

**NOTICE AND AGENDA FOR A PUBLIC HEARING AND REGULAR MEETING
OF THE GEUS BOARD OF TRUSTEES
THURSDAY, AUGUST 21, 2025, at 6:00 P.M.
IN THE GEUS OPERATIONS CENTER
6000 JOE RAMSEY BLVD., GREENVILLE, TEXAS**

PLEASE NOTE

THE PUBLIC HEARING ON THE PROPOSED FY 2025-2026 BUDGET

**THE REGULAR MEETING WILL CONVENE IMMEDIATELY FOLLOWING THE
PUBLIC HEARINGS**

- I. **CALL TO ORDER**
- II. **INVOCATION**
- III. **ROLL CALL**
- IV. **COMMUNICATIONS TO THE BOARD**
- V. **CITIZENS TO BE HEARD ON NON-AGENDA ITEMS** *Citizens are invited to address the Board on topics not already scheduled for a Public Hearing or listed on the agenda. Present your completed "Citizen's Comment Card" to the Executive Assistant prior to the meeting. Speakers are limited to 3 minutes and should conduct themselves in a civil manner. The Board cannot act on items not listed on the agenda in accordance with the Texas Open Meetings Act. Concerns will be addressed by GEUS Staff; they may be placed on a future agenda or addressed by some other course of response.*
- VI. **PUBLIC TESTIMONY** *Public Testimony occurs when citizens are invited to address the Board on topics already on the agenda. Speakers will be invited to speak at the time of Board discussion for the item. Present your completed "Citizen's Comment Card" to the Executive Assistant prior to the meeting. Speakers are limited to 2 minutes for each agenda item.*
- VII. **FINANCIALS**
 - 1. October 2025 Financial Report (For Information Only) 4
- VIII. **NEW BUSINESS**
 - 1. **CONSENT CALENDAR**
 - A. GEUS Board of Trustees Regular Meeting Minutes - October 16, 2025
 - B. GEUS Board of Trustees Special Meeting Minutes - November 5, 2025
 - C. Resolution 26-06: Adopt Revised Board Policy P119,01, Rev. F 5
 - 2. **DISCUSSION ITEM**
 - A. Regulatory and Legislative Update
 - 3. **ACTION ITEMS**
 - A. Resolution 26-07: Authorize Extension of PILOT Agreement with the City of Greenville 6
- IX. **REPORTS OF THE GENERAL MANAGER**

1. October 2025 Business Services Monthly Report (For Information Only)	7
2. October 2025 Community Connections Monthly Report (For Information Only)	10
3. October 2025 Customer Service Monthly Report (For Information Only)	31
4. October 2025 Engineering & Operations Monthly Report (For Information Only)	37

X. **EXECUTIVE SESSION**

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

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

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

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

Texas Government Code, Section 551.074: Personnel Matters

(a) This chapter does not require a governmental body to conduct an open meeting.

(1) to deliberate the appointment, employment, evaluation, reassignment, duties, discipline or dismissal of a public officer or employee.

I. Personnel Matters, including the appointment, employment, evaluation, reassignment, duties, discipline or dismissal of the General Manager or other public officer or employee, as allowed under Section 551.074 of the Texas Government Code.

XI. **ADJOURN**

NOTICE:

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



**Greenville Electric Utility System
Monthly Financial Reporting (Unaudited)
As of October 31, 2025
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	\$ 13,976,513	\$ 13,976,513	\$ -	13.3%
Fusion Revenues (Fund 950)	5,599,090	910,947	910,947	-	16.3%
Total Revenues and Inflows	110,731,780	14,887,460	14,887,460	-	13.4%
Expenses and Outflows					
Elec Departmental O&M	78,474,000	3,149,992	3,149,992	1,634,938	4.0%
Fusion Departmental O&M	4,168,130	151,603	151,603	799,046	3.6%
Other Admin Expenses	1,057,700	-	-	-	0.0%
Insurance ⁽¹⁾	784,760	716,951	716,951	-	91.4%
City Services	661,230	60,671	60,671	-	9.2%
Transfers to City	4,491,205	-	-	-	0.0%
Board Of Development	734,025	-	-	-	0.0%
Capital -Electric ⁽²⁾	254,979,730	2,165,796	2,165,796	80,660,639	0.8%
Capital - Fusion	729,200	528	528	52,153	0.1%
Debt Service Expenses	13,500	800	800	-	5.9%
Debt Service Principal Payments	4,015,000	-	-	-	0.0%
Debt Service Interest Expenses	10,049,190	-	-	-	0.0%
Total Expenses and Outflows	360,157,670	6,246,341	6,246,341	83,146,776	1.7%
Change in Net Position ^{(3) (4)}	\$ (249,425,890)	\$ 8,641,119	\$ 8,641,119	\$ (74,505,657)	

Notes and Percentage to Budget Explanations

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

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

(3) FY 2026 budgeted change in net position includes \$252,082,230 in planned expenses for multi-year CIP projects utilizing bond funds. When excluding these budgeted bond funded expenses, change in net position reflects an increase of \$2,656,340.

(4) FY 2026 year to date change in net position includes \$2,165,355 in expenses for multi-year CIP projects utilizing the Series 2024 bond sale. When excluding these bond funded expenses, change in net position reflects an increase of \$10,806,474. A decrease in net position may be due to multi-year projects utilizing bond proceeds from fund balance.

**GEUS BOARD OF TRUSTEES
NOVEMBER 20, 2025**

RESOLUTION 26-06

ADOPT REVISED BOARD POLICY P119.01, REV. F

BACKGROUND: Board Policy P119.01 addresses contracts. P119.01 was most recently updated by Resolution 08-45 on April 10, 2008.

DISCUSSION OR DESCRIPTION: The General Manager is authorized to purchase items below \$100,000 that are in the approved budget, provided that the Board receives a report after the fact and provided that the attorney reviews such contracts. Approval of this resolution will adopt the revised policy regarding contracts. The amendment to the policy shall become Revision F.

COMPARISON OF ALTERNATIVES: N/A.

BUDGET IMPACT: N/A

RECOMMENDATION: Staff recommends the Board approve the revised changes to Board Policy P119.01, Rev. F.

BOARD ACTION:

**GEUS BOARD OF TRUSTEES
NOVEMBER 20, 2025**

RESOLUTION 26-07

**AUTHORIZE EXTENSION OF PILOT AGREEMENT WITH THE CITY OF
GREENVILLE**

BACKGROUND: The existing Payment In Lieu Of Tax (PILOT) agreement with the City of Greenville requires GEUS and the City to annually renew or propose amendments prior to August 1 of each fiscal year. The current PILOT agreement expires on December 31, 2025. The existing agreement may be renewed for one additional five-year consecutive term with mutual agreement between City of Greenville and GEUS.

