

**NOTICE AND AGENDA FOR A REGULAR MEETING
OF THE GEUS BOARD OF TRUSTEES
TO BE HELD AT 6:00 PM ON THURSDAY, OCTOBER 16, 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
- 2. August 2025 Financial Report (For Information Only) 4

VIII. NEW BUSINESS

1. CONSENT CALENDAR

- A. GEUS Board of Trustees Regular Meeting Minutes - September 18, 2025
- B. Resolution 26-01: Authorize FY26 Funding for Legal Services 5
- C. Resolution 26-02: Award Bid for Annual Contract for Unleaded Gasoline and Type 2 Low Sulfur Diesel 6

2. ACTION ITEM

- A. Resolution 26-03: Authorize Agreement and Purchase of Compliance Software 7

IX. REPORTS OF THE GENERAL MANAGER

- 1. FY25 Accomplishments (For Information Only) 8
- 2. FY26 Objectives (For Information Only) 9
- 3. August 2025 Business Services Monthly Report (For Information Only) 11
- 4. September 2025 Community Connections Monthly Report (For Information Only) 14
- 5. September 2025 Customer Service Monthly Report (For Information Only) 29

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 July 31, 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	\$ 8,384,696	\$ 72,311,527	\$ -	68.9%
Fusion Revenues (Fund 950)	6,873,260	474,356	5,316,369	-	77.3%
Total Revenues and Inflows	111,852,160	8,859,052	77,627,896	-	69.4%
Expenses and Outflows					
Elec Departmental O&M	78,041,470	6,405,945	55,011,292	2,401,204	70.5%
Fusion Departmental O&M	5,228,520	327,167	3,411,478	617,694	65.2%
Other Admin Expenses	1,063,200	153	39,759	-	3.7%
Insurance ⁽¹⁾	750,000	-	687,792	-	91.7%
City Services	611,500	60,671	606,703	-	99.2%
Transfers to City	4,130,930	-	2,859,303	-	69.2%
Board Of Development	733,780	-	484,631	-	66.0%
Capital -Electric ⁽²⁾	174,207,530	2,283,482	29,198,890	64,103,098	16.8%
Capital - Fusion	1,013,160	46,080	403,918	18,327	39.9%
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	-	3,622,202	-	48.3%
Total Expenses and Outflows	277,141,815	9,123,498	100,173,174	67,140,323	36.1%
Change in Net Position ⁽³⁾⁽⁴⁾	\$ (165,289,655)	\$ (264,446)	\$ (22,545,278)	\$ (89,685,601)	

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 \$27,917,006 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 \$5,371,728. A decrease in net position may be due to multi-year projects utilizing bond proceeds from fund balance.



Greenville Electric Utility System
Monthly Financial Reporting (Unaudited)
As of August 31, 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	\$ 2,243,553	\$ 74,628,463	\$ -	71.1%
Fusion Revenues (Fund 950)	6,873,260	1,498	5,317,868	-	77.4%
Total Revenues and Inflows	111,852,160	2,245,051	79,946,331	-	71.5%
Expenses and Outflows					
Elec Departmental O&M	78,041,470	6,730,683	62,017,594	3,605,787	79.5%
Fusion Departmental O&M	5,228,520	311,400	3,750,882	461,866	71.7%
Other Admin Expenses	1,063,200	1,584	41,519	-	3.9%
Insurance ⁽¹⁾	750,000	-	687,792	-	91.7%
City Services	611,500	60,671	667,373	-	109.1%
Transfers to City	4,130,930	-	2,859,303	-	69.2%
Board Of Development	733,780	-	484,631	-	66.0%
Capital -Electric ⁽²⁾	174,207,530	897,886	30,096,776	64,058,169	17.3%
Capital - Fusion	1,013,160	13,565	417,483	135,081	41.2%
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	3,879,422	7,501,623	-	100.0%
Total Expenses and Outflows	277,141,815	11,895,211	112,372,182	68,260,903	40.5%
Change in Net Position ^{(3) (4)}	\$ (165,289,655)	\$ (9,650,160)	\$ (32,425,851)	\$ (100,686,754)	

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 \$28,785,136 in expenses for multi-year CIP projects utilizing the Series 2024 bond sale. When excluding these bond funded expenses, change in net position reflects a decrease of (\$3,640,715). A decrease in net position may be due to multi-year projects utilizing bond proceeds from fund balance; however, the decrease in fund balance for August 2025 is due to a cyber attack on the City's servers. Because of the cyber attack, August revenue was not billed until September 2025. September 2025 amounts are not shown above.

**GEUS BOARD OF TRUSTEES
OCTOBER 16, 2025**

RESOLUTION 26-01

AUTHORIZE FY26 FUNDING FOR LEGAL SERVICES

BACKGROUND GEUS Board Policy 123.01 Rev. B, requires the Board to retain legal counsel for legal services.

DISCUSSION OR DESCRIPTION: The Board authorized an Engagement Agreement for legal services with Carolyn Shellman on October 19, 2023, via Resolution 24-03, with the option for the Board to extend the agreement each year on or before the expiration of the Engagement Agreement.

COMPARISON OF ALTERNATIVES: N/A

BUDGET IMPACT: Legal expenses will be charged to Legal Services for each department as applicable.

RECOMMENDATION: Staff recommends the Board authorize funding for legal services with the firm of Butler Snow for FY26 expenses not to exceed \$105,000 as approved in the FY26 budget.

BOARD ACTION:

GEUS BOARD OF TRUSTEES

OCTOBER 16, 2025

RESOLUTION 26-02

**AWARD BID FOR ANNUAL CONTRACT FOR UNLEADED GASOLINE AND TYPE 2
LOW SULFUR DIESEL**

BACKGROUND: GEUS must purchase unleaded gasoline and No. 2 low-sulfur diesel fuel for vehicles and equipment.

DISCUSSION OR DESCRIPTION: Bid packets were sent to one hundred ninety-four (194) vendors and an advertisement was placed in the local newspaper as required by State law. Three (3) responses were received and were evaluated based on the best value to the Utility. Authorization for this contract will allow for four (4) additional automatic one-year renewals.

COMPARISON OF ALTERNATIVES: N/A

BUDGET IMPACT: The fuel purchase will be charged to inventory accounts and charged out as used to the appropriate expense account.

RECOMMENDATION: It is recommended that the annual contract be awarded to Offen Petroleum LLC., for the price of \$2.4367 per gallon for unleaded gasoline and \$2.7798 for diesel fuel.

BOARD ACTION:

**GEUS BOARD OF TRUSTEES
OCTOBER 16, 2025**

RESOLUTION 26-03

AUTHORIZE AGREEMENT AND PURCHASE OF COMPLIANCE SOFTWARE

BACKGROUND: The compliance department is responsible for tracking compliance requirements, changes, documentation, and driving all compliance tasks. This process is currently completely manual with reminders occurring via calendars and documentation tracked via excel files. As regulations increase and we expand our systems, it is imperative that we have software to help track ongoing compliance.

