

**NOTICE AND AGENDA FOR A REGULAR MEETING  
OF THE GEUS BOARD OF TRUSTEES  
TO BE HELD AT 6:00 PM ON THURSDAY, JUNE 18, 2026  
IN THE  
GEUS OPERATIONS CENTER  
6000 JOE RAMSEY BLVD  
GREENVILLE, TX 75402**

<b>I. CALL TO ORDER</b>	
<b>II. INVOCATION</b>	
<b>III. ROLL CALL</b>	
<b>IV. PRESENTATION</b>	
1. GEUS Community Scholarship	3
<b>V. COMMUNICATIONS TO THE BOARD</b>	
<b>VI. CITIZENS TO BE HEARD ON NON-AGENDA ITEMS</b>	
<i>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.</i>	
<b>VII. PUBLIC TESTIMONY</b>	
<i>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.</i>	
<b>VIII. FINANCIALS</b>	
1. May 2026 Financial Report (For Information Only)	5
<b>IX. NEW BUSINESS</b>	
<b>1. CONSENT CALENDAR</b>	
A. GEUS Board of Trustees Regular Meeting Minutes — May 21, 2026	
<b>2. DISCUSSION ITEMS</b>	
A. Regulatory and Legislative Update	
B. 5 Year Capital Improvement Plan	6
<b>3. ACTION ITEMS</b>	
A. Resolution 26-39: Authorize Additional Use of Fuelman	7
B. Resolution 26-40: Recommend to the City Council a Nominee to Serve on the TMPA Board of Directors	8
<b>X. REPORTS OF THE GENERAL MANAGER</b>	
1. May 2026 Business Services Monthly Report (For Information Only)	9
2. May 2026 Community Connections Monthly Report (For Information Only)	12
3. May 2026 Customer Service Monthly Report (For Information Only)	27
4. May 2026 Engineering and Operations Monthly Report (For Information Only)	32

## XI. 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.

## XII. 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 Scholarship Program Application

Name of Applicant: Ayden Guerrero  
Physical Address: [REDACTED]  
Mailing Address: [REDACTED]  
Phone Number: (home) \_\_\_\_\_ (cell) [REDACTED]  
Email Address: [REDACTED]  
Do you have a family member who works at GEUS?  No  Yes  
If yes: Name \_\_\_\_\_ Relationship: \_\_\_\_\_  
Name of High School Currently Attending: Boles High School

### Activities and Affiliations during High School

Extracurricular Activities: Powerlifting, Volleyball, Cheer, Fellowship of Christian athletes, Senior Beta club, ASL club, Student Council.  
Leadership Activities: Student council president 2 years, vice president 1 year, Varsity volleyball captain 1 year, Varsity Cheer co-captain, 1 year.  
Honors or Awards Received: A Honor roll, Dual credit student, First team all ~~District~~ District and First team academic all state in volleyball.  
Community Services: F.I.S.H. Food drive @ Geus center, ~~is~~ Singer on worship team @ Church.  
Hobbies: Reading, Dancing (Ballet), Painting, Baking.

### Future Plans

School you are planning to attend: University of Texas at Tyler  
Field of Study: Nursing

### Other Comments

I am a first generation college student who is in the top 10 of my class.

Back may be used if needed.

## GEUS' impact on my life.

Growing up, I never truly understood how important a public power utility could be until I experienced the difference firsthand. Now living in Greenville, Texas, the service provided by GEUS has had a direct and meaningful impact on my daily life, especially as a student who relies heavily on electricity and internet access. Being nationally recognized as a public power utility is not just an award—it reflects a level of care and commitment that I have personally benefited from.

As a dual credit student, much of my education depends on reliable power and internet. Assignments, lectures, research, and communication with teachers are all online. Without consistent service, it would be nearly impossible to keep up with my responsibilities. Thanks to GEUS, I rarely have to worry about outages or interruptions. This reliability allows me to focus on my academics and future goals instead of stressing about whether I will be able to complete my work on time.

My appreciation for GEUS is even deeper when I compare it to my past experiences. Growing up in Fort Collins, I remember when electricity pricing increased significantly during peak hours. After 3 p.m., the cost of power rose by about 40%, which forced my family to make adjustments. I specifically remember sitting at the dinner table in the evenings with candles instead of lights because it was more affordable. While those moments brought a certain sense of togetherness, they also highlighted how access to electricity could become a financial burden rather than a basic service.

In contrast, GEUS operates with a clear focus on the community it serves. Instead of prioritizing profit, it prioritizes people. That difference is something I can feel in my everyday life. There is a sense of stability and support knowing that the utility company in my town is working for the benefit of its residents. This community-focused approach has made a significant difference in how I view essential services like electricity and internet.

The national recognition of GEUS reinforces what I have already experienced personally, that this is a utility that goes above and beyond. It represents reliability, fairness, and a commitment to the people it serves. For me, it has meant having the resources I need to succeed academically without unnecessary obstacles. It has also shown me the importance of community-centered organizations and how they can positively impact individuals on a daily basis.

Overall, GEUS has shaped my life in ways that may seem simple on the surface but are incredibly important. From allowing me to complete my schoolwork without interruption to providing a sense of security and support, its impact is undeniable. Being nationally recognized only confirms what I already know from personal experience: having a public power utility that truly cares about its community can make all the difference.



**Greenville Electric Utility System**  
**Monthly Financial Reporting (Unaudited)**  
**As of May 31, 2026**  
**All Funds**



	FY 2025-26 Original Budget	FY 2025-26 Amended Budget	Month-To-Date Activity	Year-To-Date Activity	Encumbrances	YTD Actuals as % to Budget (Encumbrances Excluded)
<b>Revenues and Inflows</b>						
Electric Revenues (Funds 910-913)	\$ 105,132,690	\$ 101,898,590	\$ 7,552,921	\$ 49,334,602		48.4%
Fusion Revenues (Fund 950)	5,599,090	5,368,720	399,339	3,263,353		60.8%
<b>Total Revenues and Inflows</b>	<b>110,731,780</b>	<b>107,267,310</b>	<b>7,952,260</b>	<b>52,597,955</b>		<b>49.0%</b>
<b>Expenses and Outflows</b>						
Elec Departmental O&M	78,474,000	77,113,640	5,891,115	45,756,510	\$ 1,281,413	59.3%
Fusion Departmental O&M	4,168,130	4,396,604	287,067	2,525,157	1,033,105	57.4%
Other Admin Expenses	1,057,700	1,057,700	769,231	796,342	-	75.3%
Insurance <sup>(1)</sup>	784,760	784,760	-	716,951	-	91.4%
City Services	661,230	661,230	-	364,021	-	55.1%
Transfers to City	4,491,205	4,491,205	449,013	2,389,981	-	53.2%
Board Of Development	734,025	734,025	-	388,194	-	52.9%
Capital -Electric <sup>(2)</sup>	2,897,500	2,897,500	29,052	455,205	935,104	15.7%
Capital - Fusion	729,200	729,200	8,421	218,406	9,141	30.0%
Debt Service Expenses	13,500	13,500	(2,378)	8,782	-	65.1%
Debt Service Principal Payments	4,015,000	4,015,000	-	4,015,000	-	100.0%
Debt Service Interest Expenses	10,049,190	7,797,795	-	3,944,797	-	50.6%
<b>Total Expenses and Outflows</b>	<b>108,075,440</b>	<b>104,692,159</b>	<b>7,431,521</b>	<b>61,579,346</b>	<b>3,258,763</b>	<b>58.8%</b>
Change in Net Position <sup>(3)</sup>	<u>\$ 2,656,340</u>	<u>\$ 2,575,151</u>	<u>\$ 520,739</u>	<u>\$ (8,981,391)</u>	<u>\$ (12,240,154)</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 CAPITAL IMPROVEMENT PLAN**  
**FY2026 Adopted, FY2026 Projected, and**  
**FY2027 Proposed Budgets**