DISCUSSION OR DESCRIPTION: The agreement adopted in Ordinance No. 20-092 sets forth the formula for the calculation of the PILOT. The current formula is determined as follows:

- The Net Book Value will be calculated as set out in the City of Greenville’s Comprehensive Audited Financial Statement. The PILOT will be calculated by applying the Adopted Tax Rate to the Net Book Value as determined for the fiscal year ending two years before the end of the calendar year in which the payment is to be made. (e.g., The PILOT payment for 2025 shall be determined using the Net Book Value for the Fiscal Year 2023). The PILOT Payment will be due and owing no later than January 31.

The Following will trigger review of the terms of this agreement:

- A 5% change in the GEUS Net Book Value in a single fiscal year
- An increase or decrease of more than 5% in the PILOT payment obligation compared to the previous year when the amount of the obligation is determined with the no New Revenue Rate (as that term is defined by the Texas Tax Code), regardless of the final rate adopted by the Council.

GEUS staff wishes to renew the existing PILOT for an additional 5-year term as set forth in the current language. Staff will be monitoring when the GEUS Net Book Value is expected to change with respect to the new Power Lane II Generation Plant project for the purpose of triggering a review of the terms.

COMPARISON OF ALTERNATIVES: N/A.

BUDGET IMPACT: \$417,419

RECOMMENDATION: Staff recommends the Board approve the renewal of the current PILOT agreement through December 31, 2030.

BOARD ACTION:

**GEUS
BUSINESS SERVICES
MONTHLY REPORT OCTOBER 2025**

Billing Stats

Bills Issued – 19,155

Bills Mailed – 10,780

Late Notices Mailed – 2,180

Accounts Reaching Non-Payment – 0

Bill Payments

GEUS Online – 11,884

Electronic Bank Payments – 578

Pay-By-Phone Payments – 1,204

Mobile App Payments – 2,039

City/GEUS Bank Drafts – 210

Payments Hand-Delivered and Mailed to GEUS – 4,759

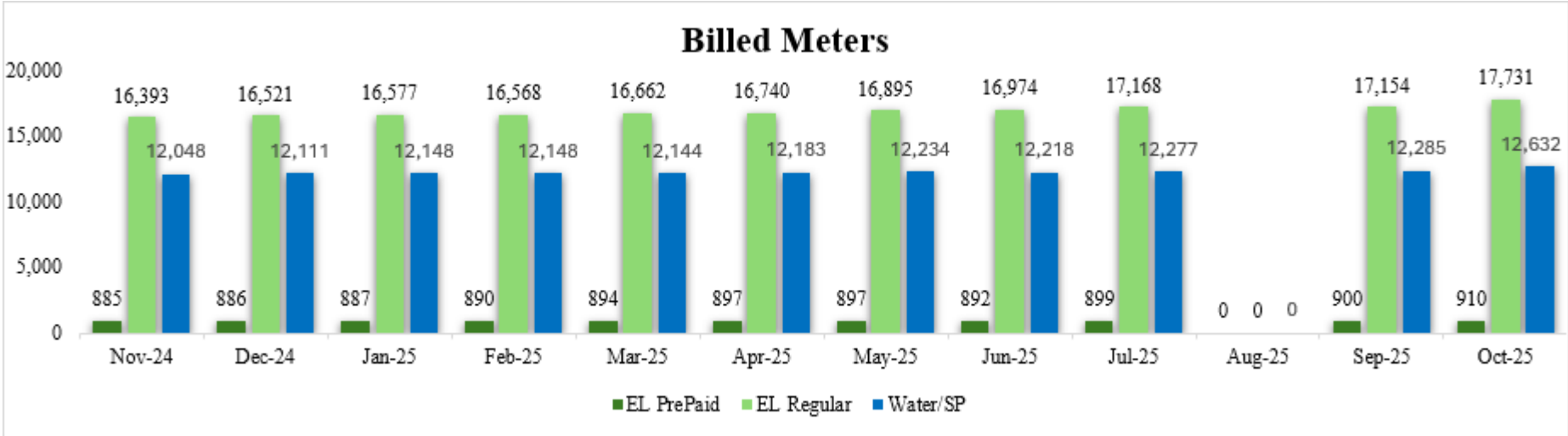
Total Pre-Pay Subscribers

Total SmartPay Subscribers – 906

GEUS
BUSINESS SERVICES
MONTHLY REPORT OCTOBER 2025
GRAPHS

Metering\Billing

Billed Meters Reflects an increase of 587 Meters.



Collections

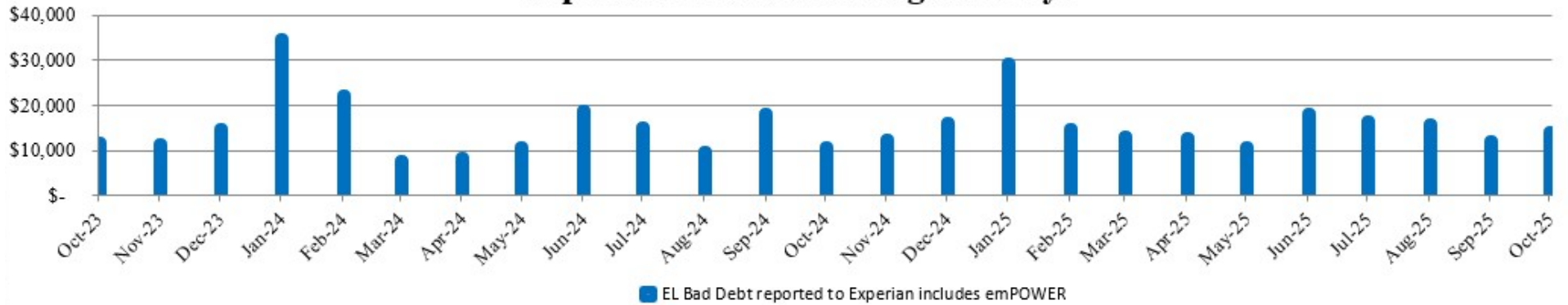
GEUS/City Combined Uncollected Billing

OCT 25 \$138,448 and FY 26 YTD \$138,448 (FY 25 YTD – \$21,681)

Uncollected Billing for Electric

OCT 25 \$14,196 and FY 26 YTD \$14,196 (FY 25 YTD – \$10,837)