DISCUSSION OR DESCRIPTION: The software options for NERC compliance are limited. Finding software that can track ERCOT and PUC requirements was challenging. Staff reached out to software companies and requested demonstrations. Only one company offers full NERC compliance functionality with applicability filtering and the ability to create custom workflows to address the additional compliance requirements from ERCOT and PUC. The enterprise license and associated vendor project management are anticipated to cost \$189,273.03 for a three-year contract period as follows: Year 1: \$88,460.62, Year 2: \$49,547.06, Year 3: \$51,265.35.

COMPARISON OF ALTERNATIVES: To find compliance software to meet the unique needs of the utility, research was conducted through consultants, industry peers and independent demonstrations. Ultimately four companies were found that offer NERC compliance software. Three of the four responded to requests for information. Only one of the three offered applicability filtering and the ability to add in ERCOT and PUC requirement tracking.

BUDGET IMPACT: Sufficient funds were budgeted in FY26 for year 1. Since the vendor, Karta Corp., is the sole producer and provider of the products and licenses, the Purchasing Agent deems this purchase exempt from the RFP process. The purchase will be charged to account number 910-9-931099-59391-9900.

RECOMMENDATION: Staff recommends the GEUS Board authorize entering a three-year agreement and the purchase of NERC compliance software and license to Karta Corp., for \$189,273.03

BOARD ACTION:



FY25 GEUS ACCOMPLISHMENTS SUMMARY FOR BOARD

- Conduct Electric Rate Study – **COMPLETE** – Completed Electric rate study and identified need for a 5% base rate increase which was approved by the board in September.
- Update Debt Strategy – **COMPLETE** – Discussed with the Board at the May 15, 2025, Board Meeting and received direction for budgeting purposes.
- Review C&I Rates and Services – **IN PROGRESS** – Board approved moving away from cable services and towards a streaming platform. Next step will be conducting a cost of service study on all Fusion services.
- C&I Rebranding – **IN PROGRESS** – Board approved the Fusion name and it has been trademarked. Last step will be rolling out the rebranded name with the new streaming platform and improved speeds.
- Review Long-Term CIP Strategy – **COMPLETE**
- Develop and Implement Local Solar Program – **IN PROGRESS** – Staff is working with vendor to identify 3-4 sites for installation of up to 10 MW of locally sourced Solar energy.

GEUS FY2026 Objectives

The Mission of GEUS is to: **Safely and Cost Effectively, Maintain Competitive Rates, Increase System Reliability and Improve Services.**

Safety:

- Evaluate the addition of a Safety Coordinator position for FY26

Maintain Competitive Rates:

- Begin Construction on Power Lane II Plant
 - Groundbreaking
 - Demolition of existing structures
 - Site prep and begin construction
- Evaluate current Fuel Adjustment Charge Calculation and Strategy
 - Fund Buffer amount
 - Review/Adjustment frequency
 - Nomenclature
- Evaluate current Regulatory Charge Calculation and Strategy
 - Fund Buffer amount
 - Review/Adjustment frequency
 - Nomenclature
- Evaluate Interfund Transfers and Allocations
- Purchase Energy and/or extend the current PPAs to help bridge the gap in energy needs while waiting on the new Generating Plant to come online

Increase System Reliability:

- Design, develop, and complete 138 kV Operator Training
- Implement CIP Medium Impact Program
- Complete construction of Back Up Control Center which is necessary for TOP Certification
- Complete roll out of Electric AMI system
 - Install remaining AMI meters
 - Develop strategy and process around customers who opt out
- Restart Outage Management System project to complete scope and develop a plan of action for remaining integrations
 - Determine remaining timeline and deliverables
- Complete Shelby Feeders 4 & 5 upgrades
- Break Ground on Lee St Substation

Improve Services:

- Launch AMI Customer Portal
- Implement new ERS Program
- Evaluate Residential/Commercial Demand Side Management program and provide a plan of action
- Launch Fusion Streaming Platform
- Develop and Implement standardized First Contact Resolution reporting process

Cost Effectiveness:

- Complete Third-Party Engineering & Operations Organizational Review
- Complete Downtown Administration Building Renovations and relocate affected employees
- Evaluate the addition of a Facilities Coordinator for FY26

**GEUS
BUSINESS SERVICES
MONTHLY REPORT AUGUST 2025**

Billing Stats*

Bills Issued – 0

Bills Mailed – 0

Late Notices Mailed – 874

Accounts Reaching Non-Payment – 0

Bill Payments

GEUS Online – 2,759

Electronic Bank Payments – 238

Pay-By-Phone Payments – 139

Mobile App Payments – 312

City/GEUS Bank Drafts – 0

Payments Hand-Delivered and Mailed to GEUS – 5,513

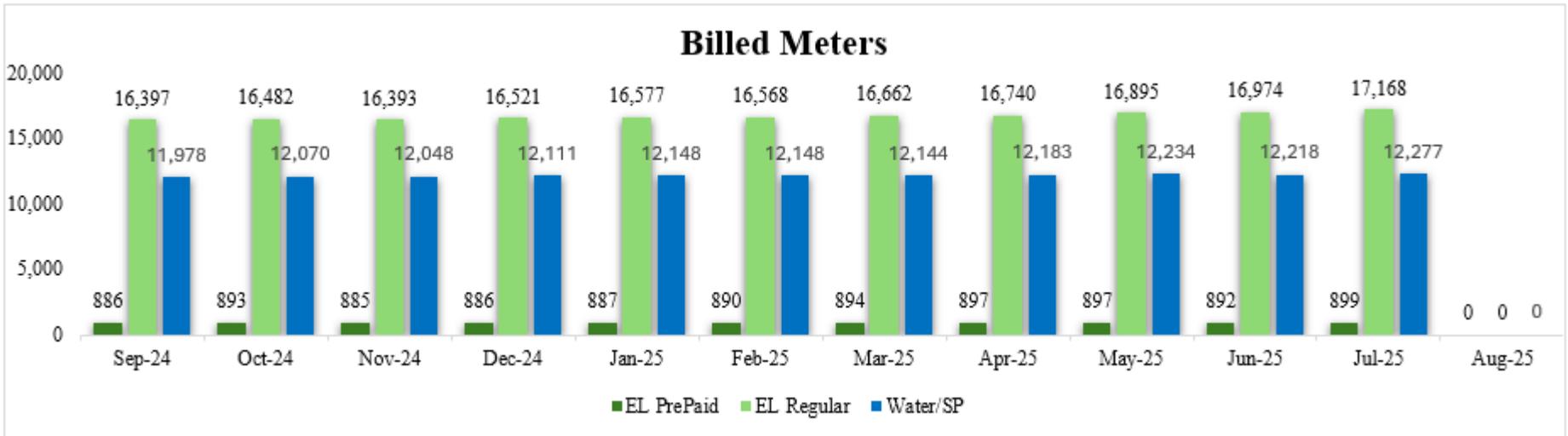
Total Pre-Pay Subscribers

Total SmartPay Subscribers – 899

*On August 5 the City experienced a cyberattack on their servers. This impacted both the City and GEUS causing Incode to be down for several weeks. As a result, this has affected the normal reporting totals.

