

**NOTICE AND AGENDA FOR A REGULAR MEETING
OF THE GEUS BOARD OF TRUSTEES
TO BE HELD AT 6:00 PM ON THURSDAY, MAY 21, 2026
IN THE
GEUS OPERATIONS CENTER
6000 JOE RAMSEY BLVD
GREENVILLE, TX 75402**

I. CALL TO ORDER

II. INVOCATION

III. ROLL CALL

IV. PRESENTATION

- 1. GEUS Family Scholarship 4

V. OATH OF OFFICE

- 1. Holly Gotcher, Place 2, 1st Term Ending May 6, 2029
- 2. Dimetrous Nixon, Place 3, 1st Term Ending May 6, 2029

VI. ELECTION OF OFFICERS

VII. COMMUNICATIONS TO THE BOARD

VIII. 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.*

IX. 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.*

X. FINANCIALS

- 1. April 2026 Financial Report (For Information Only) 6

XI. NEW BUSINESS

1. CONSENT CALENDAR

- A. GEUS Board of Trustees Regular Meeting Minutes — April 16, 2026
- B. Resolution 26-31: Recommend City Council Enter into Encroachment License Agreement — GRBK Edgewood 7
- C. Resolution 26-32: Recommend City Council Enter into Encroachment License Agreement — Josephine 8
- D. Resolution 26-33: Recommend City Council Enter into Encroachment License Agreement — Sachse 9
- E. Resolution 26-34: Recommend City Council Enter into Encroachment License Agreement — FEC 10

2. DISCUSSION ITEMS

- A. Regulatory and Legislative Update

B. Discuss Warehouse Yard Extension	
3. ACTION ITEMS	
A. Resolution 26-35: Authorize Change Order for the Customer Service Remodel Agreement for Services	11
B. Resolution 26-36: Authorize Engineering Support Services for Lee Street Substation	12
C. Resolution 26-37: Authorize Fiscal Year 2025-26 Budget Amendment	13
XII. REPORTS OF THE GENERAL MANAGER	
1. April 2026 Business Services Monthly Report (For Information Only)	14
2. April 2026 Community Connections Monthly Report (For Information Only)	17
3. April 2026 Customer Service Monthly Report (For Information Only)	35
4. April 2026 Engineering and Operations Monthly Report (For Information Only)	41
XIII. 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 551.071.

XIV. 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.



GEUS Family Scholarship Program Application

Name of Applicant: Kevyn Hernandez

Physical Address: [REDACTED]

Mailing Address: [REDACTED]

Phone Number: (home) (cell) [REDACTED]

Email Address: [REDACTED]

Name of High School/ College Currently Attending: Greenville High School

Name of GEUS Employee you are related to: Amparo Hernandez Relation: Mother

Activities and Affiliations

Athletics- Soccer, Early College High School Program- Associate's Degree of Applied Science in Engineering,

Extracurricular Activities: School/ Club Soccer, Welding making trailers-metal work, Landscaping

Leadership Activities: Captain for Club Soccer Team

Honors or Awards Received: Varsity Soccer- Bi-District Champions (2023-2024), Midfielder of the Year (District)

Community Services: Local Food Banks, Elementary/Pre-school visit volunteer work,

Hobbies: Fishing, Play Soccer, Feeding our animals, Mowing, Working Out, Going to Church, Car-Washing,

Welding, Outdoor Activities

Future Plans

I want to go to trade school to become an Electrician. My goal in the end is to have the most and best experience possible. For the future, I would like to have my own electrical company and be able to provide any type of electrical service and be very successful. I chose this route because seeing the ways things work is very interesting and will once make that happen myself and hope to be an impact to many other businesses and companies.

School you are planning to attend: Paris Junior College

Field of Study: Electrician

Other Comments

Growing up, I have always valued hard work, discipline, and staying active in my community. Throughout high school, I have challenged myself both academically and physically. As part of an Early College High School program, I am working toward earning an Associate's Degree of Applied Science in Engineering, which has strengthened my problem-solving skills and given me a strong foundation for my future career.

Athletics have played a major role in shaping who I am. I have participated in both school and club soccer, and I was honored to be a captain of my club soccer team. Being a leader has taught me responsibility, communication, and how to motivate others. One of my proudest achievements was helping my varsity soccer team become Bi-District Champions during the 2023–2024 season, as well as being recognized as Midfielder of the Year in my district. These experiences have taught me the importance of teamwork, perseverance, and dedication.

Outside of school, I stay involved in hands-on work and my community. I have experience in welding, including making trailers and working with any metal work, as well as landscaping. I also enjoy volunteering at local food banks and visiting elementary and preschool students, which has allowed me to give back and make a positive impact. In my free time, I enjoy fishing, working out, outdoor activities, and helping with responsibilities at home such as mowing and caring for animals. These activities reflect my strong work ethic, shaped my mindset, and continue to motivate me to push myself toward my goals.

After graduation, I plan to attend trade school to become an electrician. I have always been interested in understanding how things work, and I enjoy working with my hands to build and fix things. My goal is to gain as much knowledge and experience as possible in the electrical field. In the future, I hope to start my own electrical company where I can provide a wide range of services and build a successful business. I also want to create opportunities for others and make a positive impact on businesses and communities through my work.

This scholarship would help me focus on my education and training by reducing the financial burden of trade school. It would allow me to fully commit to developing my skills and achieving my goals. With hard work and determination, I am confident that I can succeed in my career and give back to my community in meaningful ways.



**Greenville Electric Utility System
Monthly Financial Reporting (Unaudited)
As of April 30, 2026
All Funds**



	FY 2025-26 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)	\$ 105,132,690	\$ 6,803,633	\$ 41,798,390		39.8%
Fusion Revenues (Fund 950)	5,599,090	411,429	2,860,737		51.1%
Total Revenues and Inflows	110,731,780	7,215,062	44,659,127		40.3%
Expenses and Outflows					
Elec Departmental O&M	78,474,000	5,436,311	39,444,004	\$ 1,800,349	50.3%
Fusion Departmental O&M	4,168,130	314,395	2,236,464	1,222,724	53.7%
Other Admin Expenses	1,057,700	2,232	26,796	-	2.5%
Insurance ⁽¹⁾	784,760	-	716,951	-	91.4%
City Services	661,230	-	364,021	-	55.1%
Transfers to City	4,491,205	-	1,940,968	-	43.2%
Board Of Development	734,025	-	388,194	-	52.9%
Capital -Electric ⁽²⁾	2,897,500	11,145	426,153	750,790	14.7%
Capital - Fusion	729,200	75,561	209,985	3,642	28.8%
Debt Service Expenses	13,500	9,500	11,160	-	82.7%
Debt Service Principal Payments	4,015,000	-	4,015,000	-	100.0%
Debt Service Interest Expenses	10,049,190	-	3,944,797	-	39.3%
Total Expenses and Outflows	108,075,440	5,849,144	53,724,493	3,777,505	49.7%
Change in Net Position ⁽³⁾	<u>\$ 2,656,340</u>	<u>\$ 1,365,918</u>	<u>\$ (9,065,366)</u>	<u>\$ (12,842,871)</u>	

Notes and Percentage to Budget Explanations

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

(2) Excludes capital expenses funded by bond sales. Only cash capital expenses are shown here. Please see the statement for Fund 913 for more information regarding bond funded capital expenses.

(3) Note: A decrease in net position may be due to multi-year projects utilizing bond proceeds from fund balance. It may also be a reflection of the timing of revenue receipts as GEUS Electric receives increased revenue later in the fiscal year.

**GEUS BOARD OF TRUSTEES
MAY 21, 2026**

RESOLUTION 26-31

**RECOMMEND CITY COUNCIL ENTER INTO ENCROACHMENT LICENSE AGREEMENT
(GRBK EDGEWOOD)**

BACKGROUND: City of Greenville currently holds easement(s) for the TMPA 138kV transmission line between Shelby Road Substation and Nevada Substation. GRBK Edgewood LLC requests to encroach the City's easement to install multiple facilities – multiple water lines, sanitary sewer line, road, two sidewalks, underground electric, and gas line. This crossing is located east of Nevada Substation. 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 GRBK Edgewood LLC.

BOARD ACTION:

**GEUS BOARD OF TRUSTEES
MAY 21, 2026**

RESOLUTION 26-32

**RECOMMEND CITY COUNCIL ENTER INTO ENCROACHMENT LICENSE AGREEMENT
(JOSEPHINE)**

BACKGROUND: City of Greenville currently holds easement(s) for the TMPA 138kV transmission line between Shelby Road Substation and Nevada Substation. City of Josephine requests to encroach the City's easement to install a new 24" main sewer line to connect to an existing sewer main. This crossing is located just east of Nevada Substation. 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 City of Josephine.

BOARD ACTION:

**GEUS BOARD OF TRUSTEES
MAY 21, 2026**

RESOLUTION 26-33

**RECOMMEND CITY COUNCIL ENTER INTO ENCROACHMENT LICENSE AGREEMENT
(SACHSE)**

BACKGROUND: City of Greenville currently holds easement(s) for the TMPA 138kV transmission line between Ben Davis Subst and Wylie Tap. City of Sachse requests to encroach the City's easement to modify and install the following Sachse facilities in the area that is burdened by a TMPA 138kV Transmission Line Easement – to reconstruct and expand Merritt Road, including drainage, sewer, and water improvements. This crossing is located in the Sachse area. 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 City of Sachse.