*Public*  
*PRELIMINARY*

<b>DEPARTMENTS</b>	<b>Adopted FY 2026</b>	<b>Projected FY 2026</b>	<b>Proposed FY 2027</b>
Administration	\$ 1,758,200	\$ 1,758,200	\$ 40,000
Customer Service	170,000	170,000	85,000
Engineering and Operations	102,028,660	88,413,280	69,825,490
Capital Contingency	1,000,000	575,000	515,000
Technology	1,103,200	542,200	1,664,370
Compliance	120,000	120,000	
Business Services	760,000	775,000	706,000
<b>Grand Total</b>	<b>\$ 106,940,060</b>	<b>\$ 92,353,680</b>	<b>\$ 72,835,860</b>

<b>FUNDING SOURCES</b>	<b>Adopted FY 2026</b>	<b>Projected FY 2026</b>	<b>Proposed FY 2027</b>
Debt Funded	\$ 103,317,860	\$ 89,455,250	\$ 65,390,490
Cash Funded	3,622,200	2,898,430	7,445,370
<b>GRAND TOTAL</b>	<b>\$ 106,940,060</b>	<b>\$ 92,353,680</b>	<b>\$ 72,835,860</b>

**GEUS BOARD OF TRUSTEES  
JUNE 18, 2026**

**RESOLUTION 26-39**

**AUTHORIZE ADDITIONAL USE OF FUELMAN**

**BACKGROUND:** Finance is requesting the additional use of Fuelman cards and Fuelman system due to down time with onsite fuel pumps.

**DISCUSSION OR DESCRIPTION:** This system is used to track all fuel purchases for our field trucks and equipment. With our onsite pumps being down, the field crews are having to purchase from other gas stations around town, causing a higher than usual spending rate offsite.

**COMPARISON OF ALTERNATIVES:** Fuelman is our tracking system, while also acting as a credit card when using offsite. All fuel purchased for onsite fill up is through Offen Petroleum. However, with the additional spending offsite, the onsite expense has dropped, therefore offsetting most of the increase we see with Fuelman.

**BUDGET IMPACT:** \$60,000 was originally budgeted for this year's PO. This PO has already been increased to \$90,000 due to longer than anticipated downtime. Finance is now asking to increase the PO to \$120,000 to finish out the fiscal year 2026. This is spread over multiple Fuel accounts for all departments.

**RECOMMENDATION:** Staff recommends the Board authorize funding in the not-to-exceed amount of \$120,000 in FY26 for these services.

**BOARD ACTION:**

**GEUS BOARD OF TRUSTEES  
June 18, 2026**

**RESOLUTION 26-40**

**RECOMMEND TO THE CITY COUNCIL A NOMINEE  
TO SERVE ON THE TMPA BOARD OF DIRECTORS**

**BACKGROUND:** Section 150 of the City Charter of the City of Greenville states that “the Board shall make a recommendation to the City Council concerning the appointment of Directors to such joint powers agency, and it shall be the duty of any Director of such joint powers agency appointed by the Council to consult with the Board concerning the System.” Each of the TMPA cities appoints two members to the TMPA Board. Members of the TMPA Board serve two-year terms. Sue Ann Harting and Summer Spurlock currently represent Greenville on the TMPA Board.

**DISCUSSION OR DESCRIPTION:** Sue Ann Harting’s term on the TMPA Board will expire July 18, 2026.

**COMPARISON OF ALTERNATIVES:** N/A

**BUDGET IMPACT:** N/A

**RECOMMENDATION:** It is recommended that Sue Ann Harting be nominated to serve a two-year term on the TMPA Board of Directors beginning July 18, 2026.

**BOARD ACTION:**

**GEUS  
BUSINESS SERVICES  
MONTHLY REPORT MAY 2026**

---

**Billing Stats**

Bills Issued – 17,752

Bills Mailed – 10,630

Late Notices Mailed – 3,142

Accounts Reaching Non-Payment – 221

**Bill Payments**

GEUS Online – 9,785

Electronic Bank Payments – 414

Pay-By-Phone Payments – 1,041

Mobile App Payments – 1,371

City/GEUS Bank Drafts – 158

Payments Hand-Delivered and Mailed to GEUS – 3,234

**Total Pre-Pay Subscribers**

Total SmartPay Subscribers – 958

**Finance Stats**

Accounts Payable Invoices – 258

Purchase Orders Created – 45; \$1,650,752

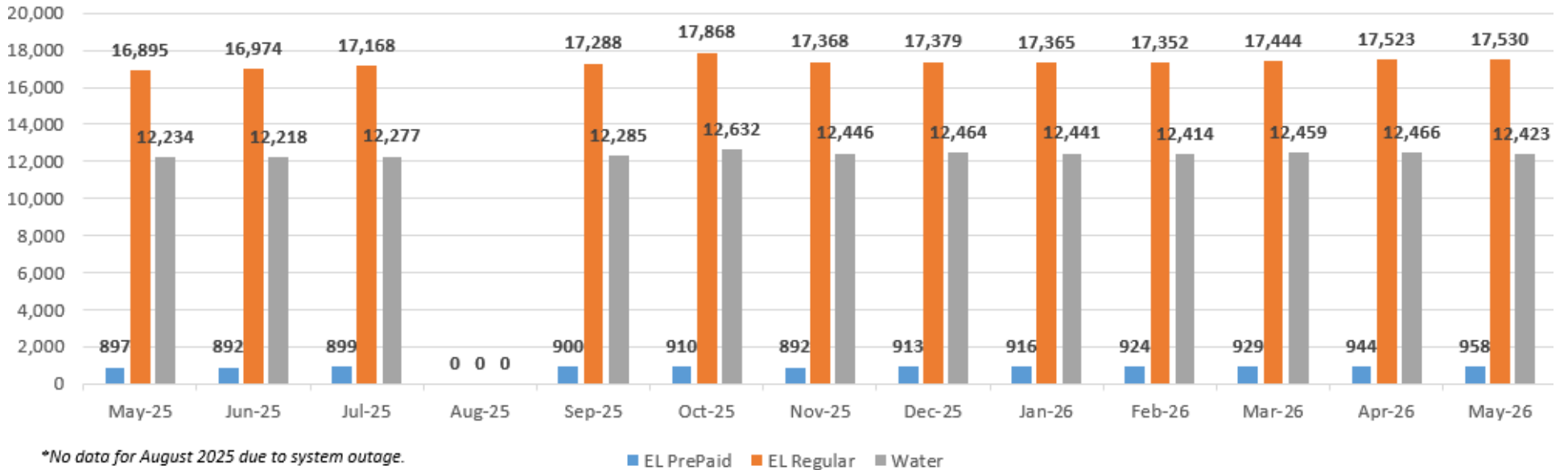
Open Purchase Orders – 189; \$142,099,245