GEUS
BUSINESS SERVICES
MONTHLY REPORT AUGUST 2025
GRAPHS

Metering\Billing



Collections

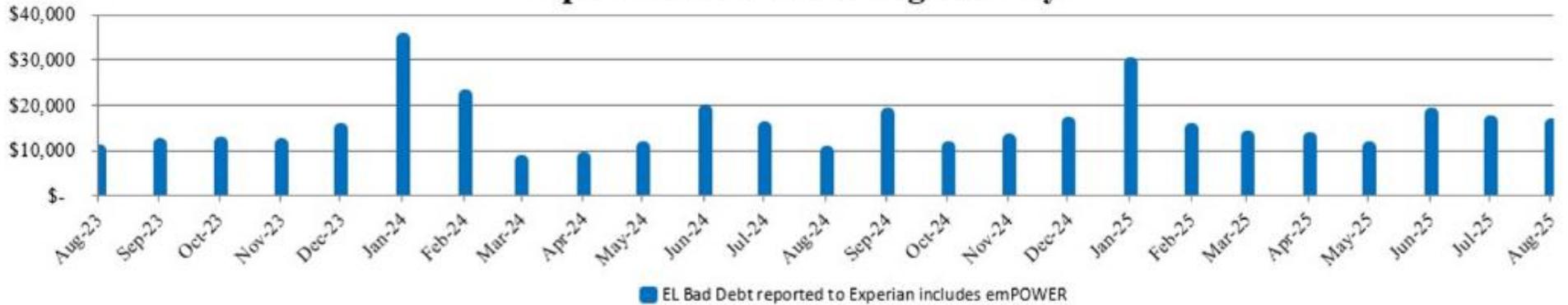
GEUS/City Combined Uncollected Billing

Aug 25 \$27,788 and FY 25 YTD \$321,120 (FY 24 YTD – \$303,100)

Uncollected Billing for Electric

Aug 25 \$15,661 and FY 25 YTD \$170,024 (FY 24 YTD – \$165,000)

Unpaid Accounts reaching 120 Days



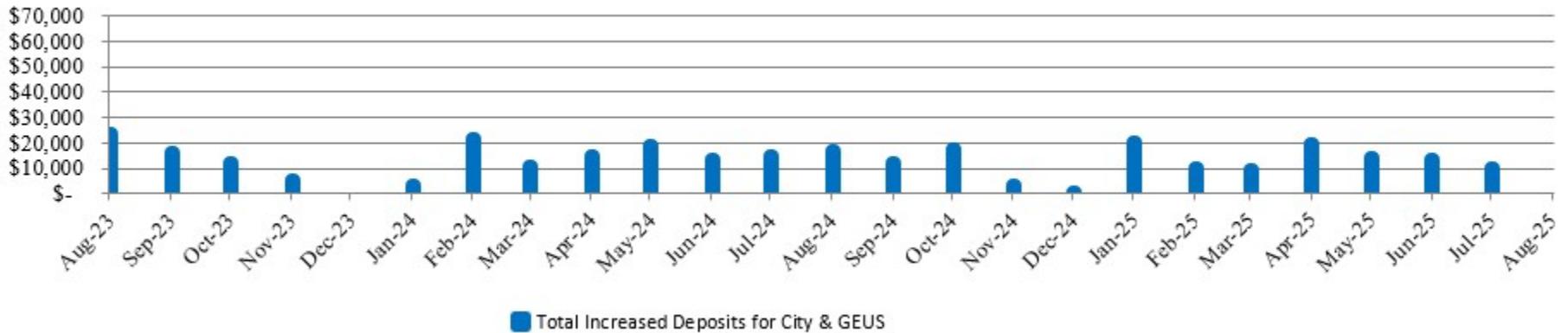
Increased Deposits

Current Month - 0 letters mailed increasing deposits by \$0.

FY 25 YTD – 323 letters mailed increasing deposits by \$117,385.

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

Total Increased Deposits for City & GEUS





September 2025

Community Connections

Monthly Report

RoundUP

August

Commercial 39

Multi Family 4

Residential 1.445

Flat Donation 8

Total 1,609 (10 subscriber decrease from last month)

September

Commercial 39

Multi Family 4

Residential 1.445

Flat Donation 8

Total 1,609 (14 subscriber decrease from last month)

GEUS Energizing the Community® **RoundUP**

SHARE THE 

SMALL CHANGE, BIG DIFFERENCE.

SIGN UP TODAY!

WWW.GEUS.ORG

SmartPay

900 subscribers

Increase of 11 participants.

GEUS PREPAY ELECTRIC

SmartPay
Electricity On Your Schedule



- ▶ NO Monthly Electric Bill
- ▶ NO Late Fees
- ▶ NO Disconnect or Reconnect Fees
- ▶ Remote Monitoring
- ▶ Lower or NO Deposits Required
*based on credit check or pay history

Wait no more sign up today at **GEUS.org**

GEUS Energizing the Community
903.437.2020 15 www.geus.org

Community Involvement

Chamber BBH – H & H Properties



Chamber Golf Tournament



Ribbon Cutting – Vintage & Lace Marketplace



Ribbon Cutting – Peak Physical Therapy



Ribbon Cutting – Top Tier



Hunt County Senior Service Alliance - Senior Resource Fair



Community Powered - Community Involvement

Meals on Wheels

Emma Frey, Customer Service & Helen Landers, Cashiering



Recognized by APPA for our Community Powered events.



September 17, 2025



Greenville(TX) @GEUSsocialmedia: We celebrated blood recipient Cason's 11th birthday with a 'Heroes in Action' theme as GEUS proudly partnered with @CarterBloodCare for another successful blood drive. A total of 23 units were collected including 4 first-time participants. #PublicPower #CommunityPowered

Digital Advertising

GEUS Bill Messages

GEUS' Online Bill Pay Portal is operational again at www.GEUS.org and account balances are up to date.

We apologize for any inconvenience the recent cyber event caused.

Chamber Website Ads

Header Ad



GEUS RoundUP
MAKE AN IMPACT JUST BY DONATING YOUR CHANGE
Funds raised through this program will be donated to assist people in our community with their utility bill.
Sign up now at www.geus.org



Banner Ad [Energy Efficiency Program](#) | [Greenville Electric Utility System, TX](#)



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



APPA Newsletter



WORKFORCE

Bill Shepherd Begins New Role as General Manager at Greenville Electric Utility System

September 12, 2025 | Paul Ciampoli

Home / periodical / article / Bill Shepherd Begins New Role as General Manager at Greenville Electric Utility System

SHARE THIS

Bill Shepherd in August began his new role as General Manager at Greenville Electric Utility System in Texas.

Prior to his new role at GEUS, Shepherd worked at Texas public power utility Denton Municipal Electric as Executive Manager of Business Services.

"The leadership at DME and the opportunities I was given, have been invaluable in learning the dynamic ERCOT market and further preparing me for the role of GM," Shepherd said in a LinkedIn post.