BOARD ACTION:

**GEUS BOARD OF TRUSTEES
MAY 21, 2026**

RESOLUTION 26-34

**RECOMMEND CITY COUNCIL ENTER INTO ENCROACHMENT LICENSE AGREEMENT
(FEC)**

BACKGROUND: City of Greenville currently holds easement(s) for the TMPA 138kV transmission line between Shelby Road Substation and Nevada Substation. FEC (Farmers Electric Cooperative) requests to encroach the City's easement to install a new electric distribution pole and wire. This crossing is located just east of Nevada Substation. 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 FEC.

BOARD ACTION:

**GEUS BOARD OF TRUSTEES
MAY 21, 2026**

RESOLUTION 26-35

**AUTHORIZE CHANGE ORDER FOR THE CUSTOMER SERVICE REMODEL
AGREEMENT FOR SERVICES**

BACKGROUND: The Board approved to renovate an area of the Customer Service building of unfinished space for additional employee offices and streamline administration and operations activities. On May 10, 2024, GEUS entered into an Agreement for Services with LB Vestal to provide GEUS with advisory services and technical support for the renovation including review of drawings, evaluation of proposals, selections of successful contractor, contract preparation and review, attend project meetings, scheduling, construction supervision, review of pay applications, “punch list” preparation, and close-out documents.

DISCUSSION OR DESCRIPTION: Expenses for services is currently at \$90,000 with approximately two months remaining until project completion. Remaining expenses are expected to exceed Staff’s purchasing authority and will require Board approval.

COMPARISON OF ALTERNATIVES: N/A

BUDGET IMPACT: Additional funding will be charged to CIP Account 913-9-910190-59390-9900.

RECOMMENDATION: Staff recommends the Board authorize additional funding of \$15,000 for services provided by LB Vestal related to the renovation for a total not-to-exceed \$105,000.

BOARD ACTION:

**GEUS BOARD OF TRUSTEES
MAY 21, 2026**

RESOLUTION 26-36

AUTHORIZE ENGINEERING SUPPORT SERVICES FOR LEE STREET SUBSTATION

BACKGROUND: The Lee Street Substation is a greenfield substation project intended to support new and existing customers on the north side of Greenville. Construction is expected to begin in Summer 2026 and will add 56 MVA of capacity to the GEUS distribution system.

DISCUSSION OR DESCRIPTION: WSP (formerly Power Engineers) has submitted a proposal to provide engineering services for construction management, inspection, relay settings development, testing, and commissioning. This scope of work will help ensure that construction contractors comply with design specifications and that commissioning activities are completed in a thorough and timely manner.

COMPARISON OF ALTERNATIVES: A Request for Qualifications for professional services was issued in August 2025. WSP is included on the current list of approved firms qualified to provide these services.

BUDGET IMPACT: The Lee Street Substation project was approved in the FY26 budget. WSP has submitted proposals totaling \$786,245.50. 50% of this amount will be charged to Distribution Substations Capital Debt Funded Account (913-9-931590-59362-9900), and the remaining 50% will be charged to Transmission Substations Capital Debt Funded Account (913-9-931490-59353-9900).

RECOMMENDATION: GEUS staff recommends that the Board authorize engineering support services to WSP for the Lee Street Substation in the amount of \$786,245.50.

BOARD ACTION:

**GEUS BOARD OF TRUSTEES
May 21, 2026**

RESOLUTION 26-37

AUTHORIZE FISCAL YEAR 2025-26 BUDGET AMENDMENT

BACKGROUND: The Fiscal Year 2025-26 Budget was adopted by Resolution 25-58 which was approved at the September 18, 2025, Board Meeting.

DISCUSSION OR DESCRIPTION: A Resolution is needed to amend the Fiscal Year 2025-26 Adopted Budget. The Fiscal Year 2025-26 budget amendment is put forth to meet the needs of GEUS by appropriating the necessary funds for the maintenance, operations, and activities of GEUS.

COMPARISON OF ALTERNATIVES: N/A

BUDGET IMPACT: The budget amendment includes an overall decrease in the budgeted revenues for other sales and income. It also includes an increase in expenses for an additional engineering position and administrative staff costs, and a decrease in plant maintenance costs and purchased power costs.

RECOMMENDATION: Staff recommends the Board authorize this Fiscal Year 2025-26 budget amendment for the adjustment of the operations and activities of GEUS.

BOARD ACTION:

GEUS
BUSINESS SERVICES
MONTHLY REPORT APRIL 2026

Billing Stats

Bills Issued – 17,628

Bills Mailed – 10,741

Late Notices Mailed – 3,663

Accounts Reaching Non-Payment – 976

Bill Payments

GEUS Online – 12,233

Electronic Bank Payments – 553

Pay-By-Phone Payments – 1,303

Mobile App Payments – 1,763

City/GEUS Bank Drafts – 201

Payments Hand-Delivered and Mailed to GEUS – 4,075

Total Pre-Pay Subscribers

Total SmartPay Subscribers – 944

Finance Stats

Accounts Payable Invoices – 286

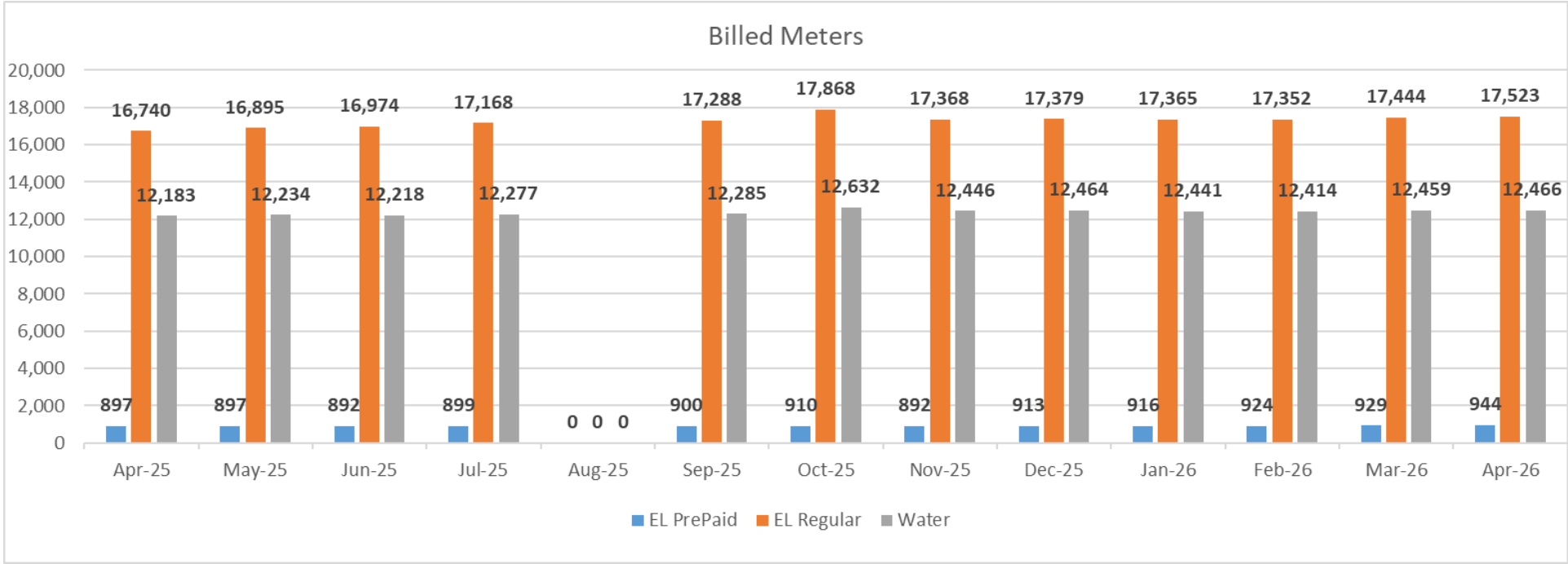
Purchase Orders Created – 39; \$1,608,360

Open Purchase Orders – 185; \$146,210,439

GEUS
BUSINESS SERVICES
MONTHLY REPORT APRIL 2026
GRAPHS

Metering\Billing

Billed Meters Reflects an increase of 94 Electric Meters.
 Reflects an increase of 7 Water Meters.



Collections

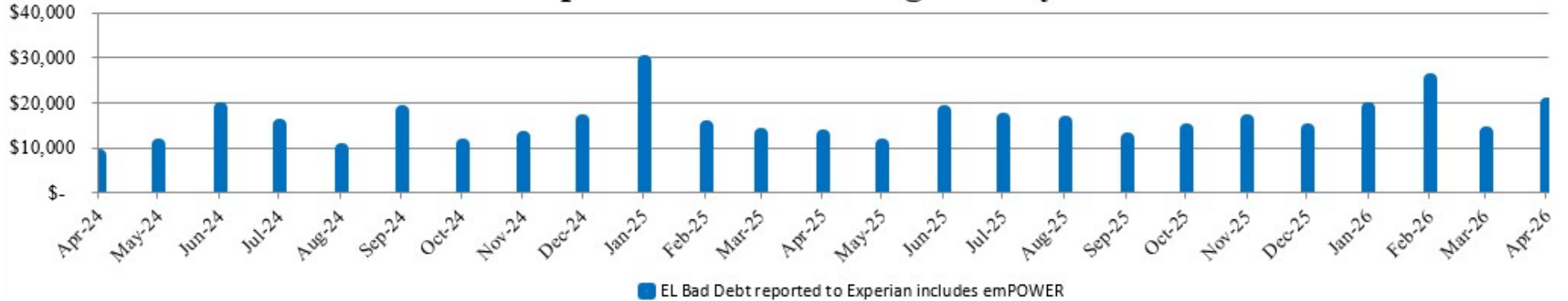
GEUS/City Combined Uncollected Billing

APR 26 \$38,665 and FY 26 YTD \$348,431 (FY 25 YTD – \$207,073)