# GEUS BUSINESS SERVICES MONTHLY REPORT MAY 2026 GRAPHS

## Metering\Billing

**Billed Meters** Reflects an increase of 21 Electric Meters.  
Reflects a decrease of 43 Water Meters.

Billed Meters



## Collections

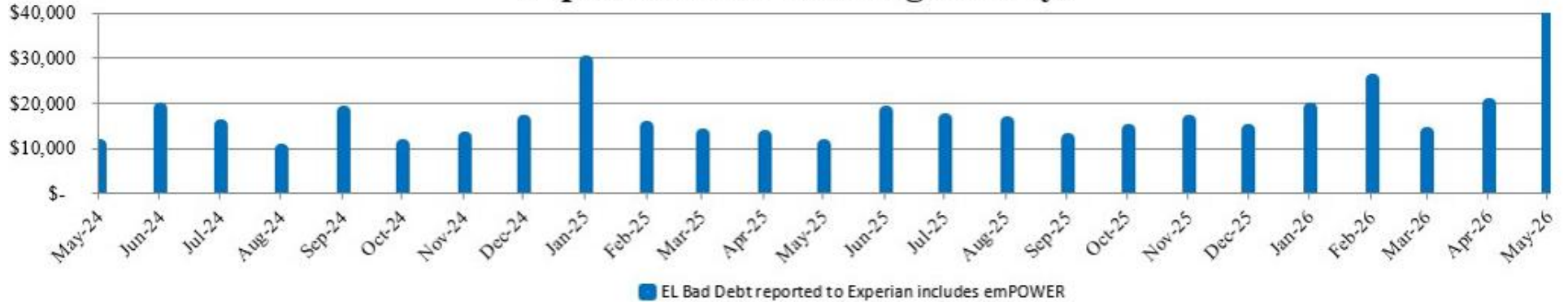
### GEUS/City Combined Uncollected Billing

MAY 26 \$88,298 and FY 26 YTD \$436,729 (FY 25 YTD – \$228,080)

### Uncollected Billing for Electric

MAY 26 \$47,959 and FY 26 YTD \$169,573 (FY 25 YTD – \$119,766)

### Unpaid Accounts reaching 120 Days



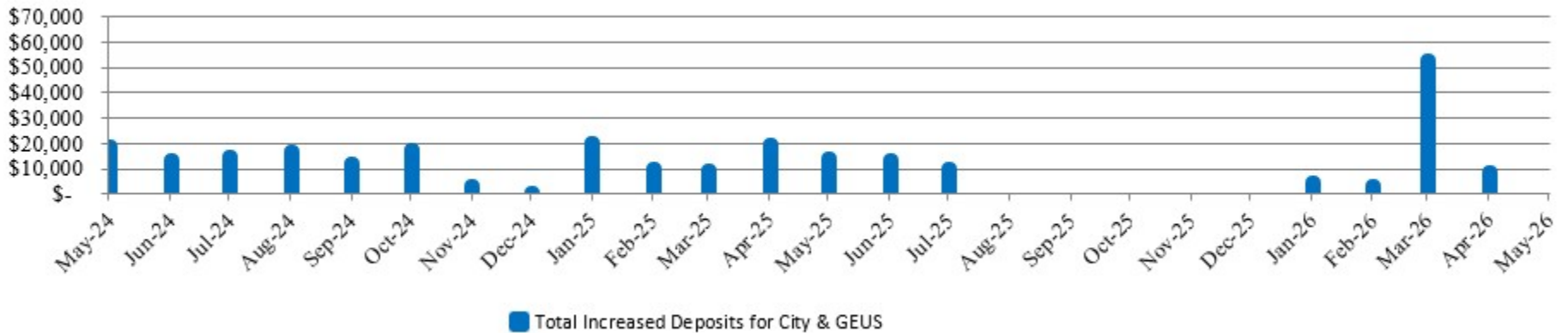
### Increased Deposits

Current Month - 0 letters mailed increasing deposits by \$8,946.

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

Deposits refunded YTD 589 accounts totaling \$78,075.

### Total Increased Deposits for City & GEUS





**May 2026**

**Community Connections**

**Monthly Report**

# RoundUP

Commercial 43  
Multi Family 5  
Residential 1,523  
Flat Donation 10  
**Total 1,693 (15 subscriber decrease from last month)**

**GEUS RoundUP - Make Big Difference with A Few Cents (:30 seconds) video**



# SmartPay

961 subscribers  
Increase of 15 participants.



“ We like GEUS' SmartPay Program because it gives us full control over how much we spend on energy, helping us stick to our budget without surprises. It also makes us more mindful of our usage, so we naturally conserve energy and keep costs lower. ”

**The O'Brien Family, GEUS SmartPay Customer**



# 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 this campaign, 50 people have 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 Row %	21 42.0%	6 12.0%	2 4.0%	2 4.0%	4 8.0%	2 4.0%	2 4.0%	1 2.0%	0 0.0%	9 18.0%	1 2.0%	50
Providing good service and value for the cost of electricity Count Row %	22 44.0%	5 10.0%	5 10.0%	2 4.0%	3 6.0%	1 2.0%	3 6.0%	2 4.0%	0 0.0%	7 14.0%	0 0.0%	50
Restoring power after an outage in a reasonable amount of time Count Row %	28 56.0%	2 4.0%	8 16.0%	4 8.0%	5 10.0%	0 0.0%	1 2.0%	0 0.0%	1 2.0%	1 2.0%	0 0.0%	50
Providing consistent and reliable electric service to customers Count Row %	26 52.0%	3 6.0%	4 8.0%	3 6.0%	4 8.0%	2 4.0%	3 6.0%	1 2.0%	0 0.0%	4 8.0%	0 0.0%	50
Offering innovative electric programs and services Count Row %	20 40.0%	2 4.0%	5 10.0%	1 2.0%	4 8.0%	1 2.0%	5 10.0%	2 4.0%	4 8.0%	4 8.0%	2 4.0%	50
Overall satisfaction with GEUS Count Row %	22 44.0%	5 10.0%	5 10.0%	2 4.0%	1 2.0%	1 2.0%	2 4.0%	1 2.0%	0 0.0%	11 22.0%	0 0.0%	50
Totals Total Responses												50

# Community Involvement

Chamber BAH – Dearls



Greenville Rotary RYLA



Ribbon Cutting – Dodies



Ribbon Cutting – Greenville Tech Co



GYP – Lunch & Learn



GISD – Lamar Career Day



Ribbon Cutting – Nuvia



GISD Crockett Career Day



# Community Involvement

GISD – Crockett Elem Teacher Appreciation Gifts



Chamber BAH – Quality Care ER



GISD – Carver Career Day

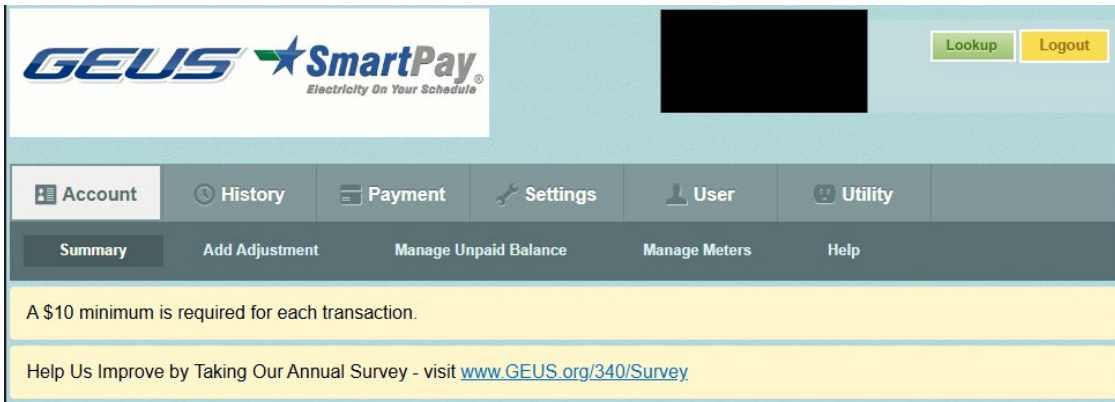


**2026 GEUS FAMILY SCHOLARSHIP WINNER**

05/21/2026	
Pay to the Order of	Kevyn Hernandez
	\$1000.00
	One Thousand Dollars 00/100
For	Scholarship
	<i>geus</i>