Unpaid Accounts reaching 120 Days



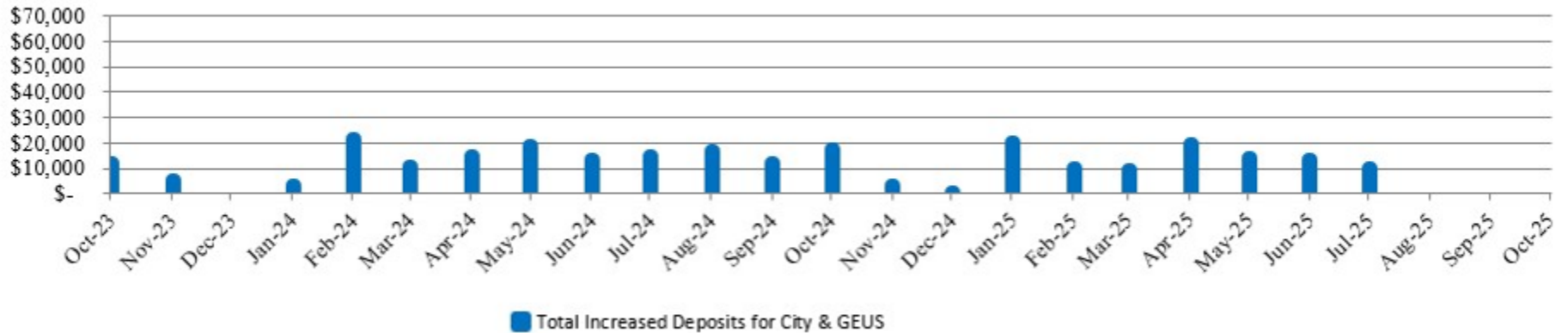
Increased Deposits

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

FY 26 YTD – 0 letters mailed increasing deposits by \$0.

Deposits refunded YTD 56 accounts totaling \$7,610.

Total Increased Deposits for City & GEUS





October 2025

Community Connections

Monthly Report

RoundUP

Commercial 39
Multi Family 4
Residential 1,484
Flat Donation 8
Total 1,648 (25 subscriber increase from last month)

SmartPay

910 subscribers
Increase of 10 participants.

Public Power Campaign

Our Public Power Campaign this year involved social media, website, community and employee events. Billboard, Heart Statue artwork updated, Yard Signs, Bill insert, Touch A Truck event with the community, Snow Cones & Breakfast Burritos with employees and an employee give back event benefitting GISD Teachers Closet and Community Closet.

GEUS
Energizing the Community®

COMMITTED TO RELIABLE PUBLIC POWER

WHAT DOES PUBLIC POWER MEAN?

Public Power means GEUS is community-owned and not-for-profit.

- LOCAL CONTROL**
Decisions are made by and for the community, ensuring that GEUS is accountable to its customers. GEUS Board of Trustees is made up of local residents.
- AFFORDABLE RATES**
As a not-for-profit entity, public power utilities typically offer lower rates than investor-owned utilities. GEUS' electric rates are consistently less than the metroplex average.
- RELIABLE SERVICE**
Public power utilities consistently deliver dependable electric service, even during extreme weather conditions. GEUS is Nationally Recognized as a Reliable Public Power Provider.
- CUSTOMER-FOCUSED**
GEUS prioritizes local customer service, including convenient local offices and local support.

903-457-2800 www.geus.org

GEUS
Energizing the Community®

PUBLIC POWER OWNED BY THOSE WE SERVE

Clear Channel

JOIN US FOR
Touch A Truck

GEUS
Energizing the Community®

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

WHEN: October 10, 2025
10 am - 2 pm

FREE EVENT!

Cookies | Punch | Sidewalk Chalk | Coloring



WHY PUBLIC POWER?

1 Competitive Rates	3 Excellent Reliability
2 Local Offices Local Employees	4 Economic Development

Learn more benefits:

Celebrating Public Power
SNOW CONES
with the boss.

FRIDAY, OCTOBER 24, 2025

Power Plant 10-11:30 am	Customer Service Center 12:30-2 pm	Service Center 2:30 - 4:30 pm
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GEUS
Energizing the Community.

Let's Celebrate
BREAKFAST BURRITOS
with the boss.

Wednesday, October 8th - Service Center 7:30-8a
Thursday, October 9th - Power Plant 8-8:30a, Customer Service Center 9-9:30a

GEUS
Energizing the Community.



Community Involvement

GISD Athletic Sponsorship – Banners in Gym and Football Field



Ribbon Cutting – Community Warming Center



Ribbon Cutting – Orbis Grand Opening



Chamber Executive Board Training



Ribbon Cutting – Sierra Nevada Corp



Business After Hours – Alliance Bank



Business Before Hours – Cornerstone Insurance



Community Powered - Community Involvement

Halloween on the Square



Bras for the Cause

Bra #104: "Pink Power, My Color, My Cause"



Fusion Truck Wrap Updates

9 trucks updated



Truck #	Year	Make	Model	
1601	2016	Ford	F150	
2108	2020	Chevy	Colorado	
1110	2011	Ford	F250	Utility Camper Top, no windows
1405	2014	Ford	F250	Utility Camper Top, no windows
1306	2012	Ford	F250	Utility Camper Top, no windows
1501	2015	Ford	F250	Utility Camper Top, no windows
1420	2014	Ford	F550	Bucket Truck
1207	2012	Dodge	Ram 5500	Bucket Truck
1218	2008	Ford	F550	Bucket Truck

Digital Advertising

GEUS Bill Messages

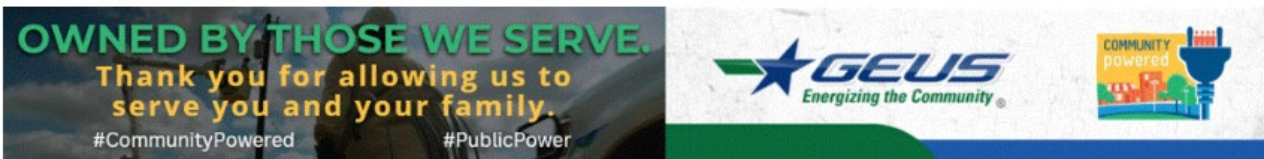
<p>Resuming Penalties and Cutoffs</p> <p>Penalties and cutoffs for nonpayment will resume on the date indicated on your bill.</p> <p>For account questions, please contact GEUS Customer Service. Email: CustomerService@geus.org Phone: 903-457-2800</p>	<p>Resuming Penalties and Cutoffs</p> <p>Penalties and cutoffs for nonpayment will resume on the date indicated on your bill.</p> <p>For account questions, please contact GEUS Customer Service. Email: CustomerService@geus.org Phone: 903-457-2800</p>
	<p>Penalties and cutoffs resume on the date indicated on your bill.</p>