Uncollected Billing for Electric

APR 26 \$19,663 and FY 26 YTD \$121,614 (FY 25 YTD – \$109,110)

Unpaid Accounts reaching 120 Days



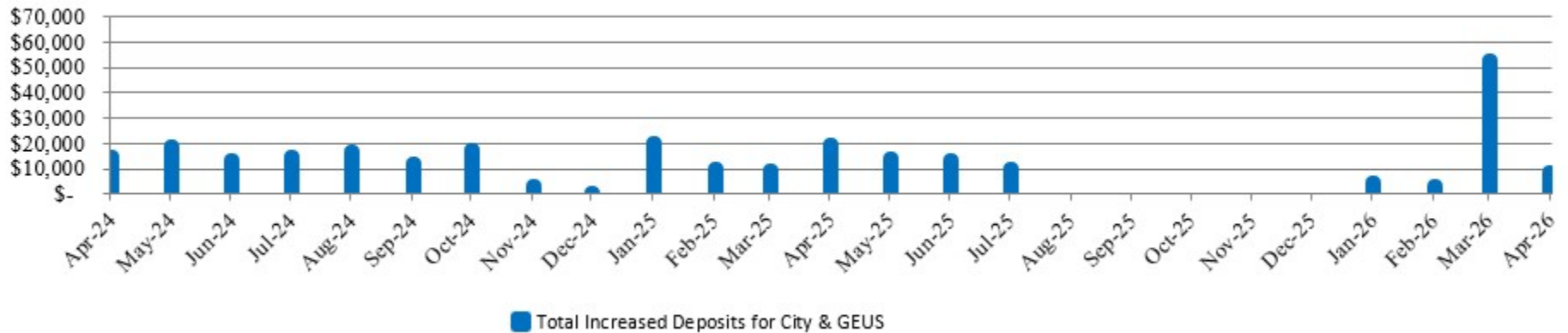
Increased Deposits

Current Month - 14 letters mailed increasing deposits by \$8,946.

FY 26 YTD – 64 letters mailed increasing deposits by \$69,515.

Deposits refunded YTD 534 accounts totaling \$71,110.

Total Increased Deposits for City & GEUS





April 2026

Community Connections

Monthly Report

RoundUP

Commercial 43
Multi Family 5
Residential 1,540
Flat Donation 8
Total 1,708 (2 subscriber increase from last month)



GEUS RoundUP
Energizing the Community

THANK YOU!
THANK YOU!
THANK YOU!
THANK YOU!
THANK YOU!

\$33,353
IN ASSISTANCE
PROVIDED SINCE 2020

JOIN RoundUP TODAY

AT WWW.GEUS.ORG
OR CALL 903-457-2800.

GREENVILLE
TEXAS

SmartPay

946 subscribers
Increase of 13 participants.



SmartPay
Electricity On Your Schedule

“
I like being on SmartPay because I can add money to my account anytime I want, and there are no fees or penalties.”

Pamela Flanagan, GEUS SmartPay Customer



GEUS
Energizing the Community
903.457.2800
www.geus.org

Professional Survey Campaign

GEUS Community Connections subscribed to the APPA Public Power Data Source, which also includes a Professional Survey. This campaign began in late April 2026 and will conclude in September 2026. Depending on survey results, GEUS may be eligible to receive recognition from APPA for Customer Satisfaction Awards. This survey asks questions regarding GEUS' Electric Service as a whole.

During the month of April 23 people responded to this survey.



Below is a screenshot of one of the questions in the survey with customer responses.

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	12	0	1	2	2	2	0	0	0	3	1	23
Row %	52.2%	0.0%	4.3%	8.7%	8.7%	8.7%	0.0%	0.0%	0.0%	13.0%	4.3%	
Providing good service and value for the cost of electricity												
Count	13	1	2	1	2	0	2	0	0	2	0	23
Row %	56.5%	4.3%	8.7%	4.3%	8.7%	0.0%	8.7%	0.0%	0.0%	8.7%	0.0%	
Restoring power after an outage in a reasonable amount of time												
Count	17	0	2	1	2	0	0	0	1	0	0	23
Row %	73.9%	0.0%	8.7%	4.3%	8.7%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	
Providing consistent and reliable electric service to customers												
Count	15	1	1	0	2	0	2	0	0	2	0	23
Row %	65.2%	4.3%	4.3%	0.0%	8.7%	0.0%	8.7%	0.0%	0.0%	8.7%	0.0%	
Offering innovative electric programs and services												
Count	11	1	2	1	2	0	3	0	1	1	1	23
Row %	47.8%	4.3%	8.7%	4.3%	8.7%	0.0%	13.0%	0.0%	4.3%	4.3%	4.3%	
Overall satisfaction with GEUS												
Count	12	1	3	1	0	1	2	0	0	3	0	23
Row %	52.2%	4.3%	13.0%	4.3%	0.0%	4.3%	8.7%	0.0%	0.0%	13.0%	0.0%	
Totals												
Total Responses												23

Community Involvement

GISD Lions Choice Awards



Chamber GYP Networking



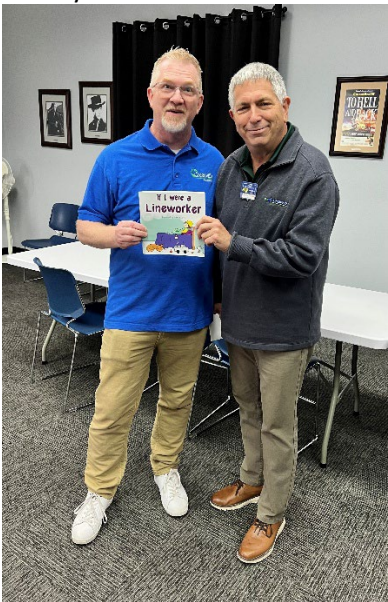
Ribbon Cutting – Psych Pointe



Ribbon Cutting – 7 Brew



Library Book Donation – If I Were A Lineworker



Community Powered - Community Involvement

Meals on Wheels



Digital Advertising

GEUS Bill Messages

Free Mulch

Let us help with your spring yard work!

Mulch is courtesy of GEUS and is available for pickup at 501 Wesley Street.

Crews are not present to assist with loading. Mulch is not bagged.

Energy Efficiency Rebates

Do your Spring projects have you updating things around the house?

GEUS offers rebates for energy-efficient purchases like light bulbs, appliances, insulation, and more. Visit GEUS.org and learn more.

Thinking About Solar for Your Home? What you need to know before you buy.

The Public Utilities Commission of Texas created a guide for education and information regarding residential solar.

Visit their website to learn more:

<https://www.puc.texas.gov/consumer-help/electricity/solar/>.

THREATENED to DISCONNECT YOUR SERVICE?
IT'S A SCAM!
HANG UP & CALL 903-457-2800
GEUS
Empowering the Community

BEWARE OF SCAMS
ACCEPT DECLINE

Be Aware of Scams

GEUS does not call or text to request immediate payment or threaten disconnection.

To verify your account status, log in to your account online or call us directly at 903-457-2800.

GEUS SmartPay App Message

GEUS SmartPay
Electricity On Your Schedule

JENNY GOLDSMITH
3406 ONEAL
Account: 0501-019452-000

Lookup Logout

Account History Payment Settings User Utility

Summary Add Adjustment Manage Unpaid Balance Manage Meters Help

A \$10 minimum is required for each transaction.

FREE MULCH - 501 Wesley St - Crews are not present to load, mulch is not bagged.

Chamber Website Ads

April 2026

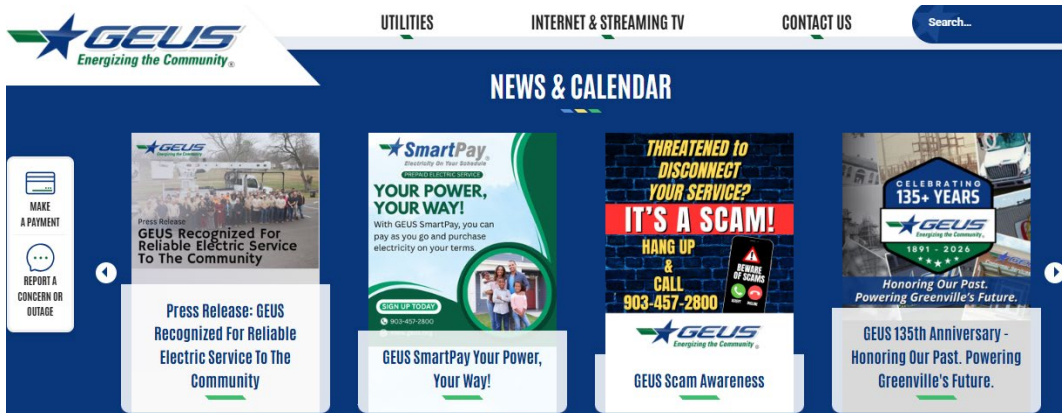
Header Ad:



Banner Ad: [Link to the Mountain of Mulch YouTube video: https://youtu.be/gBgpqVMQiw?si=tMaGDlGdU4eOr65o](https://youtu.be/gBgpqVMQiw?si=tMaGDlGdU4eOr65o)



Website



TPPA Weekly Newsletter – GEUS Welcomes New General Manager

TPPA Friday update - April 24, 2026

TK Taylor Kilroy <tkilroy@tpa.com>
To
Cc • Mariah Benson
April 2026 ERCOT Board Meeting Report.docx
4 MB

Reply Reply All Forward

Fri 4/24/2026 2:31 PM

Happy Friday!

Association Update

Congrats to GEUS on hiring Tyler Hjorth as their new GM! Tyler has been fantastic to work with during his time with San Marcos, and I know he'll do great things in Greenville!