"I'm looking forward to leading GEUS and working with my industry peers during this exciting time of growth and technological advancement in the electric utility industry," he wrote.

He also worked more than 25 years at Florida public power utility Gainesville Regional Utilities.

18



Subscribe to Public Power Now, APPA's podcast, to keep up with the latest news and hear from the experts in the world of public power

Print Advertising

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Lobby Posters



Digital & Print Advertising

Herald Banner Ads – Print and Digital Ads

Thursday September 4th



ENERGY EFFICIENCY REBATE PROGRAM

GEUS
Energizing the Community

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

www.geus.org 803-457-2800

A woman holding a fan of cash.

Thursday September 11th



GEUS RoundUP

MAKE AN IMPACT JUST BY DONATING YOUR CHANGE

Funds raised through this program will be donated to assist people in our community with their utility bill.

Sign up now at www.geus.org

GEUS
Energizing the Community

QR code

Thursday September 18th



GEUS Prepay Electric

SmartPay
Electricity On Your Schedule

Manage your budget by purchasing electricity when you need it.

Remote Monitoring

NO Late Fees NO Monthly Electric Bill

To sign up visit GEUS.org

A woman looking at a smartphone.

Thursday September 25th



GEUS
Energizing the Community

Locally-Owned ■ Competitive Rates ■ Reliable Service
Community Invested ■ Environmentally Responsible

NATIONALLY RECOGNIZED

RP3 RELIABLE PUBLIC POWER PROVIDER
American Public Power Association

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.

GEUS RoundUP
Energizing the Community

SHARE THE **SMALL CHANGE, BIG DIFFERENCE.**

SIGN UP TODAY!

WWW.GEUS.ORG

GEUS
Energizing the Community

Locally-Owned ■ Competitive Rates ■ Reliable Service
Community Invested ■ Environmentally Responsible

NATIONALLY RECOGNIZED

RP3 RELIABLE PUBLIC POWER PROVIDER

American Public Power Association

SUMMER READINESS BE INFORMED

GEUS
Energizing the Community
903.457.2800
www.geus.org

VISIT GEUS.ORG FOR SUMMER READINESS AND CONSERVATION INFORMATION.

GEUS PREPAY ELECTRIC

SmartPay
Electricity On Your Schedule

- ▶ NO Monthly Electric Bill
- ▶ NO Late Fees
- ▶ NO Disconnect or Reconnect Fees
- ▶ Remote Monitoring
- ▶ Lower or NO Deposits Required (Based on credit check or pay history)

Wait no more sign up today at GEUS.org

• DISASTERS DON'T WAIT •

MAKE YOUR PLANS TODAY

NATIONAL PREPAREDNESS MONTH

GEUS
Energizing the Community

NATIONAL PREPAREDNESS MONTH

It's National Preparedness Month!
Don't be caught off guard, disasters don't wait.
Make your plans today w/tips from ready.gov/september

GEUS
Energizing the Community

CONNECTING YOU TO A WORLD OF POSSIBILITIES

GEUS 50	GEUS 320	GEUS 500
\$29.95 per month	\$64.95 per month	\$94.95 per month
Up to 30 Mbps Download	Up to 300 Mbps Download	Up to 500 Mbps Download
Up to 5 Mbps Upload	Up to 95 Mbps Upload	Up to 25 Mbps Upload
Basic Speed	Good Speed	Ultimate Speed

Sign up now at GEUS.org or call 903-457-2800

SmartPay
Electricity On Your Schedule

Monitor your electric usage on our website and app.

GEUS
Energizing the Community

Advantage of SmartPay

HOME & BUSINESS INTERNET SOLUTIONS

Fast, reliable, and affordable!
GEUS Internet puts the speed you need within reach!

Visit GEUS.org or call 903-457-2800 to sign up today!

GEUS
Energizing the Community

Attic Insulation \$0.16 per square foot rebate
Limit \$300 per account

High-Efficiency Window AC Units \$50 rebate

MAKE YOUR HOME MORE ENERGY EFFICIENT AND GET REBATES

GEUS Energy Efficiency Program save money and energy for your home. Receive rebates for those purchases and upgrades that you make to your home.

Visit GEUS.org for more information

HELP NEIGHBORS FOR LESS THAN \$1/MONTH WITH

GEUS RoundUP
Energizing the Community

Sign up at GEUS.org

COMMERCIAL INTERNET

POWER YOUR BUSINESS WITH THE BEST HOMETOWN INTERNET SERVICE!

GEUS 320	GEUS 500
Up to 320 Mbps Download Up to 30 Mbps Upload	Up to 500 Mbps Download Up to 100 Mbps Upload
\$69.95 per month	\$114.95 per month

Some IP addresses available upon request at an extra charge.

WWW.GEUS.ORG 903-457-2800

FREE MULCH
AVAILABLE TO EVERYONE

SELF-SERVE BASIS- PLEASE BRING YOUR OWN SHOVELS. WORKERS ARE NOT PRESENTS TO LOAD.

501 WESLEY ST. GREENVILLE, TX 75401

GEUS
Energizing the Community

Happy Labor Day

OFFICE CLOSURE

GEUS
Energizing the Community

WE ARE CLOSED IN OBSERVANCE OF LABOR DAY.

MONDAY, SEPTEMBER 1, 2025

TO REPORT AN OUTAGE VISIT GEUS.ORG, OR CALL 903-457-2800

GEUS
Energizing the Community

RP3 RELIABLE PUBLIC POWER PROVIDER
American Public Power Association

SERVING OUR COMMUNITY

SINCE 1891

NATIONALLY RECOGNIZED FOR RELIABILITY

JOIN US FOR **Touch A Truck**

GEUS
Energizing the Community

WHERE: GEUS Customer Service Center
2810 Wesley Street, Greenville, TX

WHEN: October 10, 2025
10 am - 2 pm

FREE EVENT!
Cookies | Punch | Sidewalk Chalk | Coloring

GEUS
Energizing the Community

Energy Efficiency Program

REFRIGERATOR

REBATES

SAVE \$75

Check out several ways to save energy at your home, business, or if you're renting at www.geus.org.

GEUS
Energizing the Community

Carter BloodCare

BLOOD DRIVE

Energy Efficiency Rebate Program

Rebates FY 24-25

	Qty.	Rebate	PROGRAM
			APPLIANCE
	5	\$ 50	Window AC Units
		\$ 75	dryer
	8	\$ 50	dishwasher
	13	\$ 75	refrigerator
	1	\$ 25	freezer
	1	\$ 250	Window AC\Heat Units
	28		
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
	11	\$ 30	HVAC Tstat
	11		
	46		

EE Rebate Customers: 45

Total Dollar Credits to Customer's Accounts: \$3,963.33

GEUS 34 Content

September 1-7

New Content	1:33:55
Replay Content	1:40:30
Archive Content	0:25:24
Outside Content	1:30:00
Total	5:11:05

Still Ads: 11 total

September 8-14

Replay Content	1:16:49
Archive Content	2:53:15
Outside Content	1:30:00
Total	5:41:34

Still Ads: 12 total

September 13-21

New Content	4:39:22
Replay Content	2:16:14
Archive Content	0:47:38
Outside Content	1:30:00
Total	9:14:56

Still Ads: 13 total

September 22-28

New Content	2:41:44
Replay Content	1:14:46
Archive Content	0:48:01
Outside Content	1:30:00
Total	6:16:24

Still Ads: 14 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 Residential Internet 2024- 2,051 spots ran

GEUS Mountains of Mulch- 2,051 spots ran

GEUS Electric Then & Now- 2,051 spots ran

Social Media – September 2025

Followers ⓘ
Lifetime

Current subscribers
1,495
+46 in last 28 days

Facebook 5,261 **Twitter** 253 Followers **YouTube**

Change in followers over the last month: Facebook +35, Twitter +/-0, YouTube +45.