# Digital Advertising

## GEUS SmartPay App Message



## Chamber Website Ads

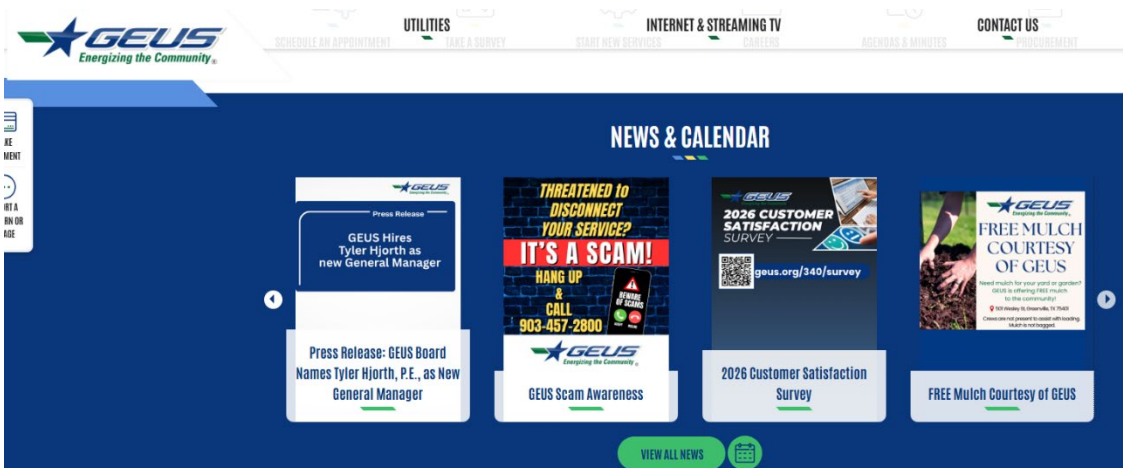
### Header Ad:



### Banner Ad (Link to GEUS AutoPay Customer Portal: GEUS)



## Website



# Digital Advertising

APPA Weekly Newsletter

## PUBLIC POWER CURRENT

May 14, 2026



Greenville (TX) @GEUSocialmedia: Thank you, @GreenvilleSD, for welcoming us to Career Day at Crockett, Lamar, and Carver Elementary! It was an honor to spend time with the students and be part of such an inspiring experience. #PublicPower #CommunityPowered

### The Lens



**THE LENS**  
HUNT COUNTY VERITAS • CREATIVITAS • COMMUNITAS THURSDAY, MAY 7, 2026

### Finding Purpose in Community Service

GEUS SPECIALIST SHIFTS FROM IT BACKGROUND TO HELP OTHERS CONNECT

By Tiffany Lynn  
Reporter

Kami Williams still jokes that some days she wonders what she'll be when she "grows up." But after 14 years at GEUS and a shift from IT specialist to Community Connections Specialist, Williams has found her calling: helping people solve problems and building community ties.

Her journey reflects a growing need she sees in Greenville: bridging generational gaps in community service and combating the misinformation that can fracture neighborhoods.

Williams didn't set out to work in community engagement. She spent nine years in information technology, drawn not by circuits and code but by the human element. "What I loved about IT was interacting with people and helping them solve problems and understand situations," she said. After her first year at GEUS, she spotted an opportunity to expand that people-focused approach into community work.

The leap wasn't random. Williams grew up between Wake City and Greenville, attending school in one town while working, shopping and going to church in the other. That dual geography taught her something fundamental: "Community is more than where you sleep. Community is where you interact with people."

Her parents laid the groundwork early, serving in various community roles and teaching by example. Today, Williams organizes her priorities around "faith, family, friends and community, in that order." When she sees a need, she steps forward. "I'm not here to solve problems for other people. I'm here to help them solve them."

another organization or group, or the community as a whole." That mindset comes with challenges most people don't see. Christian steps, and negativity can feel overwhelming. "I just focus on the why, the joy it brings me to help others, and the good it is doing for those who are benefiting," Williams said.

Perhaps more frustrating is watching misinformation spread through social media, creating confusion where clarity should exist. "There are so many sources of information in the community, but not all of it is correct," she explained. "Too much misinformation is harmful to a community."

Williams sees the solution in the people around her – particularly the "so many kind people willing to give and serve." But she's noticed something troubling: "Often, when you look around, it's an older generation. The younger generation needs to step up and learn what service looks like, the ways, because "in many aspects of our community are made possible not because of money or someone being paid to do something but because someone cared enough to give of their time and talents."

Her own ability to give comes with crucial support. Williams credits her husband of 23 years, her two sons, and her extended family. "Without their support, I wouldn't be where I am today," she said.

For someone still figuring out what she wants to be when she grows up, Williams has already discovered something essential: community isn't just where you live, you choose to show up for the people around you.

**1st DENNISHA DENNEY**  
DENNISHA DENNEY  
308ALISTATERHAM.COM

**Need Some ZEN?**  
JESSICA CARNEY  
JESSICA CARNEY  
JESSICA CARNEY

**Debbie Stickers**  
903-494-8812

FOR ADVERTISING INQUIRIES, E-MAIL: 409@THELENS.COM

# Digital & Print Advertising

## GEUS Bill Messages


**SUMMER SAVINGS**  
 Plan ahead for ways you will save on electric costs this summer.

- Programmable Thermostats - reduce cooling costs and increase savings by adjusting your thermostat by 4 degrees for 4 hours or more.
- Attic Insulation and Sealing Doors & Windows - keep cool air in and warm air out by improving insulation and sealing around doors and windows.

GEUS offers Energy Efficiency Rebates for purchases like this that you make for your home.  
 Visit our Summer Readiness page on our website at [GEUS.org](http://GEUS.org).

**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/>.



**2026 CUSTOMER SATISFACTION SURVEY**  
[geus.org/340/survey](http://geus.org/340/survey)

**HELP US IMPROVE BY TAKING OUR ANNUAL SURVEY**

Our customers and community always come first! To ensure we are meeting your electric needs and providing our customers with the best possible service, we're conducting an electric survey and need your feedback.

## Herald Banner Ads – Print and Digital Ads

Thursday May 7<sup>th</sup>



Need mulch for your yard or garden?  
 GEUS is offering FREE mulch to the community!  
 501 Wesley St, Greenville, TX 75401  
 Crews are not present to assist with loading.  
 Mulch is not bagged.