APPA Weekly Newsletter



April 15, 2026



Greenville (TX) @GEUSsocialmedia: Since 1891, Greenville's choice to own its power has fueled everything from local shops to advanced robotic manufacturing. Crawford-Smith and ORBIS share how GEUS keeps their businesses and our community growing strong. #PublicPower #CommunityPowered #135Years

Social Media McGough

McGough · Follow
6h · 🌐

We're hitting a major stride on the Greenville Electric Utility System (GEUS) project.

Deep foundations are in, underground electrical is about to begin, and mechanical systems are taking shape with drains and piping that will support future plant operations. With critical equipment foundations now underway, we're setting the stage to go vertical later this spring!



15 1 comment

Digital & Print Advertising

Herald Banner Article

GEUS tabs Tyler Hjorth as new general manager

New GM currently serves as director of utilities for the City of San Marcos

Herald-Banner Staff Report

Apr 23, 2026 Updated Apr 23, 2026

The Board of Trustees of Greenville Electric Utility System on Tuesday announced the appointment of Tyler Hjorth as the utility's new general manager.

GEUS officials say Hjorth brings a strong background in public power and municipal utilities, along with a commitment to customer-focused service. He currently serves as the director of utilities for the City of San Marcos, overseeing electric, water and wastewater operations.

A graduate of Texas A&M University, Hjorth earned his electrical engineering degree with honors and has built a career centered on system reliability, infrastructure investment and operational excellence.

"We are excited to welcome Tyler to GEUS," said Sue Ann Harting, chairperson of the GEUS Board of Trustees. "His proven experience in building a customer service-based environment, combined with his extensive background in infrastructure upgrades, makes him the ideal leader to guide GEUS into the future."



Digital & Print Advertising

Herald Banner Ads – Print and Digital Ads

Thursday January 1st

Thursday April 2nd



FREE MULCH

Mulch is courtesy of GEUS and can be picked up at
501 Wesley St. Greenville, TX 75401
Crews are not present to assist with loading.
Mulch is not bagged.

Thursday April 9th



CARTER BLOODCARE BLOOD DRIVE

JOIN US AND HELP SAVE LIVES IN OUR COMMUNITY!

DATE: FRIDAY, APRIL 24, 2026
LOCATION: GEUS CUSTOMER SERVICE CENTER
TIME: 9:00 AM TO 2:00 PM

SCAN THE QR CODE TO SIGN UP. OR GO TO WWW.GEUS.ORG

Thursday April 16th



SmartPay
Electricity On Your Schedule

YOUR POWER, YOUR WAY!
With GEUS SmartPay, you can pay as you go and purchase electricity on your terms.

SIGN UP TODAY

PREPAID ELECTRIC SERVICE

903-457-2800 www.geus.org

Thursday April 23rd



GEUS Internet

POWERED BY YOUR COMMUNITY

Your local choice for high-speed Internet.

Sign Up Now:

903-457-2800 www.geus.org

Thursday April 30th



GEUS RoundUP

THANK YOU!

\$33,353

IN ASSISTANCE PROVIDED SINCE 2020

JOIN RoundUP TODAY

AT WWW.GEUS.ORG OR
CALL 903-457-2800.

GREENVILLE TEXAS

Print Advertising

Drive Thru Sign



Lobby Posters



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
Energizing the Community

►► **SCHOLARSHIP PROGRAM IS OPEN NOW!**

Deadline: April 5, 2026

Apply Now → www.geus.org

Good Friday

OFFICE CLOSURE

GEUS
Energizing the Community

WE ARE CLOSED IN OBSERVANCE OF GOOD FRIDAY.

FRIDAY, APRIL 3, 2026

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

GEUS
Energizing the Community

CARTER BLOODCARE BLOOD DRIVE

DATE: FRIDAY, APRIL 24, 2026
LOCATION: GEUS CUSTOMER SERVICE CENTER
TIME: 9:00 AM TO 2:00 PM

SIGN UP AT WWW.GEUS.ORG

Raffa

BUNCO
for babies

Friday, April 10th @ 6:00 PM
Ridgecrest Church Greenville, TX

Proud Sponsor: **GEUS**
Energizing the Community

GEUS
Energizing the Community

RoundUP

THANK YOU!
THANK YOU!
THANK YOU!

\$33,353

IN ASSISTANCE PROVIDED SINCE 2020

JOIN RoundUP TODAY

AT WWW.GEUS.ORG OR CALL 903-457-2800

Strikes for Tikes

STRIKE OUT CHILD ABUSE
21ST Annual Bowling Tournament

Friday, April 10, 2026
1908 Joe Ramsey Blvd E., Greenville, TX 75401
5:30 PM - 10:30 PM

Proud Sponsor: **GEUS**
Energizing the Community

GEUS
Energizing the Community

NATIONAL LINEMAN APPRECIATION DAY

Thank you for keeping our community powered!

SmartPay
Electricity On Your Schedule

YOUR POWER, YOUR WAY!

With GEUS SmartPay, you can pay as you go and purchase electricity on your terms.

SIGN UP TODAY
903-457-2800
www.geus.org

SmartPay
Electricity On Your Schedule

“I like being on SmartPay because I can add money to my account anytime I want, and there are no fees or penalties.”

Pamela Flanagan, GEUS SmartPay Customer

GEUS
Energizing the Community

GEUS
Energizing the Community

Press Release

GEUS Recognized For Reliable Electric Service To The Community

Scan to read the full press release:

GEUS
Energizing the Community

2026 CUSTOMER SATISFACTION SURVEY

YOUR FEEDBACK IS IMPORTANT TO US
HELP US IMPROVE BY TAKING OUR ANNUAL SURVEY

geus.org/340/survey

BE SAFE. CALL BEFORE YOU DIG.

ARBOR DAY

Safe Electricity.org

GEUS
Energizing the Community

Carter BloodCare

BLOOD Drive

GEUS EMPLOYEES MAKING A LIFE-SAVING IMPACT

2026

HUNT COUNTY FAIR
& Livestock Show
Greenville, TX

APRIL 24 - MAY 3

Proud Sponsor: **GEUS**
Energizing the Community

CELEBRATING 135+ YEARS

GEUS
Energizing the Community

Honoring Our Past. Powering Greenville's Future.

In 1933, electricity for Greenville was generated locally at GEUS' Old Engine Plant, where steam-powered generators ran day and night. This early innovation laid the foundation for one of Texas' longest-running public power utilities. As GEUS celebrates 135 years, we honor the dedication that built community-owned power.

THREATENED TO DISCONNECT YOUR SERVICE?

IT'S A SCAM!

HANG UP & CALL 903-457-2800

GEUS
Energizing the Community

BEWARE OF SCAMS

ACCEPT DECLINE

GEUS
Internet

POWERED BY YOUR COMMUNITY

Sign Up Now www.geus.org

30 SERVICE ANNIVERSARY CELEBRATION
YEARS

JOSE QUINTERO
R.O.W. CREW LEADER

GEUS
Energizing the Community

GEUS
Energizing the Community

Press Release

GEUS Hires Tyler Hjorth as new General Manager

Scan to read the full press release:

GEUS
Energizing the Community

NATIONAL PUBLIC SAFETY TELECOMMUNICATORS WEEK

28

Energy Efficiency Rebate Program

Rebates FY 25-26

	Qty.	Rebate	PROGRAM
			APPLIANCE
		\$ 50	Window AC Units
		\$ 75	dryer
	6	\$ 50	dishwasher
	8	\$ 75	refrigerator
		\$ 25	freezer
		\$ 250	Window AC\Heat Units
	14		
Number of Rebates	Number of Total Items		LIGHTING
6	6	\$150.00	LED Holiday Lights
1	9	\$96.13	LED lights
			fixtures
7	15		
Sq Footage	Number of Homes		INSULATION
		\$ 0.16	attic
	-		
			PGM THERMOSTATS
	5	\$ 30	HVAC Tstat
	5		
	26		

EE Rebate Customers: 24

Total Dollar Credits to Customer's Accounts: \$1,398.57

GEUS 34 Content

Still Ads: 20 total

April 6-12

New Content	3:30:57
Archive Content	4:00:18
Outside Content	1:30:00
Total	9:01:15

April 13-19

New Content	1:44:37
Archive Content	3:16:03
Outside Content	1:30:00
Total	6:32:45

April 20-26

Replay Content	1:14:46
Archive Content	7:47:49
Outside Content	1:30:00
Total	9:19:54

April 27- May3

Replay Content	2:38:55
Archive Content	3:45:00
Outside Content	1:30:00
Total	7:55:11

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 You Are the Owner- 2,051 spots ran

GEUS Internet You Get More- 2,051 spots ran

GEUS You Know the Feeling - 2,051 spots ran

These commercials also play on GEUS34 and YouTube.



**News Release
FOR IMMEDIATE RELEASE**

GEUS Board Names Tyler Hjorth, P.E., as New General Manager



**We are excited to welcome Tyler to GEUS. His proven experience in building a customer service-based environment, combined with his extensive background in infrastructure upgrades, makes him the ideal leader to guide GEUS into the future.
GEUS Chairperson Sue Ann Harting**

Greenville, Texas – April 21, 2026– The Board of Trustees of Greenville Electric Utility System (GEUS) has appointed Tyler Hjorth, P.E., as the utility’s new General Manager.

Hjorth brings a strong background in public power and municipal utilities, along with a commitment to customer-focused service. He currently serves as the Director of Utilities for the City of San Marcos, Texas, overseeing electric, water, and wastewater operations.

A graduate of Texas A&M University in College Station, Hjorth earned his electrical engineering degree with honors and has built a career centered on system reliability, infrastructure investment, and operational excellence.