Preview ↓	Views ⓘ ↑↓	Reach ⓘ ↑↓
 Mark Your Calendars! Joi... Published - Sep 30 at 6:00 PM	876	537
 Live Stream Update 5:20 p.... Published - Sep 30 at 2:00 PM	697	386
 GEUS Internet, Connecting Y... Published - Sep 29 at 2:00 PM	3,391	1,518
 The GEUS Board of Trustees ... Published - Sep 29 at 9:00 AM	33,725	10,817
 Mark Your Calendars! Joi... Published - Sep 27 at 9:00 AM	1,893	934
 The Greenville Lions take on... Published - Sep 26 at 6:19 PM	5,363	3,299
 Mark Your Calendars! Joi... Published - Sep 26 at 6:00 PM	1,325	662
 It's Homecoming! The Li... Published - Sep 26 at 2:00 PM	2,105	1,085
 It's National Preparedness ... Published - Sep 26 at 9:00 AM	706	443
 Attention GEUS Customers: ... Published - Sep 25 at 6:00 PM	1,298	806
 Don't miss the recap betwee... Published - Sep 24 at 6:03 PM	1,789	1,240
 Update 10:30a - Repairs hav... Published - Sep 24 at 9:08 AM	3,200	1,666

Preview		Views	Reach
	With GEUS' SmartPay, you c... Published • Sep 23 at 2:00 PM	1,615	910
	A new episode of Coaches C... Published • Sep 22 at 6:05 PM	3,280	2,225
	Get rebates on your home u... Published • Sep 22 at 2:00 PM	517	418
	The Greenville Lions are faci... Published • Sep 19 at 6:44 PM	1,297	918
	Get ready for Friday Night F... Published • Sep 19 at 2:00 PM	4,242	2,132
	For less than \$1 per month y... Published • Sep 17 at 6:00 PM	1,166	634
	Click here to read full press ... Published • Sep 17 at 3:42 PM	5,399	2,772
	We're kicking off a new seas... Published • Sep 16 at 2:05 PM	4,572	2,776
	We celebrated blood recipie... Published • Sep 15 at 6:00 PM	1,711	945
	The Greenville Lions take on... Published • Sep 12 at 6:56 PM	1,819	1,234
	Please subscribe to our YouT... Published • Sep 12 at 2:00 PM	2,178	1,143
	Catch all the Volleyball excit... Published • Sep 9 at 2:00 PM	2,096	1,148
	The Lions hit the road to tak... Published • Sep 5 at 2:00 PM	4,246	2,011
	PRESS RELEASE No late fees... Published • Sep 3 at 9:56 AM	17,931	7,184
	All Power Restored 1:15 pm -... Published • Sep 1 at 11:26 AM	6,785	2,831
	GEUS will be closed on Mon... Published • Sep 1 at 8:00 AM	6,219	2,788



News Release

FOR IMMEDIATE RELEASE

GEUS Announces Resumption of Online Payments and Billing After System Outage

No late fees will be assessed, and GEUS will not be cutting off accounts for non-payment in September. We apologize for any inconvenience this may have caused and appreciate the patience and understanding customers have shown toward our employees during this unfortunate event.

GEUS General Manager Bill Shepherd

FOR IMMEDIATE RELEASE

Greenville, TX-September 3, 2025-On August 5, 2025, the City of Greenville identified a cyber incident affecting certain City technology systems. These systems were immediately isolated from the GEUS network, and a third-party cybersecurity firm was hired by the City to mitigate the event and investigate. Over the next several weeks, a thorough review of the technology systems was carried out. One of the City systems impacted was the system GEUS uses for utility billing. The review found no evidence that any customer's personal data was impacted by the cyber incident.

During this time, GEUS could not access customer data, issue utility bills, or accept online bill payments. However, in recent days, GEUS' billing system has been reactivated, allowing customers to make online bill payments again. GEUS employees are currently updating the system with customer payments and other transactions received during the outage. Payments made prior to the system reactivation may take a few more days to reflect on your account.

GEUS will issue all August bills in the coming days and then begin issuing September bills later this month. Customers who have chosen the auto draft payment option will see their payments made as each bill comes due. Customers are welcome to make payments, if

they choose, so as not to get behind while GEUS catches up on the billing cycles. Any payments made will be reflected in the next bill generated.

GEUS is aware that this delay in August billing may create hardships for some households.

“No late fees will be assessed and GEUS will not be cutting off accounts for non-payment in September”, said GEUS General Manager Bill Shepherd. “We apologize for any inconvenience this may have caused and appreciate the patience and understanding customers have shown toward our employees during this unfortunate event,” Shepherd added.

(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 Hires Bill Shepherd as New General Manager



It's exciting to join a public power team that has been serving Greenville for almost 135 years. GEUS has a great reputation in the community and the industry, and I'm looking forward to carrying on that standard.

GEUS General Manager Bill Shepherd

Greenville, TX – September 17, 2025 – The GEUS Board of Trustees has announced the hiring of **Bill Shepherd** as the utility's new General Manager.

Shepherd brings more than 32 years of experience in the electric utility industry, having served in various leadership roles at Gainesville Regional Utilities in Gainesville, FL, and most recently at Denton Municipal Electric in Denton, TX. His career includes both field and executive-level experience. He holds degrees from Embry-Riddle Aeronautical University and an MBA from the University of Florida.

Throughout his career, Shepherd has focused on serving public power communities through his dedication to customers and emphasis on continued professional development.

"It's exciting to join a public power team that has been serving Greenville for almost 135 years," said Shepherd. "GEUS has a great reputation in the community and the industry, and I'm looking forward to carrying on that standard."

GEUS Board Chairperson, **Sue Ann Harting**, praised the selection:

"There were several qualified applicants for this position, but Bill really stood out. He truly understands the needs of today's customers and the importance of employee engagement."

(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.