Chamber Website Ads

Header Ad:



Banner: Link to the ad [Committed to Reliable Public Power | Greenville Electric Utility System, TX](#)



APPA Newsletter

PUBLIC POWER CURRENT

October 2, 2025



LATEST EPISODE
[APPA's Paul Zummo Details Recently Released Performance Indicators Survey](#)

SUBSCRIBE

Greenville (TX) @GEUSocialmedia: In October, we celebrate Public Power! GEUS is Community-Owned & Not-for-Profit! That means we're owned by YOU, the people we serve. Instead of profits going to corporate shareholders, they go right back into Greenville. #PublicPower #CommunityPowered

Print Advertising

Drive Thru Sign



Lobby Posters



Digital & Print Advertising

Herald Banner Ads – Print and Digital Ads

Thursday October 2nd



JOIN US FOR
Touch A Truck

WHERE: GEUS Customer Service Center
2800 Wesley Street, Greenville, Tx

WHEN: October 10, 2025
10 am - 2 pm

Cookies | Punch | Sidewalk Chalk | Coloring

GEUS
Energizing the Community

FREE EVENT!

Thursday October 9th



JOIN US FOR
Touch A Truck

WHERE: GEUS Customer Service Center
2800 Wesley Street, Greenville, Tx

WHEN: October 10, 2025
10 am - 2 pm

Cookies | Punch | Sidewalk Chalk | Coloring

GEUS
Energizing the Community

FREE EVENT!

Thursday October 16th



OWNED BY THOSE WE SERVE.

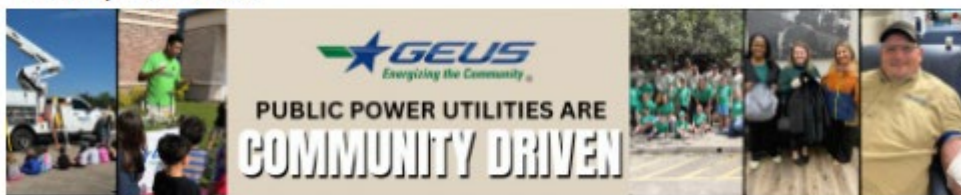
Thank you for allowing us to
serve you and your family.

#CommunityPowered #PublicPower

GEUS
Energizing the Community

COMMUNITY powered

Thursday October 23rd



GEUS
Energizing the Community

**PUBLIC POWER UTILITIES ARE
COMMUNITY DRIVEN**

Thursday October 30th



GEUS
Energizing the Community

**PUBLIC POWER
OWNED BY THOSE WE SERVE**

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

BOARD OF TRUSTEES

SUE ANN HATTING
KAREN BATES
VICTOR GORE
SARAH O'KEEFE
DOUG ROGGMAN
MAYOR JEFFRY HANCOCK

WE ARE COMMUNITY OWNED

#CommunityPowered

GEUS
Energizing the Community

GEUS
Energizing the Community

Our Customer Service team works hard every day to support our community and deliver world-class service. Their dedication helps power our mission as a public power utility.

GEUS
Energizing the Community

Serving Greenville with Community-Owned Power Since 1891

GEUS
Energizing the Community

Public power utilities are **COMMUNITY DRIVEN**

GEUS
Energizing the Community

GEUS
Energizing the Community

PUBLIC POWER OWNED BY THOSE WE SERVE

JOIN US FOR **Touch A Truck**

GEUS
Energizing the Community

WHERE: GEUS Customer Service Center
508 JACOBS STREET, GREENVILLE, TX

WHEN: October 10, 2025
10 am - 2 pm

FREE EVENT!
Cookies | Punch | Sidewalk Chalk | Coloring

GEUS
Energizing the Community

WE ARE #COMMUNITY POWERED

Why Public Power?

- Low rates
- High reliability
- Dedicated, local service
- Community focus
- Economic development
- Local decision-making

COMMUNITY powered

PUBLIC POWER WEEK 2025

GEUS
Energizing the Community

Public Power is not-for-profit

System Improvements | Community Support | Economic Development

GEUS
Energizing the Community

GEUS
Energizing the Community

They're more than just linemen, they're your neighbors, your friends, and the reason the lights stay on. That's the heart of #PublicPower. Let's show some love to the hardworking men who keep our community connected.

GEUS
Energizing the Community

GEUS
Energizing the Community

GEUS Metering Department is made up of local employees with a dedication to improving service with their hard work and expertise. We truly appreciate your commitment.

GEUS
Energizing the Community

GEUS
Energizing the Community

Ever wonder where your electricity comes from when you flip that switch? GEUS proudly operates its very own power plant right here in Greenville, Texas! Thank you to the local employees and the dedicated team working behind the scenes to keep our community energized.

GEUS
Energizing the Community

GEUS RoundUP Program
Helping People. Changing Lives.

THE PENNIES YOU CONTRIBUTE EACH MONTH TO GEUS ROUNDUP PROGRAM, COMBINED WITH THE PENNIES OF OTHER CUSTOMERS, HELP PEOPLE IN NEED.

Sign up at GEUS.org

GEUS
Energizing the Community

GEUS
Energizing the Community

ENERGY EFFICIENCY REBATE PROGRAM

Efficiency Incentives for your home or business.

Save money with energy-efficient purchases and get a rebate!

www.geus.org | 903-457-2800

FREE MULCH

AVAILABLE TO EVERYONE

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

501 WESLEY ST., GREENVILLE, TX 75401

GEUS
Energizing the Community

LOCAL BUSINESSES, JOIN US IN GIVING BACK THROUGH **GEUS RoundUP**

Your contribution will help local families with their utility bill.

REGISTER NOW > at geus.org or call 903-457-2800.

GEUS
Energizing the Community

SmartPay
Electricity On Your Schedule

Convenience

Enjoy the convenience of online payments through our website or free app and access to usage information.

GEUS
Energizing the Community

GEUS
Energizing the Community

STAY CONNECTED TO WHAT MATTERS MOST

GEUS 50 Mbps \$29.95
GEUS 100 Mbps \$49.95
GEUS 500 Mbps \$94.95

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

GEUS
Energizing the Community

CONNECTIVITY THAT FUELS YOUR BUSINESS PROGRESS

WORLD CLASS SERVICE

- ✓ 24/7 Service
- ✓ No Contracts
- ✓ Local Professional Support

GEUS 320 \$69.95 (per month)
GEUS 500 \$114.95 (per month)

SCHEDULE YOUR INSTALL TODAY!
Visit www.geus.org or call 903-457-2800.