“We are excited to welcome Tyler to GEUS,” said Sue Ann Harting, Chairperson of the GEUS Board of Trustees. “His proven experience in building a customer service-based environment, combined with his extensive background in infrastructure upgrades, makes him the ideal leader to guide GEUS into the future.”

Hjorth will assume leadership of GEUS operations, continuing the organization’s long-standing commitment to providing reliable, affordable electric, internet, and streaming services to the Greenville community.

###

Founded in 1891, GEUS became the first municipally owned electric utility in Texas. More than a century later, in 2001, GEUS again led the state by becoming the first municipally owned provider of cable television and high-speed Internet services. Today, GEUS serves more than 30,000 consumer-owners in Greenville, Texas, located approximately 50 miles east of Dallas.

GEUS operates under the guidance of an autonomous Board of Trustees, jointly appointed by the GEUS Board of Trustees and the Greenville City Council, a governance structure authorized by the Texas Legislature in 1989.

To learn more about GEUS’ 135+ years of public power history and the services it provides, visit www.geus.org.

Social Media – May 2025

Followers ●

Lifetime

Current subscribers

Facebook

5,055

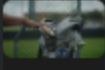


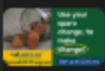


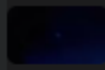




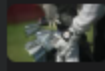
Twitter













253 Followers












YouTube

1,410

Change in followers over last month: Facebook +41, Twitter +2, YouTube +25.

Post Content	Views	Reach	Interactions
 <p>Greenville High School's Head Baseball Coach, Jeromy Slagle, and standout players Caden Musil, Easton Slagle, Bryce Samples, and Kasey Prosberg reflect on their incredible 2025 season. Their dedication and teamwork made this season great! 🏆 Greenville ISD Greenville...</p> <p>Fri, May 30</p>	1,427	974	11
 <p>Score a \$250 Visa Gift Card! 🎉 Sign up for AutoPay and enter to win! Enjoy hassle-free bill payments and never worry about missing a due date again. Keep your account in perfect shape with ease! 📄 🇺🇸 Enroll today at https://monkeylink.co/5757cc</p> <p>Fri, May 30</p>	804	455	3
 <p>Even the smallest volunteers in our community make a BIG Impact! Thank you For The City: Greenville, TX. for stopping by to show appreciation to GEUS Linemen, Substation, and Dispatch crews for the work they do in our community. We appreciate all the ways that For...</p> <p>Thu, May 29</p>	759	571	7
 <p>Just one penny makes a difference in our community with GEUS RoundUP Program! Choose from three participation options: rounding up your bill to the nearest dollar and donating \$0.01-\$0.99 per month, a reoccurring set amount contribution, or a one-time set amount...</p> <p>Thu, May 29</p>	988	571	5
 <p>Looking for a quick way to make a big impact? Donating blood takes less than an hour — and it could help save someone's life. Sign up now for our Community Blood Drive https://monkeylink.co/63ff6b 📍 Carter BloodCare #PublicPower #CommunityPowered</p> <p>Wed, May 28</p>	568	348	4
 <p>Greenville High School's Head Tennis Coach, Zachary Hamilton, along with standout seniors Kimber Coats, Kamden Rios, Christian Coats, and Miles Wiggins, share their reflections on an unforgettable 2025 season. 🎾 Greenville ISD Greenville ISD Athletics Greenville High School</p> <p>Wed, May 28</p>	1,197	760	17
 <p>Make your electricity expenses work for you. GEUS' SmartPay system allows you to buy electricity when it's convenient for your budget. Sign up today at https://monkeylink.co/306fd1</p> <p>Tue, May 27</p>	343	262	2
 <p>All Power Restored 10:40a - Crews were able to isolate the issue restoring power to all customers impacted. We apologize for any inconvenience and appreciate your patience and understanding. Electric Outage Update 10:20a - Crews have isolated the outage to the...</p> <p>Mon, May 26</p>	4,981	3,090	67
 <p>GEUS will be closed on Monday, May 26, 2025 in observance of Memorial Day.</p> <p>Mon, May 26</p>	1,253	717	4
 <p>Looking for a quick way to make a big impact? Donating blood takes less than an hour — and it could help save someone's life. Sign up now for our Community Blood Drive https://monkeylink.co/63ff6b 📍 Carter BloodCare #PublicPower #CommunityPowered</p> <p>Fri, May 23</p>	569	446	4
 <p>★ Employee Spotlight: Fernando Ocampo ★ Fernando's hard work and dedication keeps our community connected through GEUS Internet. Thank you, Fernando, for your outstanding service! #PublicPower #CommunityPowered</p> <p>Fri, May 23</p>	6,122	3,847	55
 <p>🏌️ Catch the reflections of Greenville High School's head golf coach and three standout players on their 2025 season! Greenville High School Greenville ISD Greenville ISD Athletics</p> <p>Thu, May 22</p>	759	596	5

	Balloons are a great way to celebrate your graduate! But did you know that if they float into power lines they can cause power outages? Secure all balloons away from power lines and dispose of them properly afterwards. Thu, May 22	Views 432	Reach 324	Interactions 3
	Score a \$250 Visa Gift Card! 🎉 Sign up for AutoPay and enter to win! Enjoy hassle-free bill payments and never worry about missing a due date again. Keep your account in perfect shape with ease! 📅 🇺🇸 Enroll today at https://monkeylink.co/5757cc Wed, May 21	Views 299	Reach 342	Interactions 3
	GEUS Internet, Connecting You to a World of Possibilities! Your hometown Internet provider, with local offices and top-notch support. Discover our package options at https://www.geus.org/189/Packages-Rates today! Wed, May 21	Views 586	Reach 531	Interactions 8
	Experience the excitement of the 2025 Greenville High School Floor Show featuring The Flaming Flashes, Greenville Lion Pride Band, Flag Corp, and JNROTC. Stream now on GEUS' YouTube Channel! Tue, May 20	Views 337	Reach 264	Interactions 0
	Congratulations to Elijah Padilla and Kameron Champion! 🎉 🎉 We are thrilled to announce the recipients of the 2025 GEUS Scholarships. Elijah Padilla has been awarded the 2025 GEUS Community Scholarship, and Kameron Champion has been awarded the 2025... Tue, May 20	Views 1,949	Reach 1,303	Interactions 40
	FREE mulch is being offered by GEUS. Bring a bucket, bags, or trailer to load as much as you need. Crews are not present to assist with loading and mulch is not bagged. #PublicPower #CommunityPowered Mon, May 19	Views 367	Reach 277	Interactions 3
	Join us tonight at 7 p.m. for the Greenville Christian School Senior Graduation. Stream the event on GEUS' YouTube channel. https://ecs.page.link/Th1bL Fri, May 16	Views 395	Reach 298	Interactions 6
	Upgrade and save money with GEUS' Energy Efficiency Program! Get a \$50 rebate on a new energy star dishwasher and start saving on electricity today. Visit https://ecs.page.link/NnYo8 or call 903-457-2800 for more information. Fri, May 16	Views 280	Reach 230	Interactions 1
	Score a \$250 Visa Gift Card! 🎉 Sign up for AutoPay and enter to win! Enjoy hassle-free bill payments and never worry about missing a due date again. Keep your account in perfect shape with ease! 📅 🇺🇸 Enroll today at https://ecs.page.link/Za3zD Thu, May 15	Views 310	Reach 334	Interactions 4
	Balloons are a great way to celebrate your graduate! But did you know that if they float into power lines they can cause power outages? Secure all balloons away from power lines and dispose of them properly afterwards. Wed, May 14	Views 410	Reach 268	Interactions 4
	Make your electricity expenses work for you. GEUS' SmartPay system allows you to buy electricity when it's convenient for your budget. Sign up today at https://ecs.page.link/RW942 Tue, May 13	Views 323	Reach 263	Interactions 2
	Don't post signs on power poles. Nails, staples and tacks can damage utility workers' protective gear and create serious safety risks. Learn more: https://ecs.page.link/84p9j #SafeElectricity Mon, May 12	Views 765	Reach 474	Interactions 14