Thursday May 14<sup>th</sup>



**2026 CUSTOMER SATISFACTION SURVEY**  
[geus.org/340/survey](http://geus.org/340/survey)

Thursday May 21<sup>st</sup>



**PAY YOUR GEUS BILL YOUR WAY**

- Online Bill Pay
- Pay-By-Phone
- Pay in Person or Cash Payment

Learn more at [GEUS.org](http://GEUS.org)

Thursday May 28<sup>th</sup>



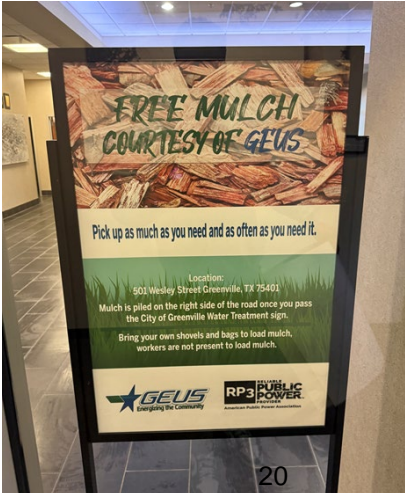
**Keeping Greenville Families Connected**  
[WWW.GEUS.ORG](http://WWW.GEUS.ORG)

# 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.

**2026 CUSTOMER SATISFACTION SURVEY**  
 YOUR FEEDBACK IS IMPORTANT TO US  
 HELP US IMPROVE BY TAKING OUR ANNUAL SURVEY  
[geus.org/340/survey](https://geus.org/340/survey)

**Keeping Greenville Families Connected**  
 SIGN UP NOW [www.geus.org](https://www.geus.org)

**FREE MULCH COURTESY OF GEUS**  
 Need mulch for your yard or garden? GEUS is offering FREE mulch to the community!  
 501 Wasley St, Greenville, TX 75401  
 Crews are not present to assist with loading. Mulch is not bagged.

**PAY YOUR GEUS BILL YOUR WAY**

- Online Bill Pay**  
Make a quick one-time payment or register your account.
- Pay-By-Phone**  
903-457-2800 (Option 3)
- Pay in Person or Cash Payment**  
Fidelity Express/GEUS Customer Services Center

Learn more at [GEUS.org](https://GEUS.org)

**ENERGY EFFICIENCY PROGRAM**  
 INSTANT SAVINGS ON HIGH-EFFICIENCY WINDOW AC UNITS  
**GET A \$50 REBATE**  
 LEARN MORE AND APPLY AT [GEUS.ORG](https://GEUS.ORG)

**ENERGY EFFICIENCY PROGRAM**  
 INSTANT SAVINGS HIGH-EFFICIENCY WINDOW AIR CONDITIONER UNITS WITH HEAT PUMP  
**GET A \$250 REBATE**  
 LEARN MORE AND APPLY AT [GEUS.ORG](https://GEUS.ORG)

**ENERGY EFFICIENCY PROGRAM**  
 INSTANT SAVINGS ON HVAC PROGRAMMABLE THERMOSTAT  
**GET A \$30 REBATE**  
 LEARN MORE AND APPLY AT [GEUS.ORG](https://GEUS.ORG)

**ENERGY EFFICIENCY PROGRAM**  
 INSTANT SAVINGS ON ATTIC INSULATION  
**GET A \$0.16 PER SQUARE FOOT REBATE.**  
 LEARN MORE AND APPLY AT [GEUS.ORG](https://GEUS.ORG)

**Thank you, TEACHERS!**  
 NATIONAL TEACHER APPRECIATION DAY  
 May 5, 2026  
 GREENVILLE ISD, PTA, and other logos.

**SmartPay**  
 Electricity On Your Schedule  
 "We like GEUS' SmartPay Program because it gives us full control over how much we spend on energy, helping us stick to our budget without surprises. It also makes us more mindful of our usage, so we naturally conserve energy and keep costs lower."  
 The O'Brien Family, GEUS SmartPay Customer

**CELEBRATING 135+ YEARS**  
**Honoring Our Past. Powering Greenville's Future.**  
 GEUS remodeled the former Greenville Post Office at 2810 Wasley Street in 1982 as our Customer Service Center, reinforcing our commitment to serving Greenville with local offices, local jobs, and local decision-making. What began as a vision has grown into a place dedicated to supporting our customers every day.

**HONORING OUR LONGEST-SERVING EMPLOYEES**  
 Powered by Generations of Dedication  
 Charles Scott (30+ Years), Jose Gutierrez (30+ Years), James Allen Jr. (29+ Years), Terry Annette (29+ Years), Jimmy Stracy (29+ Years)  
**Honoring Our Past. Powering Greenville's Future.**

**MYLAR BALLOONS CAN CAUSE POWER OUTAGES**

**EMPLOYEE Spotlight**  
**ARANI CLOPTON**  
 CABLES  
**TIME AT GEUS**  
 6 MONTHS  
**FAVORITE PART OF THE JOB**  
 GETTING TO KNOW MY COLLEAGUES, SHARING A GOOD TIME WHILE WE WORK, AND HELPING CUSTOMERS IN THE BEST WAY POSSIBLE AS A TEAM. I LOVE THE POSITIVE ENERGY WE BRING TO WORK EVERY DAY AND BEING ABLE TO SPREAD THAT POSITIVITY TO OUR CUSTOMERS.  
**HOBBIES**  
 READING, GOING TO THE MOVIES, AND SPENDING QUALITY TIME WITH MY DAUGHTER, HUSBAND, AND PETS.

**REMEMBER AND HONOR MEMORIAL DAY**  
 WE ARE THANKFUL FOR YOUR SERVICE  
 GEUS logo

**MEMORIAL DAY**  
 REMEMBER AND HONOR  
**OFFICE CLOSURE**  
 GEUS logo  
 WE ARE CLOSED IN OBSERVANCE OF MEMORIAL DAY.  
**MONDAY, MAY 25, 2026**  
 TO REPORT AN OUTAGE VISIT [GEUS.ORG](https://GEUS.ORG), OR CALL 903-457-2800

**ELECTRICAL SAFETY MONTH**  
 HERE ARE SOME SAFETY TIPS FOR YOU AND YOUR FAMILY.  
 STAY AWAY FROM DOWNED POWER LINES.  
 DONT OVERLOAD CIRCUITS BY PLUGGING IN TOO MANY DEVICES IN ONE OUTLET; IT COULD CAUSE A FIRE.  
 NEVER FLY KITES OR DRONES NEAR POWER LINES.

# Energy Efficiency Rebate Program

Rebates FY 25-26

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

EE Rebate Customers: 25

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

# GEUS 34 Content

**Still Ads: 17 total**

**May 4-10**

Replay Content	2:40:08
Archive Content	2:48:20
Outside Content	1:30:00
<b>Total</b>	<b>7:00:14</b>

**May 11-17**

New Content	0:01:45
Archive Content	5:36:44
Outside Content	1:30:00
<b>Total</b>	<b>7:08:29</b>

**May 18-24**

New Content	1:36:19
Archive Content	6:31:47
Outside Content	1:30:00
<b>Total</b>	<b>9:39:06</b>

**May 25-31**

New Content	1:18:53
Archive Content	3:34:25
Outside Content	1:30:00
<b>Total</b>	<b>6:24:18</b>

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 Energy Efficiency Rebate Program - 2,051 spots ran**

**GEUS Utility Billing - One Simple Bill One Easy Payment - 2,051 spots ran**

**GEUS There Is Power - 2,051 spots ran**












These commercials also play on GEUS34 and YouTube.

# Social Media – May 2026

**1,664**  
Subscribers

**Facebook** 5,543 Total followers **Twitter** 256 Followers **YouTube**

Change in followers over the last month: Facebook +74, Twitter +/-0, YouTube +8.