GEUS 34 Content

October 6-12

New Content	3:57:28
Archive Content	3:05:08
Outside Content	1:30:00
Total	8:34:15

Still Ads: 11 total

October 13-19

New Content	2:03:51
Archive Content	3:49:52
Outside Content	1:30:00
Total	7:28:20

Still Ads: 10 total

October 20-26

New Content	2:36:33
Archive Content	3:01:00
Outside Content	3:00:00
Total	8:39:50

Still Ads: 10 total

October 27-November 2

New Content	6:24:54
Archive Content	1:43:00
Outside Content	1:30:00
Total	9:40:58

Still Ads: 11 total

Replay Content

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

Archive Content

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

Outside Source Content:

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

Commercial Inserts on National Networks

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

GEUS Educational Video Public Power 2023- 2,051 spots ran

GEUS You Are the Owner - 2,051 spots ran

GEUS Three Generations - 2,051 spots ran

These commercials also play on GEUS34 and YouTube.²⁰



For Immediate Release: October 3, 2025

Contact: City Manager's Office
 903.457.3116

PRESS RELEASE – CITY CONCLUDES INVESTIGATION INTO CYBER INCIDENT

GREENVILLE - The City of Greenville has concluded its investigation into the cyber incident first identified on August 5, 2025. Working closely with law enforcement and a third-party cybersecurity firm, the City has determined the scope and impact of the event.

Key findings include:

- The incident was not the result of phishing or employee error, but an issue with a third-party service provider. That provider has taken the necessary steps to mitigate the problem.
- No personal data belonging to citizens or employees - including Social Security numbers, payment systems, or other sensitive information - was affected.
- No Greenville Electric Utility System (GEUS) data was stolen.

While GEUS experienced the most visible customer impact, the cyber incident was not directed at GEUS and did not impact GEUS's network. Access to GEUS's account database was temporarily disabled by the City as a protective measure.

City systems have been fully restored, and all critical services remained available to the public throughout the response. The City will continue to review its cybersecurity infrastructure to further strengthen defenses and reduce the risk of future incidents.

“We are grateful to our staff and partners who worked quickly and diligently to protect the City's systems and safeguard our community,” said City Manager Summer Spurlock. “We also appreciate the patience of our residents as we took the necessary time to investigate and restore services.”

For more information, please see the FAQ below, or online at www.greenvilletx.gov

Frequently Asked Questions

About Personal Data

- ***Was my water/utility bill information stolen?***
 - No. The account access was blocked by our IT services and was not accessed by the criminal organization.
- ***Could my credit card or bank account information be affected?***
 - No. Payment services are handled through a third party, cloud-based service and was not affected.

About City Finances

- ***Did the City pay a ransom?***
 - City funds were not used to pay the ransom. The City of Greenville has insurance for situations like this, so the ransom was paid by the insurance agency.
- ***Doesn't the City pay for the insurance policy?***
 - Yes, that's true. City funds are used to pay for the insurance policy, similar to individuals paying for car insurance or home insurance. It's a necessary policy that many municipalities have, and that Greenville has had for several years.
- ***Does the City still have insurance for the future?***
 - Yes. The City will continue to have insurance.
- ***Will my taxes go up because of this?***
 - No. This has no effect on taxes.

About Operations & Services

- ***Is everything working normally now?***
 - Yes. All city services are back up and running.
- ***Why are some systems still down or slow?***
 - If you recognize any systems that are down or slow, they are not related to this event, and need to be reported to the city.

- ***Will I still get late fees if my GEUS bill couldn't be paid online?***
 - GEUS paused late fees during the event, but will reinstate fees and disconnections in October.
- ***Why do my utility bills seem to be delayed?***
 - August to October bills were delayed slightly to prevent multiple billing months in one bill. GEUS is on track to have billing back to normal schedules by the end of November.

About Accountability

- ***Is anyone being fired over this?***
 - No. The investigation determined that this was not the fault of any employee.
- ***Then whose fault was it?***
 - The investigation determined that the criminal organization accessed our network through a third-party service provider. That provider has taken the necessary steps to prevent this from happening in the future.
- ***Did the City learn anything from this event?***
 - The City learned that despite our best efforts, sometimes criminal organizations can get in. We are happy that our systems alerted us exactly as they were supposed to, and will continue to make sure that those systems continue to operate.

About Transparency

- ***Why did GEUS look like the main target if it wasn't?***
 - GEUS was the only public-facing service that was affected, which made it seem as though they were the victim.
- ***Why did it take you so long to let us know?***
 - Law enforcement agencies were investigating a crime. In order to make sure the investigation was not compromised, the City was advised that releasing information prematurely would hinder their active investigation.

- ***Why did you wait until the Attorney General's office made their report before you issued a statement?***
 - During the event, the City continued to receive public information requests that could not be responded to in a timely manner. By law, city municipalities are required to file a notice (a "Catastrophe Notice") with the Attorney General's office to remain in compliance. Their post was simply a notification of the filing that the city made.



News Release

FOR IMMEDIATE RELEASE

GEUS RECOGNIZED FOR RELIABLE ELECTRIC SERVICE TO GREENVILLE



GEUS.Engineering.and.Operations.
Management.Mark.Stapp?David.Jones?Jeff.
Branch?Dan.Webb?and.Zach.McDonald;

Providing reliable power is not just our mission—it's our responsibility to the community we serve. Receiving this recognition from APPA is a testament to the hard work and expertise of your local public power team.

GEUS General Manager, Bill Shepherd

FOR IMMEDIATE RELEASE

Contact: Tobias Sellier

American Public Power Association

MediaRelations@PublicPower.org

Greenville, TX, October 27, 2025- GEUS has received national recognition for achieving exceptional electric reliability in 2024. The recognition comes from the American Public Power Association (APPA), a trade group that represents more than 2,000 not-for-profit, community-owned electric utilities.

APPA helps electric utilities track power outage and restoration data through its subscription-based eReliability Tracker service. Once per year, APPA's Reliability Team compares this data to national statistics tracked by the U.S. Energy Information Administration for all types of electric utilities.

"Year after year, data consistently demonstrate public power utilities provide highly reliable service." said APPA Director of Research and Development Paul Zummo. "The utilities recognized here are truly elite when it comes to keeping the lights on. Their communities should be proud of the hard work and dedication of their local power providers as they earn this truly deserved recognition."

Nationwide, the average public power customer has their lights out for less than half the amount of time that customers of other types of utilities do.