	Balloons are a great way to celebrate your graduate! But did you know that if they float into power lines they can cause power outages? Secure all balloons away from power lines and dispose of them properly afterwards. Fri, May 9	Views 760	Reach 502	Interactions 11
	PRESS RELEASE GEUS RECOGNIZED AGAIN AS A RELIABLE PUBLIC POWER PROVIDER We couldn't be prouder to be honored with this designation. This is the culmination of a lot of hard work from people who really care about powering our community. But this... Thu, May 8	Views 2,040	Reach 1,220	Interactions 36
	GEUS Internet, Connecting You to a World of Possibilities! Your hometown Internet provider, with local offices and top-notch support. Discover our package options at https://www.geus.org/189/Packages-Rates today! Thu, May 8	Views 520	Reach 317	Interactions 5
	Score a \$250 Visa Gift Card! Sign up for AutoPay and enter to win! Enjoy hassle-free bill payments and never worry about missing a due date again. Keep your account in perfect shape with ease! Enroll today at https://ecs.page.link/Za3zD Wed, May 7	Views 307	Reach 398	Interactions 5
	Our Drive-Thru Drop Box is back up and operational again for your convenience. Thank you all for your patience and cooperation! Wed, May 7	Views 459	Reach 294	Interactions 1
	Discover New Opportunities! Join us at the Greenville Chamber of Commerce Job Fair & Business Showcase on Friday, May 9th, from 10 AM to 2 PM at Fletcher Warren Civic Center. GEUS is a proud sponsor. See you there! Wed, May 7	Views 6,601	Reach 3,493	Interactions 16
	Just one penny makes a difference in our community with GEUS RoundUP Program! Choose from three participation options: rounding up your bill to the nearest dollar and donating \$0.01-\$0.99 per month, a reoccurring set amount contribution, or a one-time set amount... Tue, May 6	Views 377	Reach 260	Interactions 4
	Today is National Teacher Appreciation Day! GEUS would like to take a moment to extend our deepest gratitude to the dedicated educators who inspire, guide, and shape the minds of our future leaders. Your dedication does not go unnoticed! Greenville ISD Greenville Christian... Tue, May 6	Views 531	Reach 330	Interactions 12
	Our Drive Thru Drop Box is currently out of order. We are working diligently to resolve this issue as soon as possible. We appreciate your understanding and patience during this time. Thank you for your cooperation. Mon, May 5	Views 512	Reach 357	Interactions 2
	FREE mulch is being offered by GEUS. Bring a bucket, bags, or trailer to load as much as you need. Crews are not present to assist with loading and mulch is not bagged. #PublicPower #CommunityPowered Mon, May 5	Views 1,959	Reach 1,254	Interactions 17
	Attention: GEUS has been alerted to \$cammers requiring customers to use Walmart Bill Pay for payments. GEUS does NOT require this payment method. Always contact us to verify your account status by calling our local office at 903-457-2800. Please share this with others in o... Fri, May 2	Views 567	Reach 365	Interactions 7
	Catch the Greenville Lion Pride Band and The Flaming Flashes lighting up the 2025 floorshow this weekend! Proudly sponsored by GEUS. Replay available at later date on GEUS' YouTube Channel. #PublicPower #CommunityPowered Fri, May 2	Views 516	Reach 315	Interactions 4
	Score a \$250 Visa Gift Card! Sign up for AutoPay and enter to win! Enjoy hassle-free bill payments and never worry about missing a due date again. Keep your account in perfect shape with ease! Enroll today at https://ecs.page.link/Za3zD Thu, May 1	Views 316	Reach 182	Interactions 2
	Attention GEUS Customers: Beware of Scammers! We have received reports of scammers contacting GEUS customers, demanding payment, and requesting access to their business premises. GEUS personnel have official identification and never demand payment over the... Thu, May 1	Views 757	Reach 466	Interactions 14
	GEUS updated their cover photo. Thu, May 1	Views 0	Reach 0	Interactions 1
	Join us in celebrating Electrical Safety Month! Lineman safety is always a priority. Help practice electrical safety by staying away from down power lines and never play with electrical outlets. #ElectricalSafetyMonth #SafetyChris #PublicPower... Thu, May 1	Views 1,021	Reach 653	Interactions 28

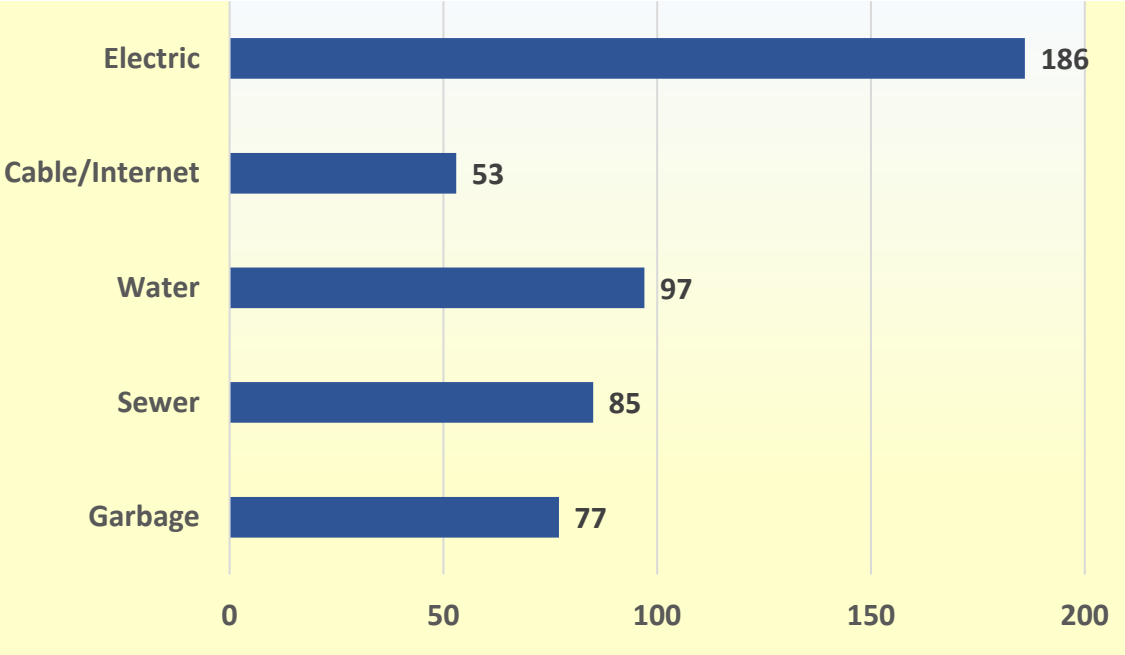
GEUS
Customer Service
Quarterly Report
April 2026

WORLD CLASS CUSTOMER SERVICE

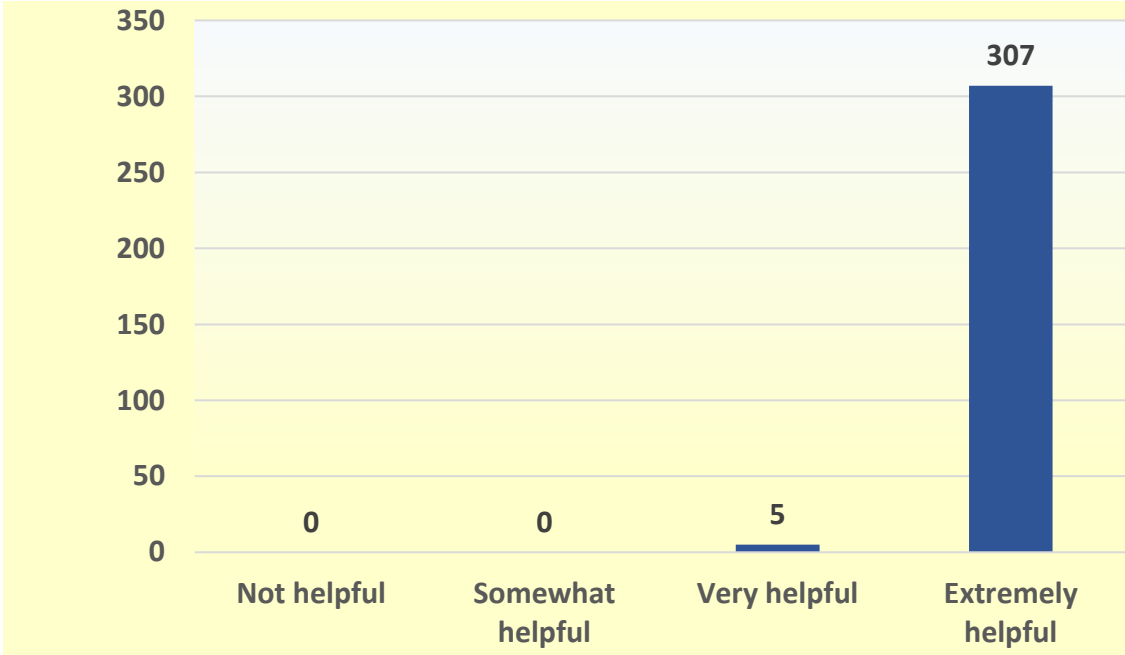
GEUS Customer Satisfaction Survey Summary

Summary Dates as of 4/1/2026-4/30/2026

This is a summary of the total responses. There are no required fields. A total of 314 individuals responded, and 253 completed all fields.



Was the GEUS Representative Helpful?
314 individuals responded.