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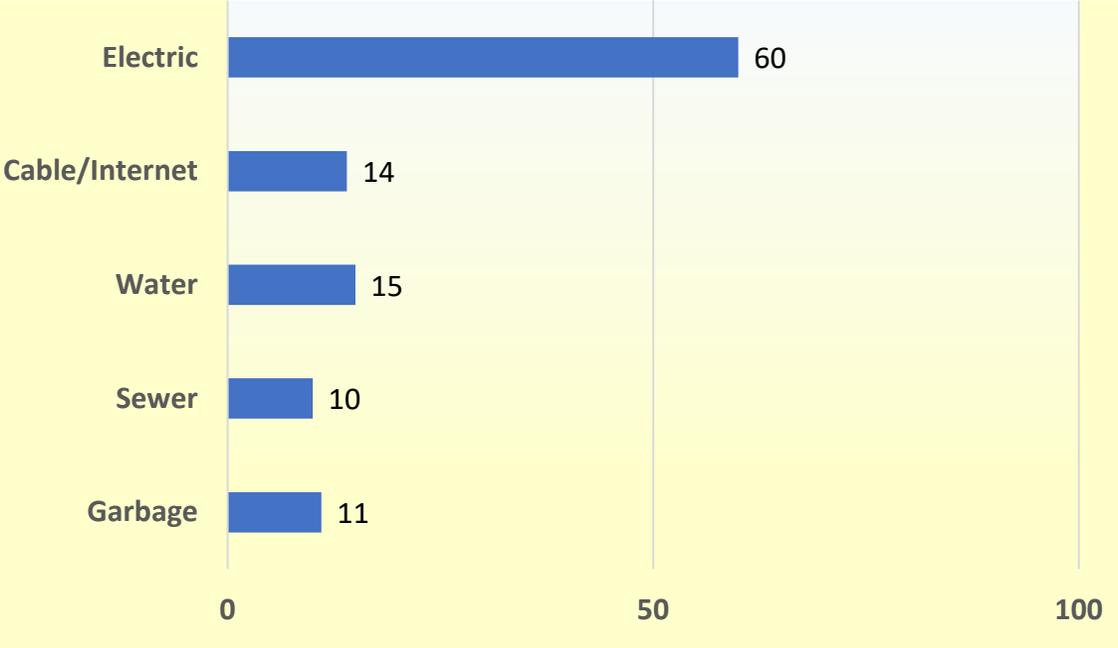
GEUS
Customer Service
Monthly Report
September 2025

WORLD CLASS CUSTOMER SERVICE

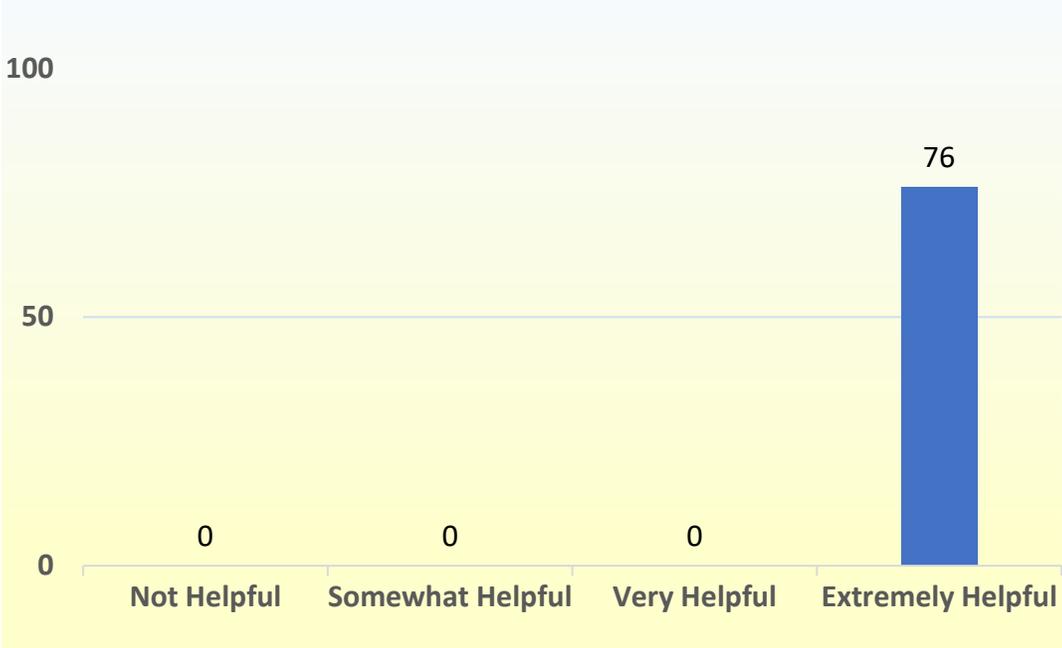
GEUS Customer Satisfaction Survey Summary

Summary Dates as of 9/1/2025-9/30/2025

This is a summary of the total responses. There are no required fields. A total of 76 individuals responded, and 76 completed all fields.

