam Plant Relay Testing	Subst	100%	Assisted outside contractors with testing all Generation relays for Steam units 1,2 and 3. In total, 73 relays were tested.
	Dent Rd Lighting	Subst	100%	Replaced all light bulbs in Dent Rd control house.
	Terrell Rd Yard Lighting	Subst	100%	Yard light pole was damaged in the initial truck shipment. The damaged pole was replaced and yard light is back in service.
	OS Subst Xfmr Arrester	Subst	70%	Substation class arrester failed on the high side of our OS Subst Xfmr. Removed bad arrester and placed Xfmr back in service. Hubbell has given us a part #. Arresters were ordered and have arrived at our warehouse. Will work with Dispatch to schedule Oneal St out of service for repairs.
	Printing/Red-line Subst Prints	Subst	15%	Received red-lines back from draftsman for LTV. Installed completed LTV prints in the Control House print rack. Also received new TR prints from draftsman and installed them in the print rack at TR. Draftsman currently has Dent Rd prints to red-line.
	Subst Beam Detectors	Subst	10%	Planning & discussion underway regarding Diesel Plant and New Terrell Rd Subst.
	Operation Center Beam Detectors	Subst	30%	Budgeted for FY26 after completion of warehouse yard expansion.
T&D:				
Completed	Maintenance	Dist	100%	Changed out 3 poles.
	Construction	Dist	100%	Installed 17 new UG services, and 20 new poles.
	Metering	Dist	100%	Currently reading on schedule and monitoring daily.
Activity	Metering	Dist	on going	Read and totaled meters for billing @ FSTI, L3 and Fritz.
	Metering	Dist	on going	GEUS has 14,217 AMI Meters set to date, CITY has 751 SENSUS AMI Water meters connected to network and 1,361 Neptune Meters that have remote read capability. Reading on schedule and monitoring daily. In talks with Aqua-Metrics planning Cycle 2 & 5 Deployment.
	Metering		on going	Meter Dept staff cross training to ensure back-up for each employee/task.
	Tree Trimming	Dist	on going	Normal tree-trimming tickets from customer requests.
	Tree Trimming	Dist	on going	Heavy rear-easement trimming in residential areas.