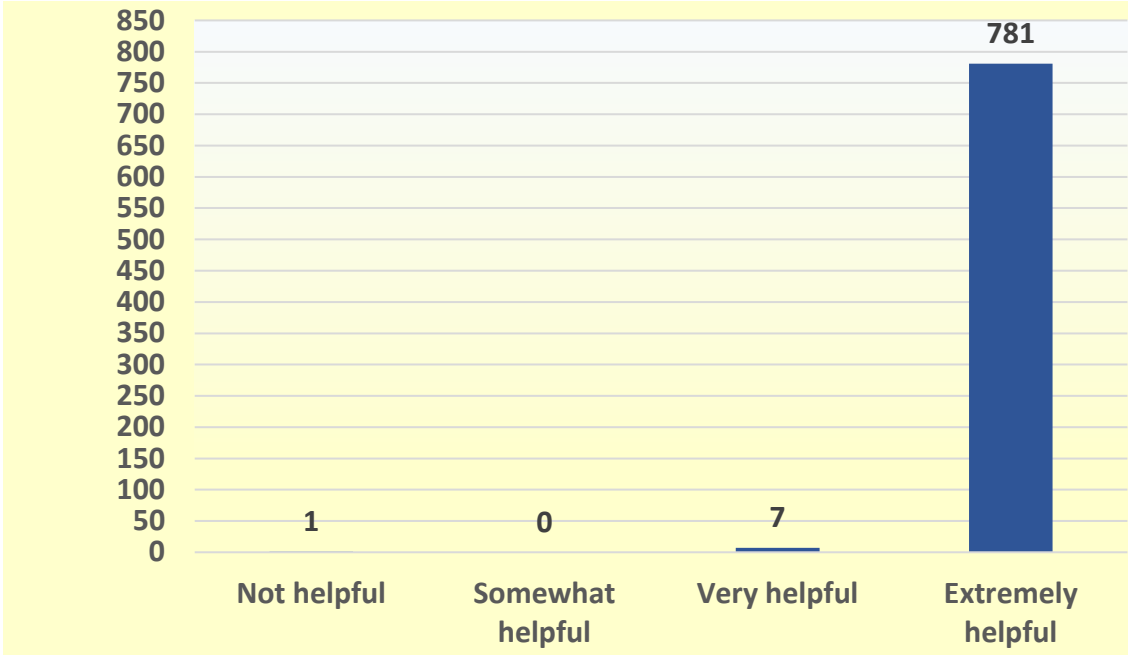
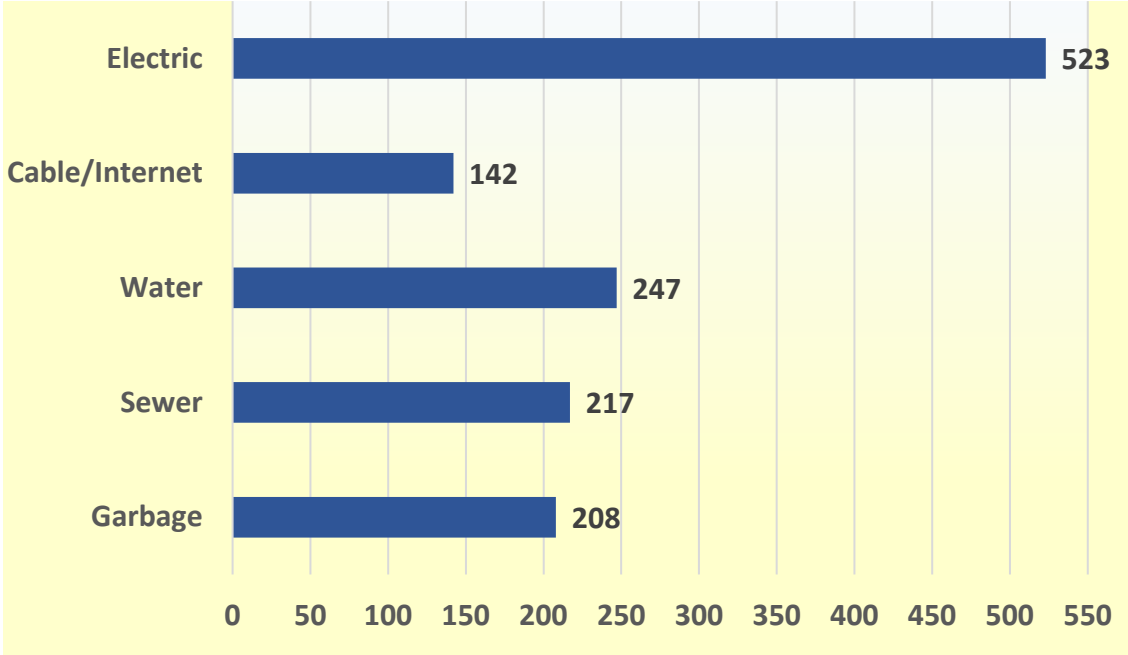
GEUS Customer Satisfaction Survey Summary

Quarterly Summary

Summary Dates as of 2/1/2026-4/30/2026

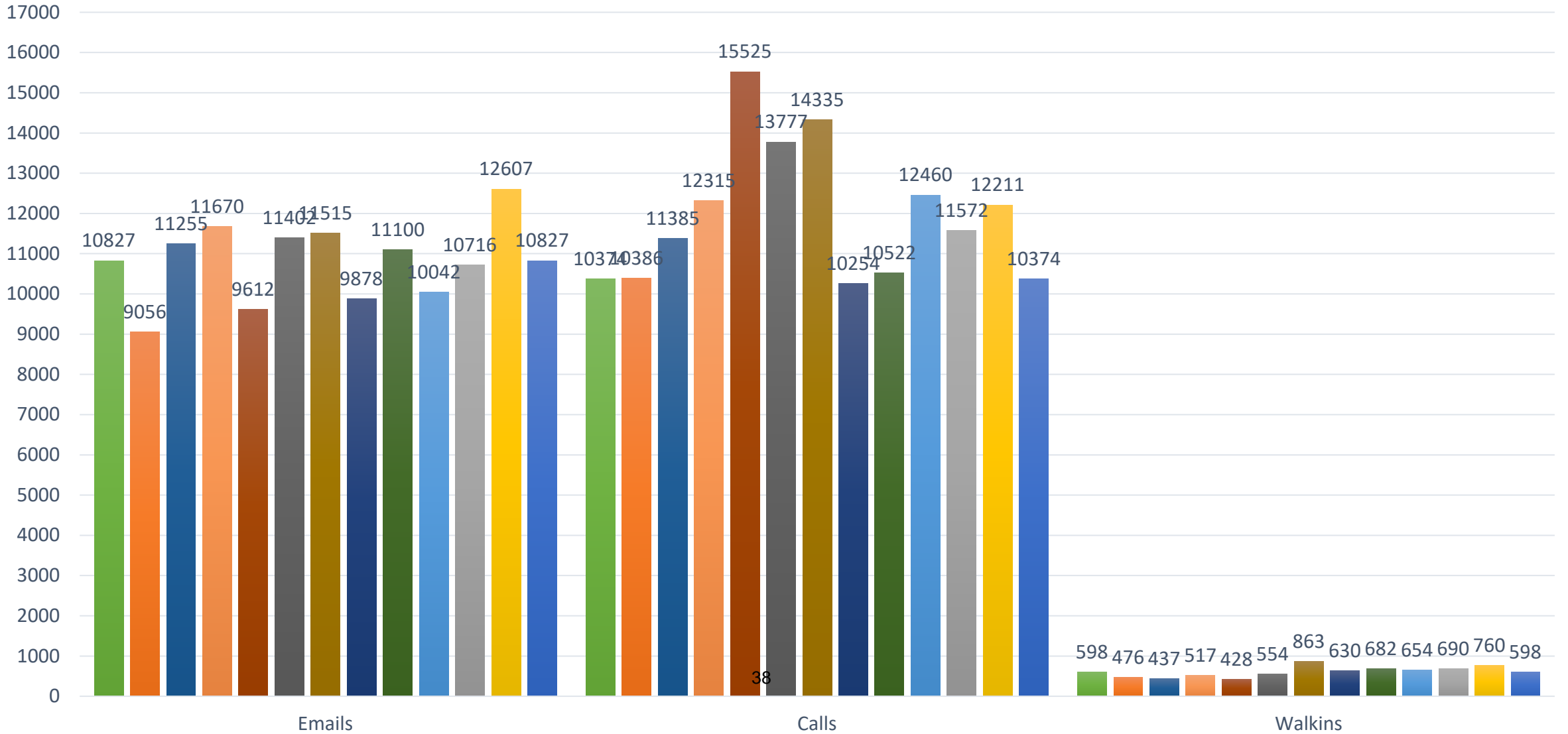
This is a summary of the total responses. There are no required fields. A total of 789 individuals responded, and 685 completed all fields.

Was the GEUS Representative Helpful?
789 individuals responded.