Preview	Views	Viewers
 <b>Employee Spotlight: Ara...</b> Published • May 29 at 2:00 PM	1,649	1,059
 <b>Congratulations, Greenville I...</b> Published • May 28 at 6:03 PM	4,786	2,837
 <b>Through the GEUS Energy Ef...</b> Published • May 28 at 2:00 PM	1,021	621
 <b>A little extra goes a long wa...</b> Published • May 27 at 6:00 PM	367	301
 <b>We make paying your GEUS ...</b> Published • May 26 at 6:00 PM	443	288
 <b>Today, we honor the fallen. ...</b> Published • May 25 at 9:00 AM	349	216
<b>When you know where your...</b> Published • May 22 at 2:00 PM	456	292
 <b>GEUS will be closed on Mon...</b> Published • May 21 at 6:00 PM	420	256
 <b>No text content</b> What's Happening Greenville TX • 🌐	164	102
 <b>GEUS remodeled the former...</b> Published • May 20 at 2:00 PM	2,343	1,418
 <b>Internet made for your famil...</b> Published • May 19 at 6:00 PM	718	484
 <b>No text content</b> in the real Greenville TX • 🌐 May 19 ...	79	49

Preview		Views	Viewers
	<b>No text content</b> = Greenville TX Businesses • May 1...	77	52
	<b>No text content</b> # Everything Greenville Texas • Pe...	5	1
	<b>No text content</b> Greenville, Texas (Community Support)	176	126
	<b>No text content</b> Greenville Texas Uncensored • M.	52	40
	<b>GEUS is once again partneri...</b> Published • May 18 at 6:00 PM	384	198
	<b>Celebrate safely this gradua...</b> Published • May 18 at 2:00 PM	1,169	738
Preview		Views	Viewers
	<b>Greenville Christian School i...</b> Published • May 15 at 6:58 PM	2,566	1,512
	<b>A little extra goes a long wa...</b> Published • May 15 at 2:00 PM	491	379
	<b>We make paying your GEUS ...</b> Published • May 14 at 6:00 PM	621	383
	<b>Rewatch Greenville High...</b> Published • May 13 at 6:00 PM	1,768	1,126
	<b>Do not plant near padmoun...</b> Published • May 12 at 6:00 PM	1,227	769
	<b>Thank you, Greenville ISD, f...</b> Published • May 12 at 2:00 PM	1,524	1,021

Preview		Views	Viewers
	Through the GEUS Energy Ef... Published - May 11 at 2:00 PM	1,237	810
	Electric Outage 5/8 update ... Published - May 8 at 8:13 PM	10,081	5,165
	We're hiring to join the GEU... Published - May 8 at 6:00 PM	1,618	638
	Celebrate safely this gradua... Published - May 8 at 2:00 PM	1,326	700
	Internet made for your famil... Published - May 7 at 2:00 PM	897	515
	No text content Everything Greenville Texas	50	34
Preview		Views	Viewers
	Freshen up your yard with fr... Published - May 6 at 6:00 PM	1,138	726
	No text content the real Greenville TX	78	50
	No text content Greenville TX Community	337	229
	No text content Greenville, Texas (Community Support)	154	104
	No text content Greenville Texas Uncensored	59	45
	No text content Greenville TX Businesses	57	35
Preview		Views	Viewers
	GEUS is once again partneri... Published - May 5 at 2:00 PM	451	244
	Today we celebrate National... Published - May 5 at 9:00 AM	684	430
	For 135 years, GEUS has bee... Published - May 4 at 6:00 PM	4,261	2,637
	Enjoy Fair Favorites for 2... Published - May 1 at 6:00 PM	1,400	1,079
	May is Electrical Safety Mon... Published - May 1 at 2:00 PM	951	674

**GEUS**  
**Customer Service**  
**Monthly Report**  
**May 2026**

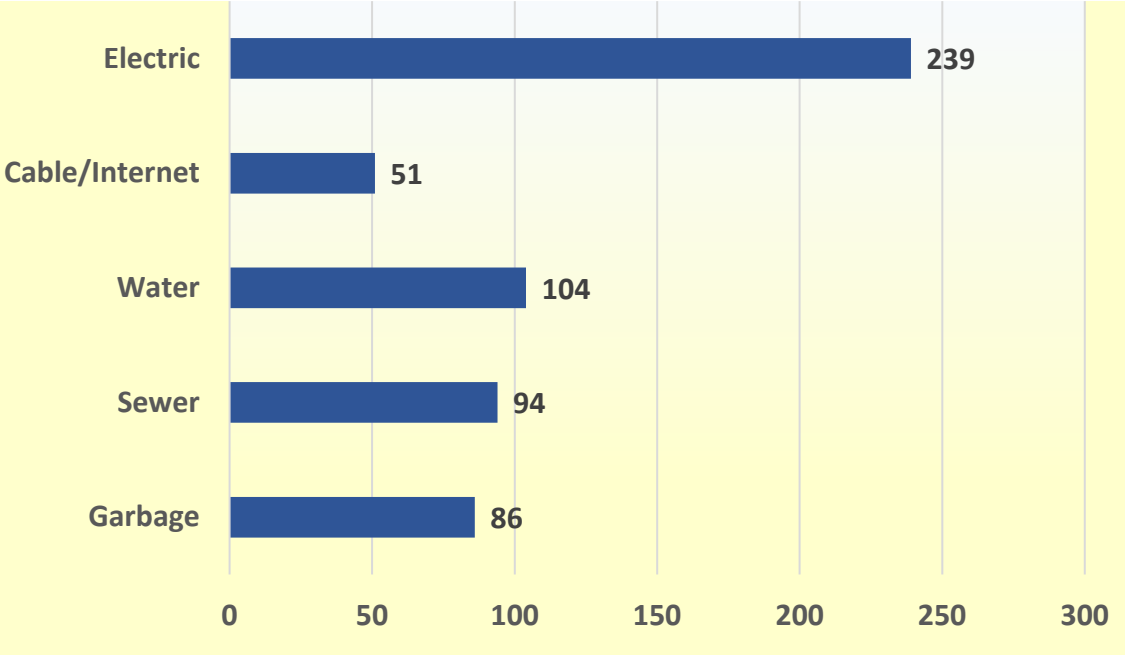
---

**WORLD CLASS CUSTOMER SERVICE**

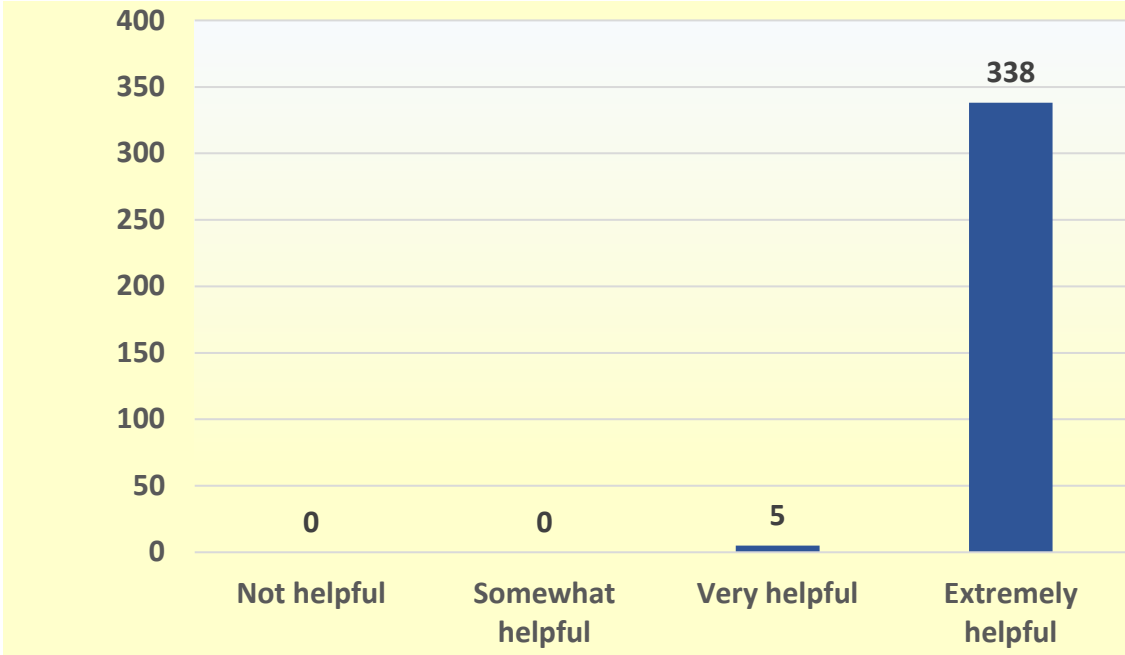
# GEUS Customer Satisfaction Survey Summary

Summary Dates as of 5/1/2026-5/31/2026

This is a summary of the total responses. There are no required fields. A total of 343 individuals responded, and 297 completed all fields.