"Providing reliable power is not just our mission—it's our responsibility to the community we serve," said Bill Shepherd, General Manager. "Receiving this recognition from APPA is a testament to the hard work and expertise of your local public power team," Shepherd added.

(30)

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

Social Media – September 2025

Followers ⓘ

Lifetime









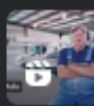

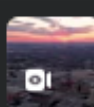
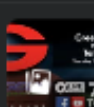
Current subscribers

Facebook 5,347






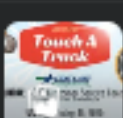

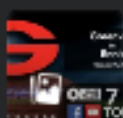
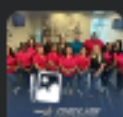
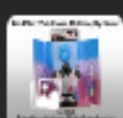
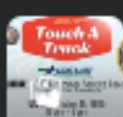
Twitter 254 Followers

YouTube 1,569

Change in followers over the last month: Facebook +86, Twitter +1, YouTube +74.

Preview ↓	Views ⓘ ↑↓	Reach ⓘ ↑↓
 Greenville at Kaufman Foot... Published - Oct 31 at 2:00 PM	8,573	5,187
 It's time for another episode... Published - Oct 30 at 6:03 PM	2,681	1,801
 As a public power utility, we... Published - Oct 30 at 9:00 AM	730	692
 As Public Power Month com... Published - Oct 29 at 6:00 PM	2,585	1,503
 Ever wonder where your ele... Published - Oct 29 at 2:00 PM	12,047	6,457
 GEUS is building for the fut... Published - Oct 28 at 6:00 PM	1,151	1,073
 As a not-for-profit utility, ev... Published - Oct 27 at 9:00 AM	15,657	6,734
 August – October billing... Published - Oct 24 at 8:42 PM	35,083	13,590
 Part of what it means for GE... Published - Oct 24 at 9:00 AM	1,502	1,193
 Greenville hosts Terrell in thi... Published - Oct 23 at 8:20 PM	2,907	1,760
 Greenville hosts Terrell in thi... Published - Oct 23 at 6:47 PM	1,756	1,280
 Join us tonight as the Lions ... Published - Oct 23 at 9:00 AM	6,408	3,113

	GEUS Metering Department... Published - Oct 23 at 9:00 AM	...	8,415	4,704
	Owned by those we serve. S... Published - Oct 22 at 6:00 PM	...	1,210	1,105
	Thank you for allowing us t... Published - Oct 21 at 9:00 AM	...	2,690	1,533
	Why Public Power? Low r... Published - Oct 20 at 2:00 PM	...	1,134	630
	Greenville takes on Corsican... Published - Oct 17 at 6:43 PM	...	5,627	2,839
	Get ready for action as the L... Published - Oct 17 at 2:00 PM	...	3,235	1,716
	At GEUS, public power mea... Published - Oct 17 at 9:00 AM	...	1,211	1,049
	This week on Coaches Corne... Published - Oct 16 at 6:03 PM	...	2,401	1,737
	Giving back to the communi... Published - Oct 16 at 2:00 PM	...	2,207	1,366
	Substations play a crucial ro... Published - Oct 15 at 6:00 PM	...	5,151	3,081
	Across the nation, over 2,00... Published - Oct 14 at 6:00 PM	...	526	449
	Greenville is taking on Sher... Published - Oct 14 at 5:11 PM	...	653	527

	It's SENIOR NIGHT! The Lad... Published - Oct 14 at 2:00 PM	...	892	546
	Did you know that #PublicP... Published - Oct 13 at 9:00 AM	...	1,210	766
	We had a blast celebrating ... Published - Oct 10 at 6:00 PM	...	6,429	3,418
	Let's hear those roars! The L... Published - Oct 10 at 2:00 PM	...	740	428
	Public Power means commu... Published - Oct 10 at 9:00 AM	...	2,067	1,799
	Mark Your Calendars! Joi... Published - Oct 10 at 7:00 AM	...	753	413
	Mark Your Calendars! Joi... Published - Oct 9 at 6:00 PM	...	584	363
	The Lions are back on the fi... Published - Oct 9 at 2:00 PM	...	2,404	1,424
	Our Customer Service team ... Published - Oct 9 at 9:02 AM	...	21,001	9,521
	GEUS is proud to be a longti... Published - Oct 8 at 6:00 PM	...	1,038	623
	Mark Your Calendars! Joi... Published - Oct 8 at 2:00 PM	...	2,126	1,166

	Greenville became the first ... Published - Oct 8 at 9:00 AM	...	17,861	11,398
	PLEASE SHARE this with you... Published - Oct 8 at 8:00 AM	...	1,536	819
	We're proud to be COMMU... Published - Oct 7 at 6:00 PM	...	1,602	937
	Tuesday Night Showdown! ... Published - Oct 7 at 2:00 PM	...	869	511
	Mark Your Calendars! Joi... Published - Oct 6 at 6:00 PM	...	2,529	1,320
	GEUS Linemen: The Pow... Published - Oct 6 at 2:00 PM	...	4,425	2,167
	Joint press release providin... Published - Oct 3 at 4:04 PM	...	10,062	3,350
	Mark Your Calendars! Joi... Published - Oct 3 at 2:00 PM	...	1,460	717
	As your #PublicPower utility... Published - Oct 3 at 9:00 AM	...	4,998	2,559
	There is nothing more powe... Published - Oct 2 at 6:00 PM	...	1,884	1,380
	This week on Coaches Corne... Published - Oct 2 at 2:06 PM	...	2,592	1,730
	In October, we celebrate Pu... Published - Oct 1 at 9:00 AM	...	1,419	866
	No text content Published - Oct 1 at 8:26 AM	...	2	2