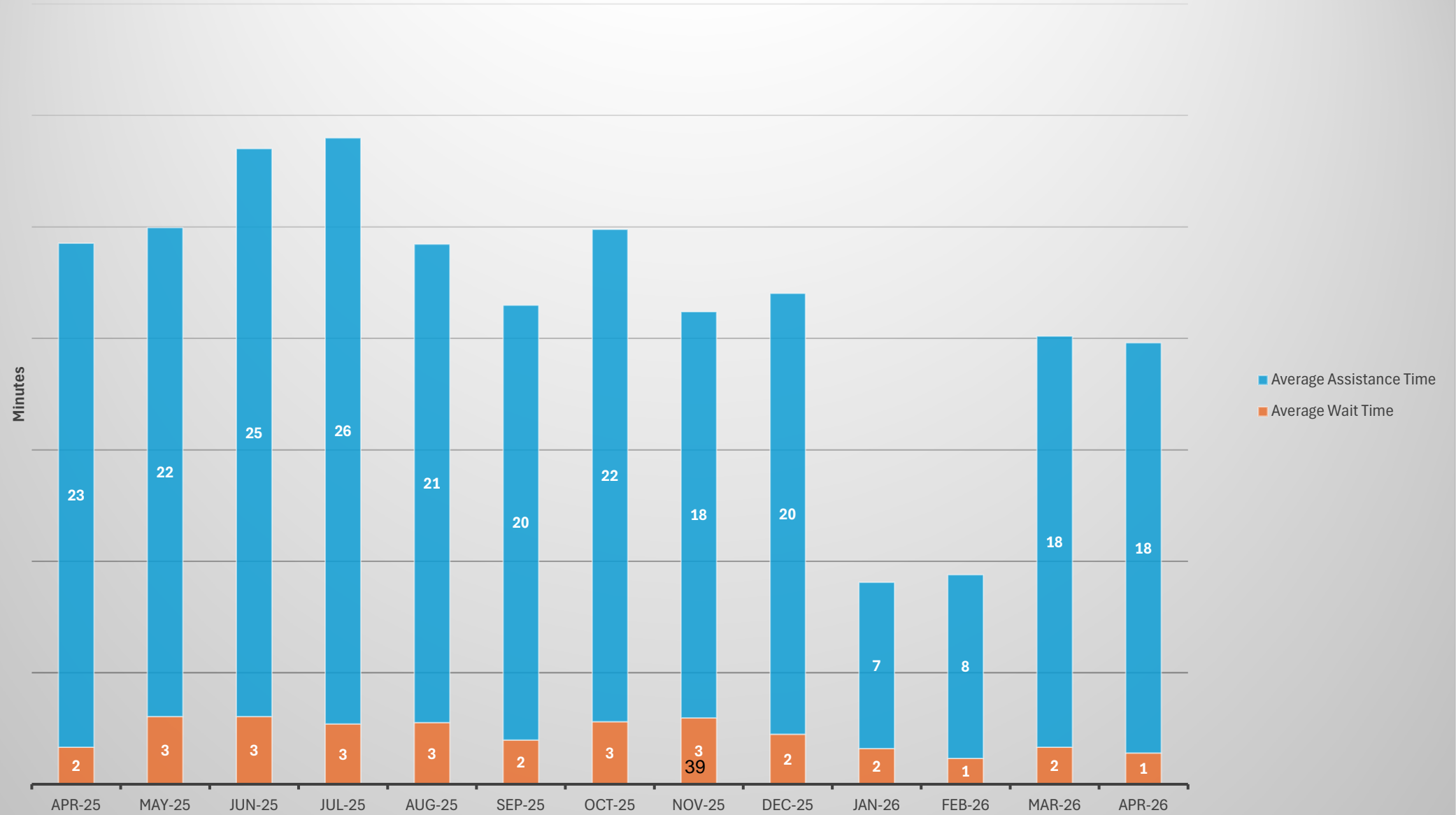


Total Customer Contact

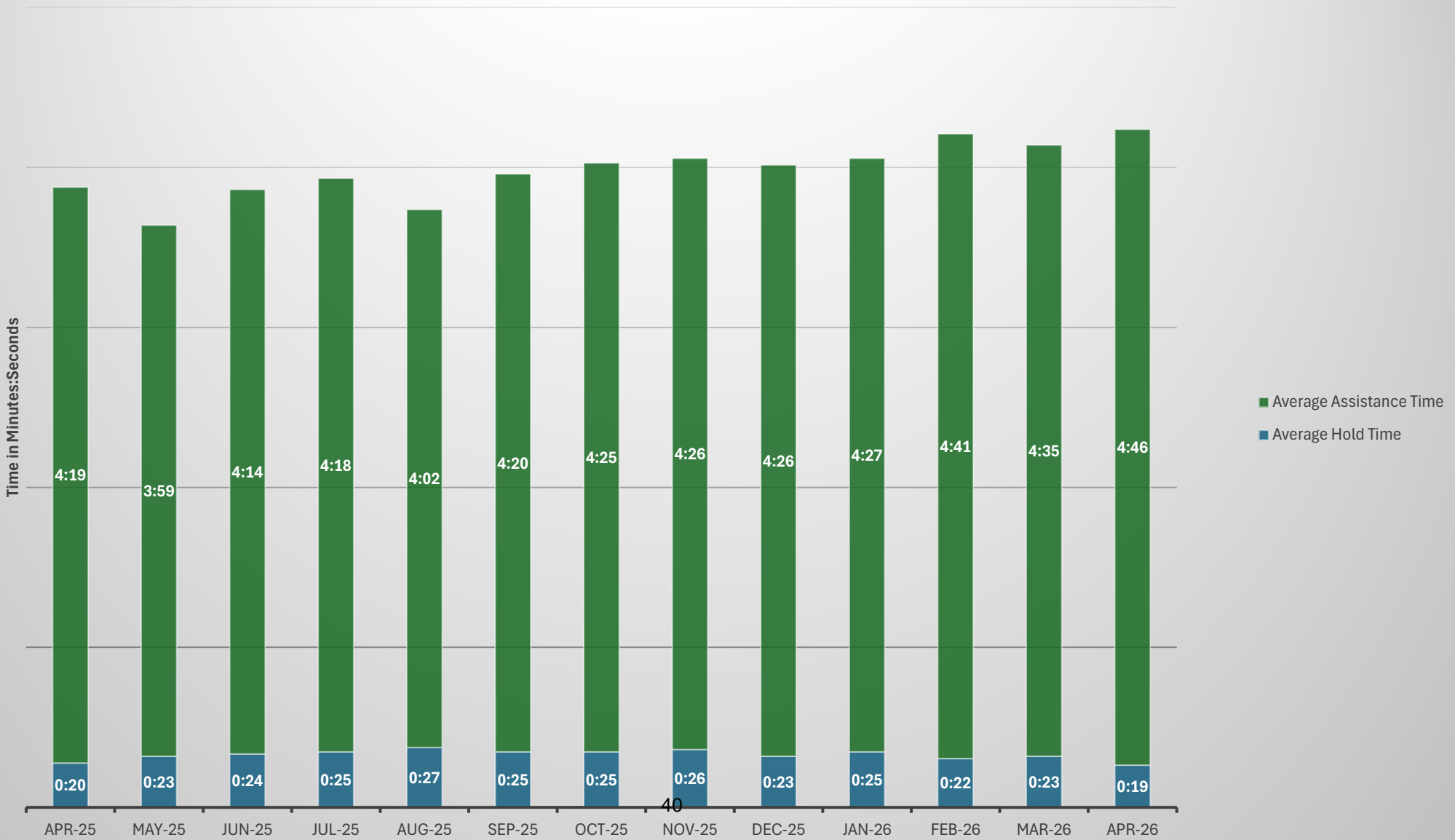
■ Apr-26
 ■ May-25
 ■ Jun-25
 ■ Jul-25
 ■ 25-Aug
 ■ Sep-25
 ■ 25-Oct
 ■ Nov-25
 ■ 25-Dec
 ■ Jan-26
 ■ Feb-26
 ■ Mar-26
 ■ Apr-26



Walk-In Wait & Service Times



Phone Hold and Assistance Time



	Project Title	Category	% Compl	Description
Operations (Dispatch)				
Completed	Feeder Lockouts	Dist	100%	NO Feeder Lockouts in April 2026.
	Planned Outages & Switching Orders	Trans	100%	2 Planned Outage/s Switching Orders in April 2026: 1) 4/07/26 - 4/10/26 - CLR & RTN on Section of LTV5 for T&D to change out a pole 2) 4/20/26 - Switching to conduct BS testing on the Engines with ERCOT on site
	Switching Orders (additional)	JRB	100%	NO Unplanned Outage/s in April 2026.
	Calls Answered	JRB	100%	Operators answered an estimated 573 calls.
	Satellite Bridge Call	ERCOT	100%	Completed.
Activity	Operator Training Working Group (OTWG)	ERCOT	on going	ERCOT Conference Call. OTWG meeting was cancelled for April 2026 due to GridGeo training. Discussed topics and updated tentative timeframe for ERCOT 2026 trng schedule: GridGeo Trng Mar 24th-Apr 30th (estimated earning ~23.5 CEHs). All Operators and CSO have successfully completed GridGeo trng. Seminar Aug 10th-Sept 18th (estimated CEHs unknown). Summer Load Shed drill trng tentatively planned for July 7th. Severe Weather Drill trng tentatively planned for Oct 15th. This will be a "Winter Storm Weather" type for this year. Winter Load Shed drill trng tentatively planned for Dec 10th. ERCOT is working with Vendors to provide a remote host or proctoring for taking the ERCOT Operator Certification Exam.
	ERCOT Testing & Training Group Mtg	ERCOT	on going	ERCOT Testing & Training discussions - ERCOT WebEx. No meeting in April 2026.
	eReliability Reports	Dist	on going	Updating the TTS tickets to submit into the eReliability program online. Currently, May 2015 thru Mar 2026 have been submitted.
Eng:				
Completed	Billing for Fritz, FSTI, & L3 Harris	Dist	100%	Developed & submitted billing data to GEUS Billing Dept.
	Pole Inspections	Dist	100%	Started review of pole inspection reports.
	SR-TR Transmission Line	Trans	100%	Reviewed and provided comment on transmission line drawings.
	Lee St Substation	Subst	100%	Reviewed submitted engineering plans.
	FY-27 Budget	Multiple	100%	Completed FY27 CIP budget, FY26 Projected, FY27 O&M and Capital.
	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. Attended ERCOT Working Group meetings, Discussions with Developers, Lunch and Learn (Engineering, Eng Tech's, others).
Activity	Solar and Emergency Generators Developments	Dist	ongoing	Authorize customers to build. Energize installations. Provide corrections/reviewed plans from multiple installers.
	Developments	Dist	ongoing	Multiple Developments in progress. Responded/addressed multiple developer issues and requests. Roughly 12+ Developments under construction; a few in pre-construction phase; approx over 6000 units across all phases. (Requested updated numbers from the City; City working on building reports.)
	Troubleshoot Faults	Dist/Trans	ongoing	Traced root cause of multiple faults via drone and system model. Proposed solutions to prevent repeat occurrence.

	Project Title	Category	% Compl	Description
Subst:				
Completed	Monthly Inspections	Subst	100%	Completed April monthly inspections of all Substations.
	Steam 2 Main AUX	Subst	100%	Steam 2 Main AUX Transformer was leaking around the off-load tap handle. Substations assisted SD Myers with replacing all gaskets on the unit and vacuum filling/ filtering the oil after all gaskets we replaced.
	Shelby Secondary Containment Pump	Subst	100%	Transformer secondary containment pump at SR was not discharging water. Discovered discharge line was clogged/partially collapsed. Dug up the line and made necessary repairs. Tested and returned to service.
	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.

T&D:				
Completed	Maintenance	Dist	100%	Changed out 5 poles.
	Construction	Dist	100%	Installed 8 new UG services, and 10 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 15,422 electric AMI Meters to date (out of roughly 19k total). Reading on schedule and monitoring daily. PO for Final Deployment will be issued soon. Actual Deployment will begin in June and should be finished sometime in September re: 3rd and final deployment (Cycles 2 & 4 Deployment). It appears the CITY has approximately 4,264 functional remote-read capable water meters in service (out of approx 13k total water meters). City antenna contractor plans to start installing the gateways soon.
	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.