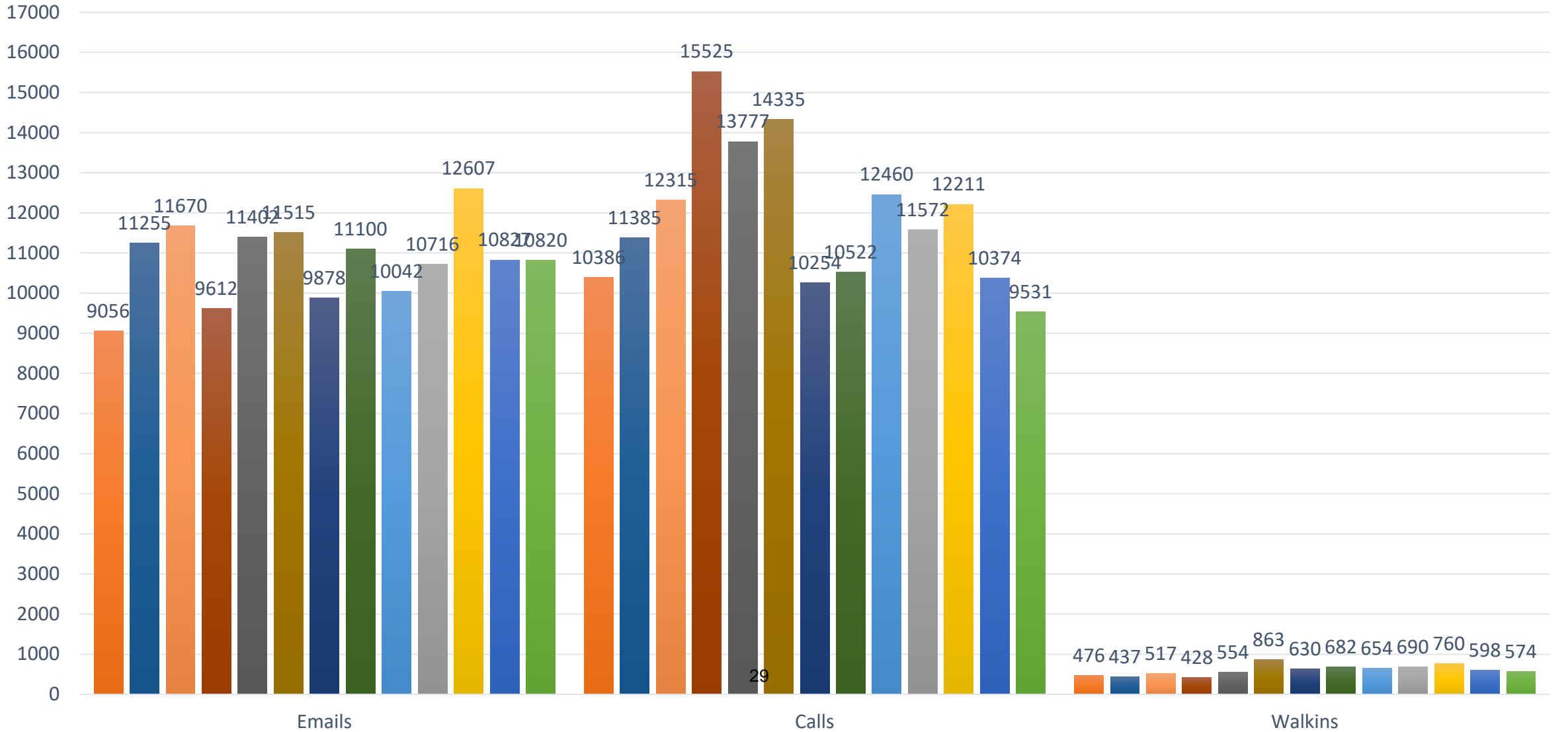


Was the GEUS Representative Helpful?  
334 individuals responded.