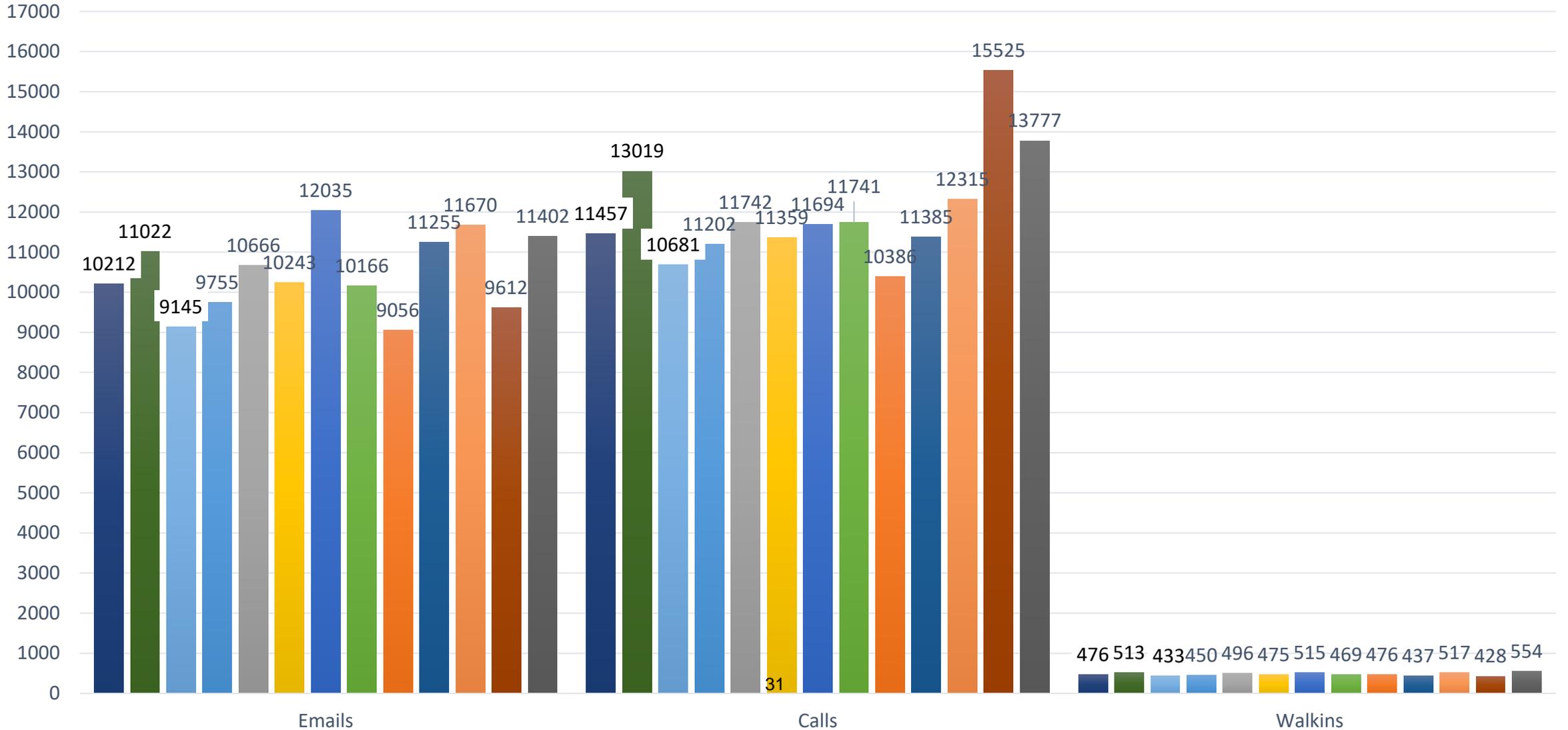


**Was the GEUS Representative Helpful?
76 individuals responded.**

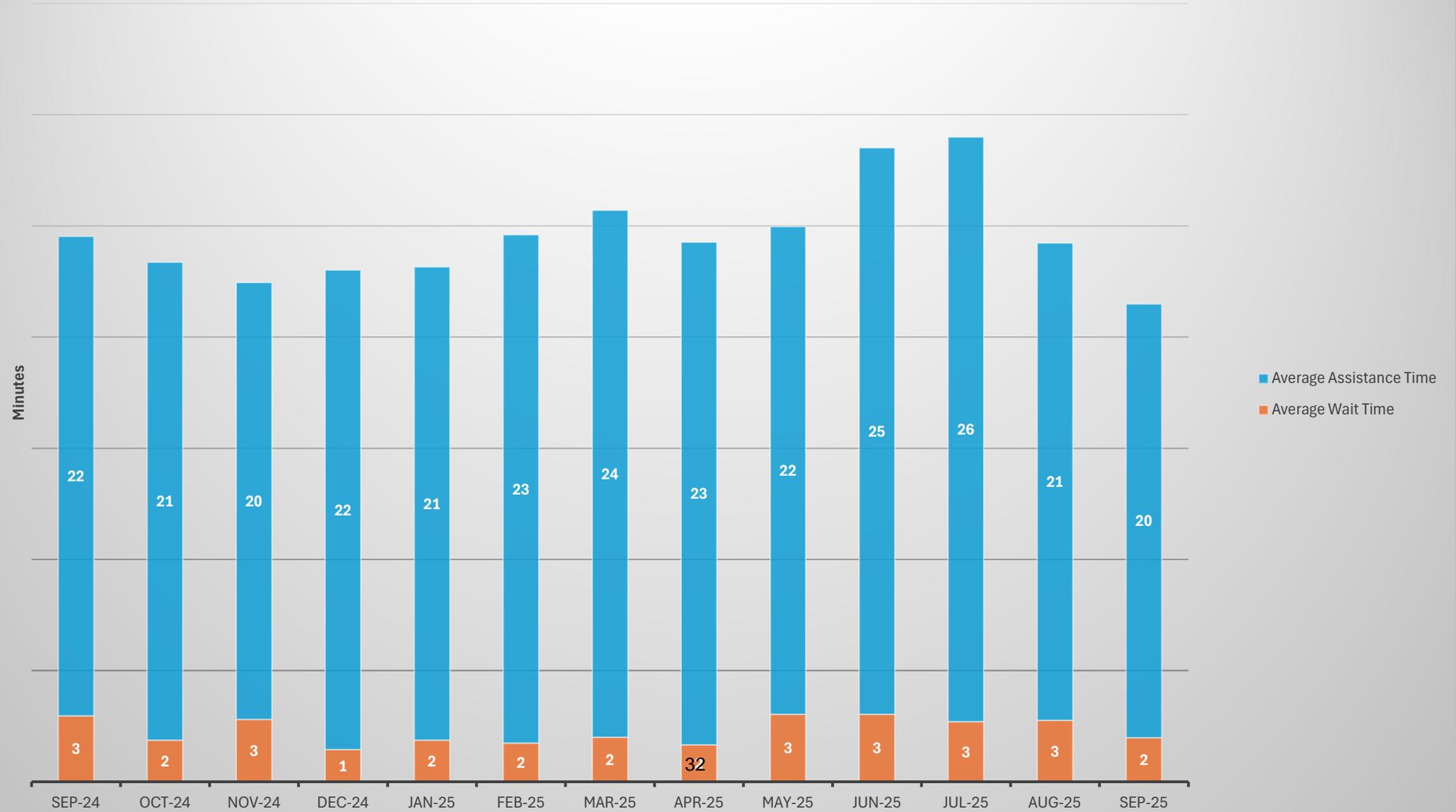


Total Customer Contact

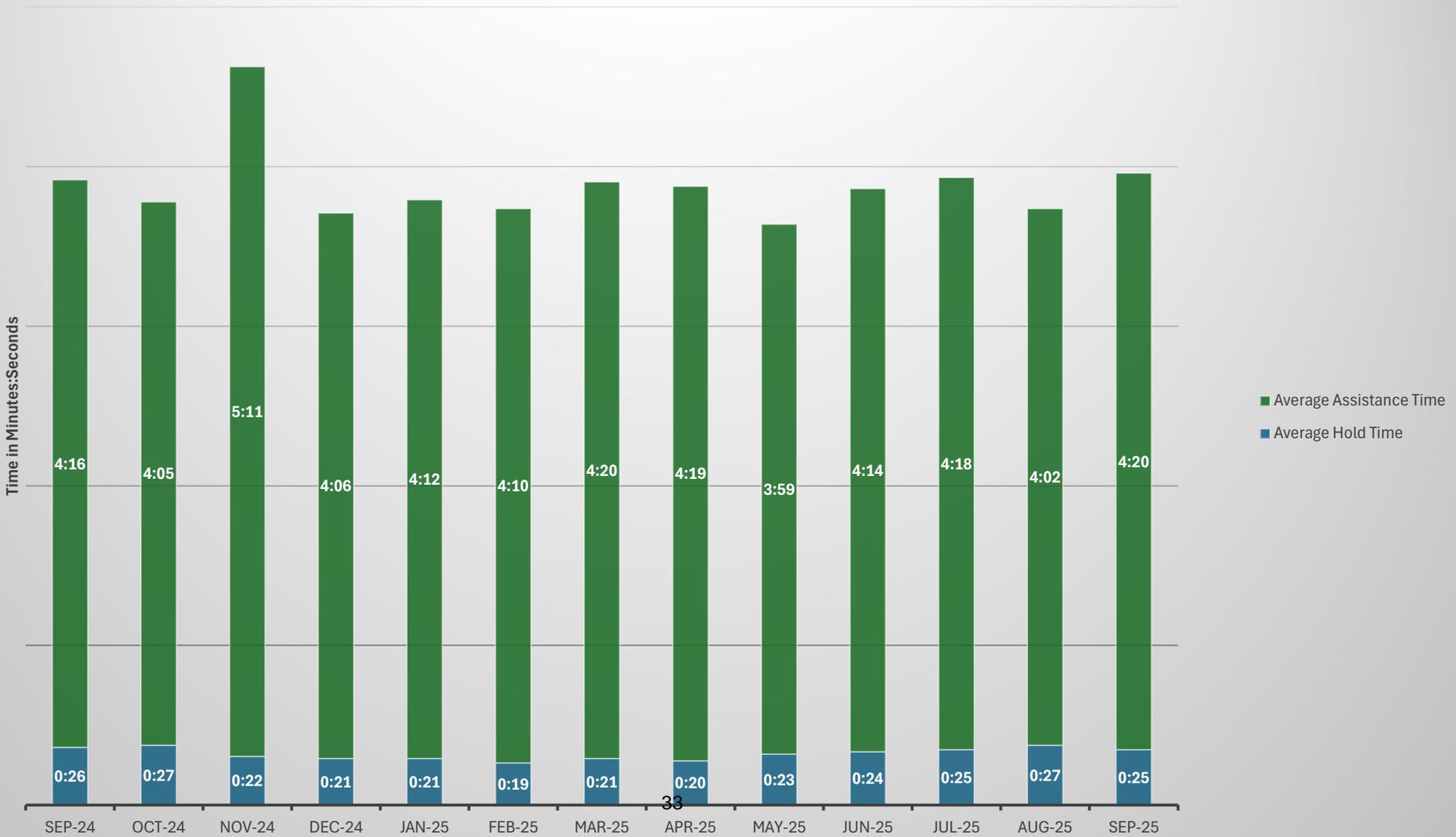
■ Sep.24 ■ Oct.24 ■ Nov.24 ■ Dec.24 ■ Jan.25 ■ 25-Feb ■ Mar-25 ■ Apr-25 ■ May-25 ■ Jun-25 ■ Jul-25 ■ 25-Aug ■ Sep-25



Walk-In Wait & Service Times



Phone Hold and Assistance Time



	Project Title	Category	% Compl	Description
Operations (Dispatch)				
Completed	Feeder Lockouts	Dist	100%	3 Feeder Lockouts in September 2025: 1) 9/1/25 - DR4 Locked out due to squirrel on A/S 140 2) 9/17/25 - SR1 Locked out due to equipment being energized (faulty equipment installed by Orbis contractor). GEUS crew was onsite and had ROW on Feeder at the time of Lock out. 3) 9/24/25 - DP3 Locked out due to faulty lightning arrestor on A/S 64. Storm with lightning was in the area right before Lock out.
	Planned Outages & Switching Orders	Trans	100%	NO Planned Outage/s Switching Orders in September 2025.
	Switching Orders (additional)	JRB	100%	2 Unplanned Outage/s in September 2025: 1) 9/1/25 - CLR & RTN on a Section of DR4 after feeder locked out due to squirrel on A/S 140 2) 9/24/25 - CLR & RTN on a Section of DP3 after feeder locked out due to bad lightning arrestor on A/S 64
	Calls Answered	JRB	100%	Operators answered 244 calls.
	Satellite Bridge Call	ERCOT	100%	Completed.
Activity	Operator Training Working Group (OTWG)	ERCOT	on going	ERCOT Conference Call. OTWG meeting in September 2025. Discussed topics and updated tentative timeframe for ERCOT remaining 2025 & upcoming 2026 Training schedule: GridGeo Training (Oct 6th-Nov 14th, earning ~20-27 CEHs). All GEUS Operations Operators have been registered for the GridGeo training. ERCOT stated their plan is to have GridGeo training in the Spring and Seminar in the Fall for 2026 (opposite of 2025).
	ERCOT Testing & Training Group Mtg	ERCOT	on going	ERCOT Testing & Training discussions - ERCOT WebEx. This ERCOT group did not have a meeting in September 2025. (Cancelled for this quarter.)
	eReliability Reports	Dist	on going	Updating the TTS tickets to submit into the eReliability program online. Currently, May 2015 thru Aug 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.
	SR4 & SR5	Dist	100%	Performed review of submitted plans and redlined. Developed material list. Provided plans for review to impacted customers to obtain easements.
	Industrial Customer Assistance	Dist	100%	Assisted customer with energization of new primary tap.