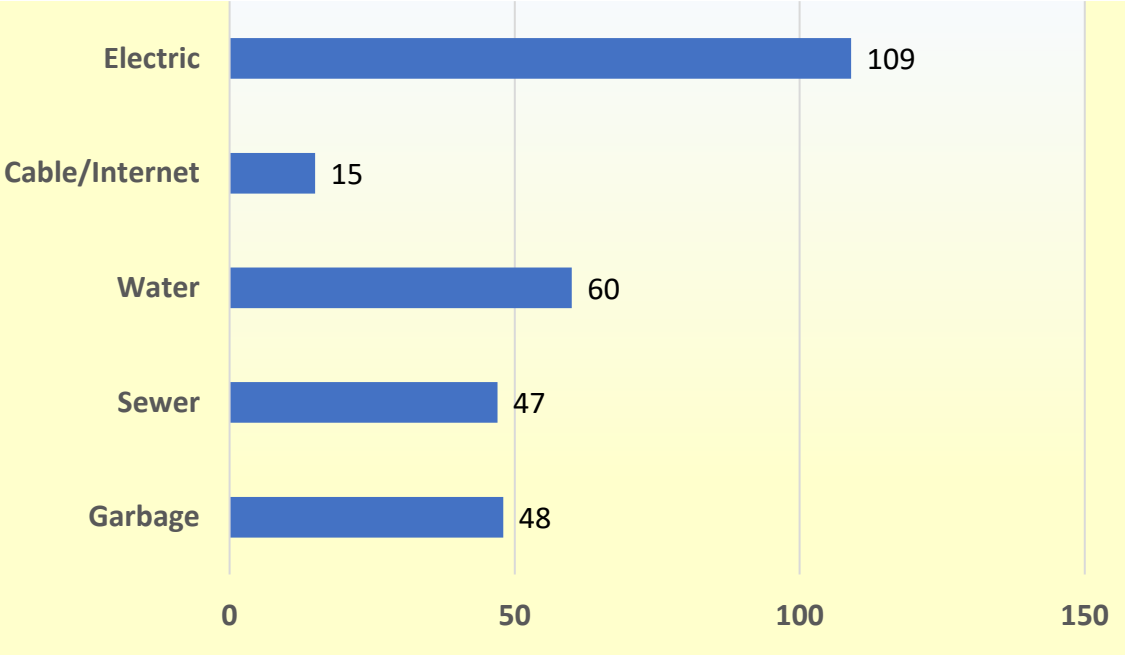
GEUS
Customer Service
Quarterly Report
October 2025

WORLD CLASS CUSTOMER SERVICE

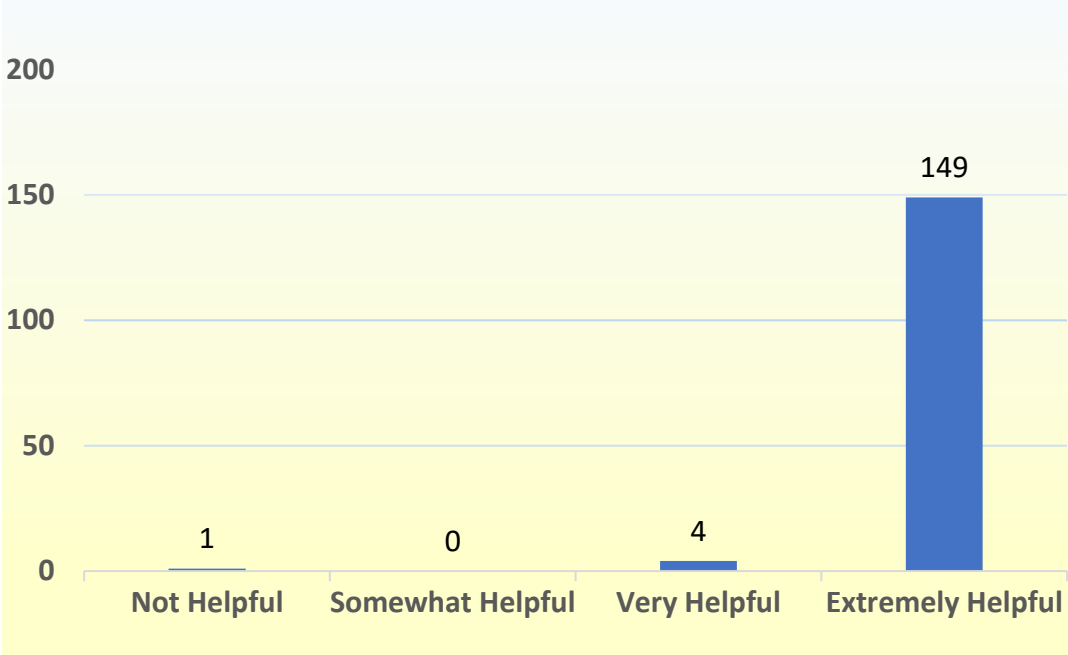
GEUS Customer Satisfaction Survey Summary

Summary Dates as of 10/1/2025-10/31/2025

This is a summary of the total responses. There are no required fields. A total of 154 individuals responded, and 129 completed all fields.



Was the GEUS Representative Helpful?
154 individuals responded.