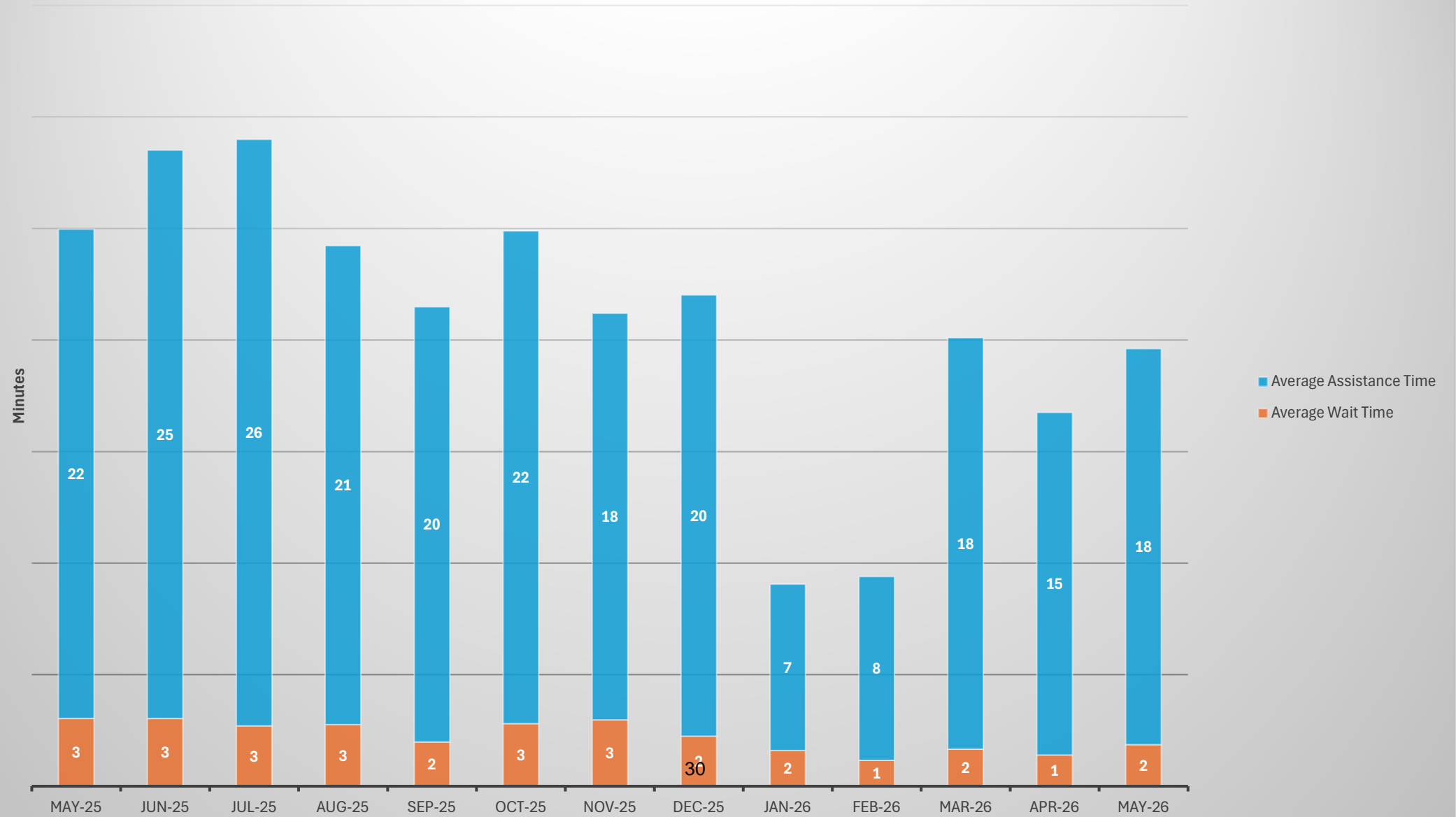


# Total Customer Contact

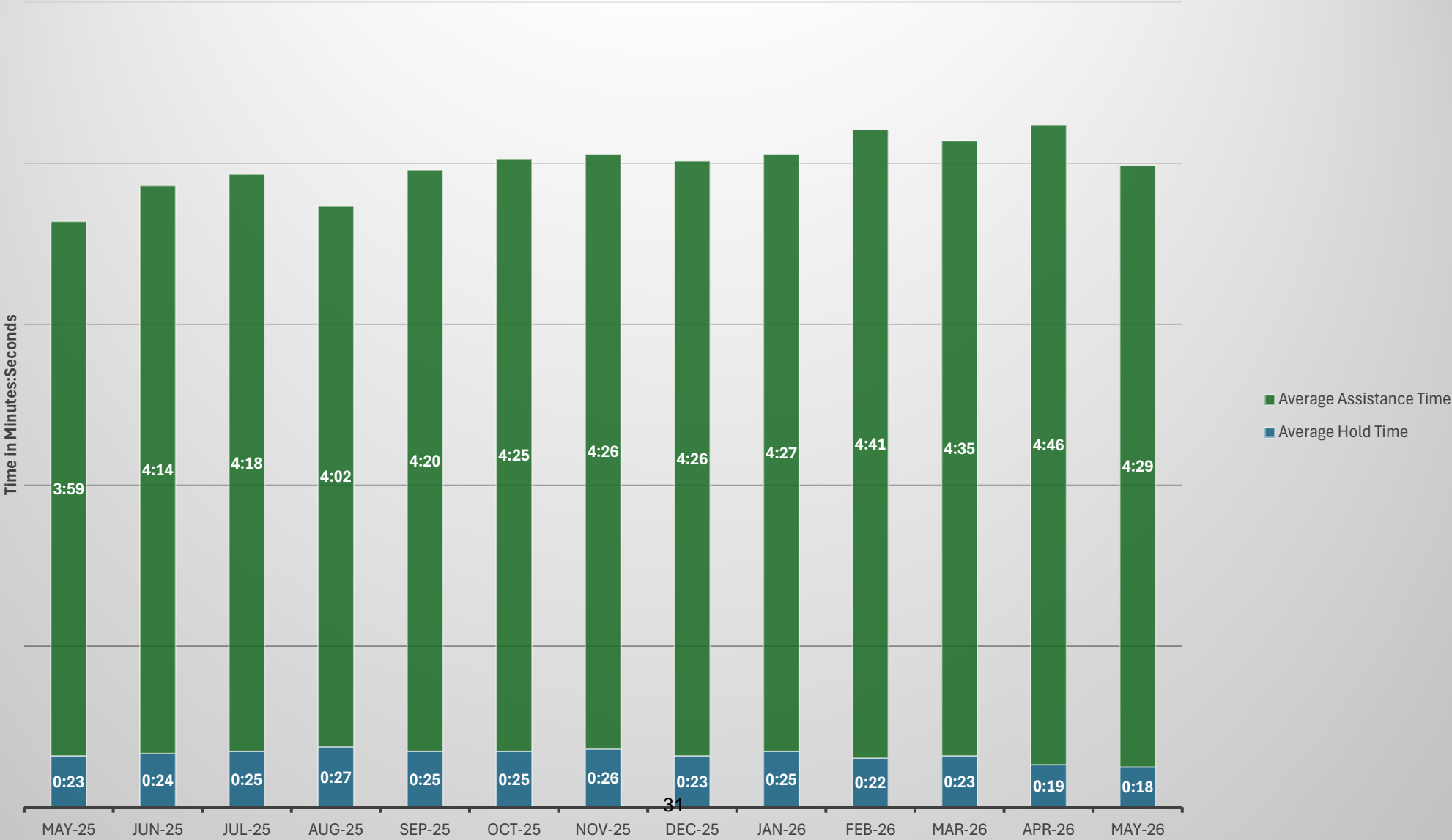
■ May-25 ■ Jun-25 ■ Jul-25 ■ 25-Aug ■ Sep-25 ■ 25-Oct ■ Nov-25 ■ 25-Dec ■ Jan-26 ■ Feb-26 ■ Mar-26 ■ Apr-26 ■ May-26



# Walk-In Wait & Service Times



# Phone Hold and Assistance Time



	Project Title	Category	% Compl	Description
<b>Operations (Dispatch)</b>				
Completed	Feeder Lockouts	Dist	100%	1 Feeder Lockout/s in May 2026: 1) DP Unit 1 locked opened on 5/28/26. This is a unit breaker for Steam 1; it has no recloser. It Opened due to issues coming online.
	Planned Outages & Switching Orders	Trans	100%	1 Planned Outage/s Switching Orders in May 2026: 1) 5/12/26 - 5/13/26 - CLR & RTN on Section of SR3 for T&D to add an Air Switch between SR3 and TR5
	Switching Orders (additional)	JRB	100%	<b>NO</b> Unplanned Outage/s in May 2026.
	Calls Answered	JRB	100%	Operators answered an estimated 299 calls.
	Satellite Bridge Call	ERCOT	100%	Completed.
Activity	Operator Training Working Group (OTWG)	ERCOT	on going	ERCOT Conference Call. OTWG meeting in May 2026. 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 ~16 CEHs). Summer Load Shed drill trng tentatively planned for July 6th. 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 May 2026.
	eReliability Reports	Dist	on going	Updating the TTS tickets to submit into the eReliability program online. Currently, May 2015 thru Apr 2026 have been submitted.

<b>Eng:</b>				
Completed	Billing for Fritz, FSTI, & L3 Harris	Dist	100%	Developed & submitted billing data to GEUS Billing Dept.
	Pole Inspections	Dist	100%	Started issuing work orders to change out poles.
	SR-TR Transmission Line	Trans	100%	Issued PO to start easement acquisition.
	UFLS Relaying	Subst	100%	Built test rack for relay and SCADA configurations for new UFLS settings.
	Lee St Subst	Subst	100%	Provided procurement packages to Purchasing for bid.
	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	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
<b>Subst:</b>				
Completed	Monthly Inspections	Subst	100%	Completed May monthly Inspections of all Substations.
	Summer Weatherization Check List	Subst	100%	Summer Weatherization Check List complete. This check list is done May-Sept every year.
	Summer Weatherization Trng	Subst	100%	Subst team completed Summer Weatherization Trng Power Point and signed all documents needed for Compliance.
	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.

<b>T&amp;D:</b>				
Completed	Maintenance	Dist	100%	Changed out 11 poles.
	Construction	Dist	100%	Installed 15 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 15,517 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.