	Pole Inspection	Dist	100%	Developed map to track inspection of past and future poles. Identified grids for contractors to inspect.
	Staking Software	Eng/Dist	100%	Attended demo of staking software.
	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;
	Meetings	Misc	100%	Pre-Application mtgs. T&D Project list mtg. E&O Staff mtg (remote). Attended Safety mtg. Attended multiple ERCOT modeling meetings.
	Mamie Road Feeder Upgrades	Dist	35%	Identified necessary upgrades. Working to develop a formal scope/plan.
	Pinegates Development	Dist	80%	Reviewing plans and developing material lists.
	Solar	Dist	ongoing	Authorize customers to build. Energize installations. Provide corrections/reviewed plans from multiple installers.
	Major Distribution Projects	Dist	ongoing	Developed list of distribution vulnerabilities. Started evaluation of wood pole groundline inspection contractors. Reviewing options for pole top inspection program.
	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 Sept monthly Inspections of all Substations.
	Monthly Weatherization	Subst	100%	Completed Sept monthly weatherization check list for all Substations.
	Steam 2 Generator	Subst	100%	Substations reconnected leads for Steam 2 generator and removed grounds for Steam Plant personnel.
	Steam Plant	Subst	100%	Steam Plant lost their light indication for LO-1 Master Lockout for Steam 2. Found the light resistor bad. Replaced resistor and light bulb. Tested and returned to service. No other problems found.
Activity	OS Subst Xfmr Arrester	Subst	70%	Substation class arrester failed on the high side of GEUS OS Subst Xfmr. Removed bad arrester and placed Xfmr back in service. Arresters were ordered and were received at the warehouse. Will work with Dispatch to schedule Oneal St Subst planned outage for repairs. This will be an Oct/Nov project. ERCOT will not allow planned Subst outage until Fall due to high summer system loads.
	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 2 poles.
	Construction	Dist	100%	Installed 12 new UG services, and 7 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 set 14,646 electric AMI Meters to date (out of roughly 18.7k total). Reading on schedule and monitoring daily. In talks with Aqua-Metrics planning Cycles 2 & 4 Deployment. It appears the CITY has approximately 3,295 functional remote-read capable water meters in service (out of approx 13k total water meters). City antenna contractor plans to start installing the gateways next week or so.
	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.