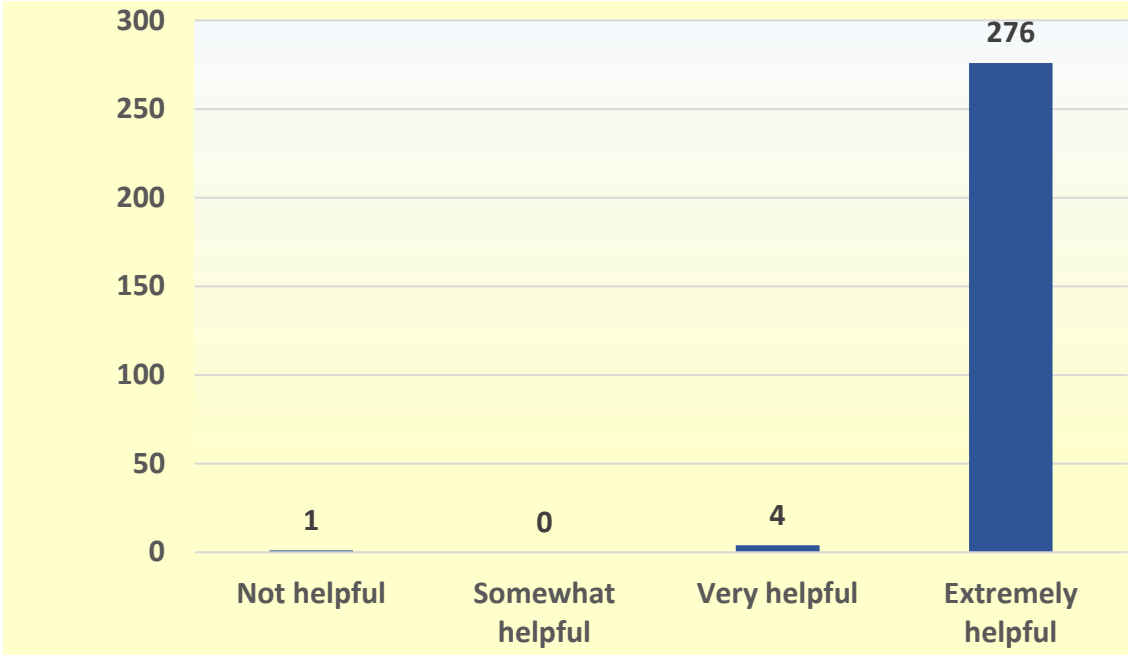
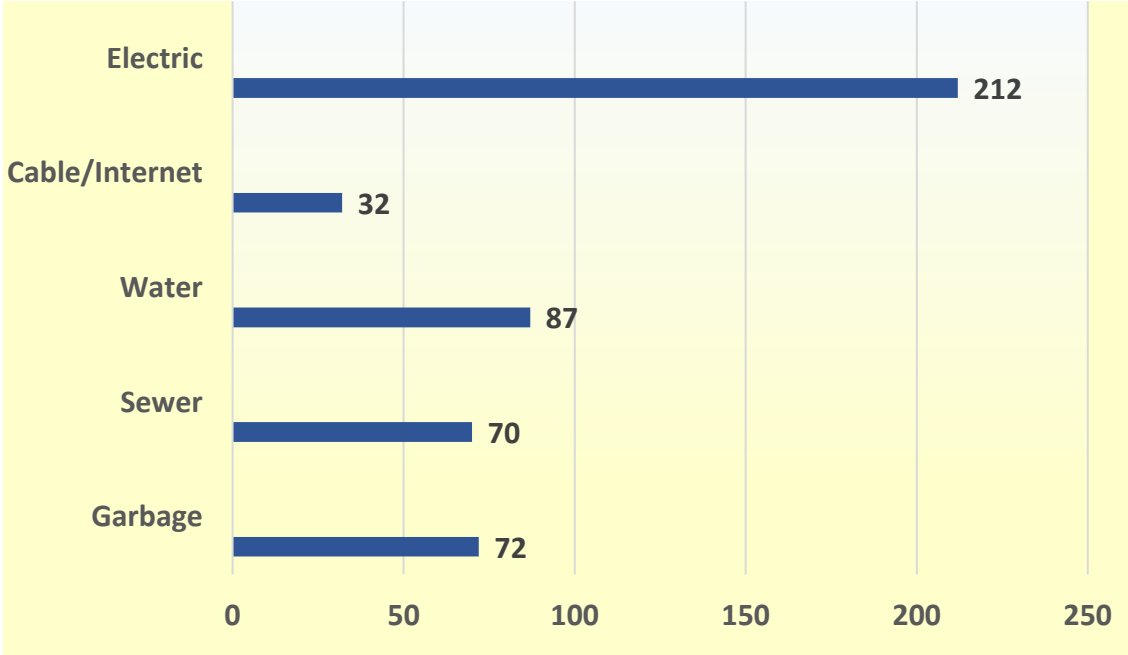
GEUS Customer Satisfaction Survey Summary

Quarterly Summary

Summary Dates as of 8/1/2025-10/31/2025

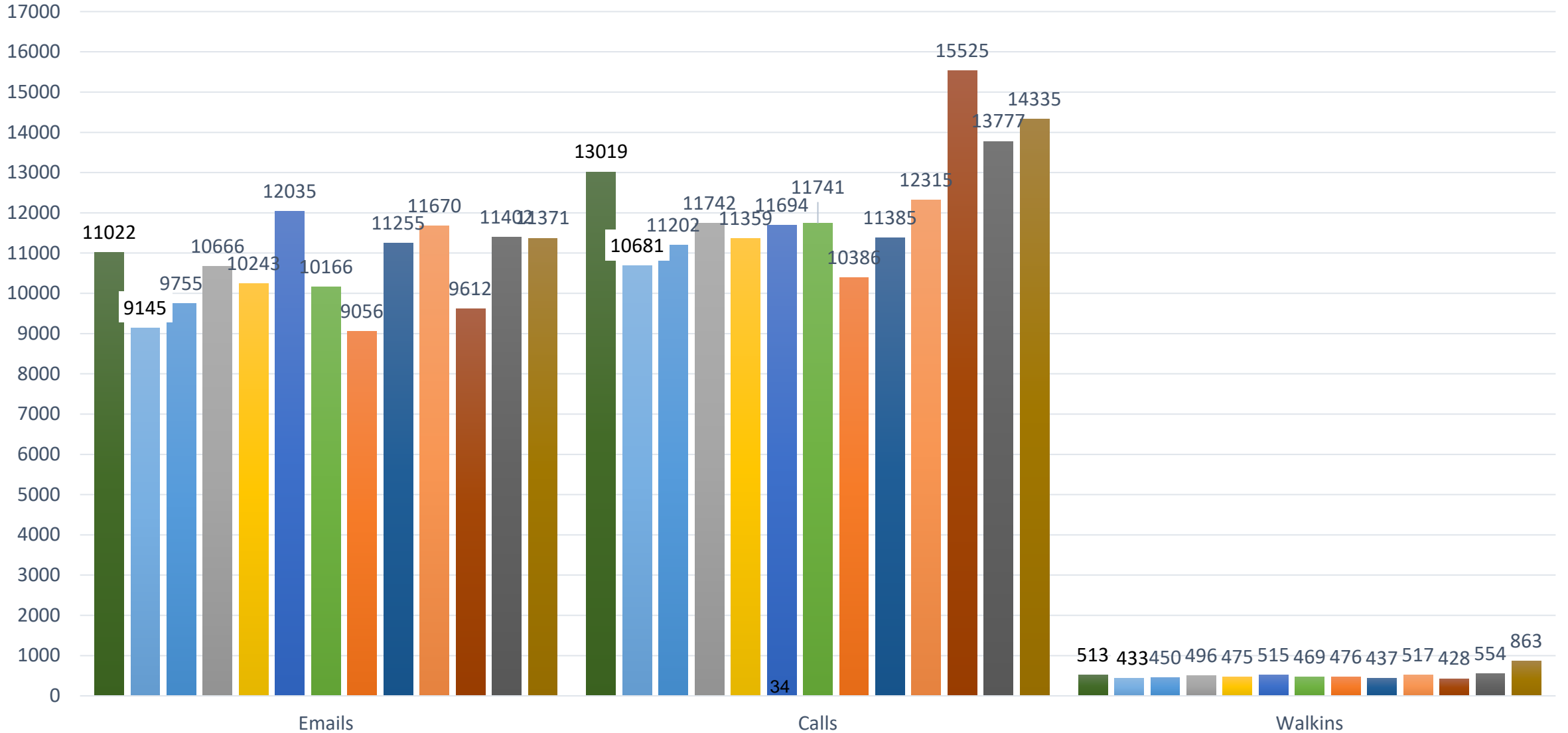
This is a summary of the total responses. There are no required fields. A total of 281 individuals responded, and 253 completed all fields.

Was the GEUS Representative Helpful?
281 individuals responded.

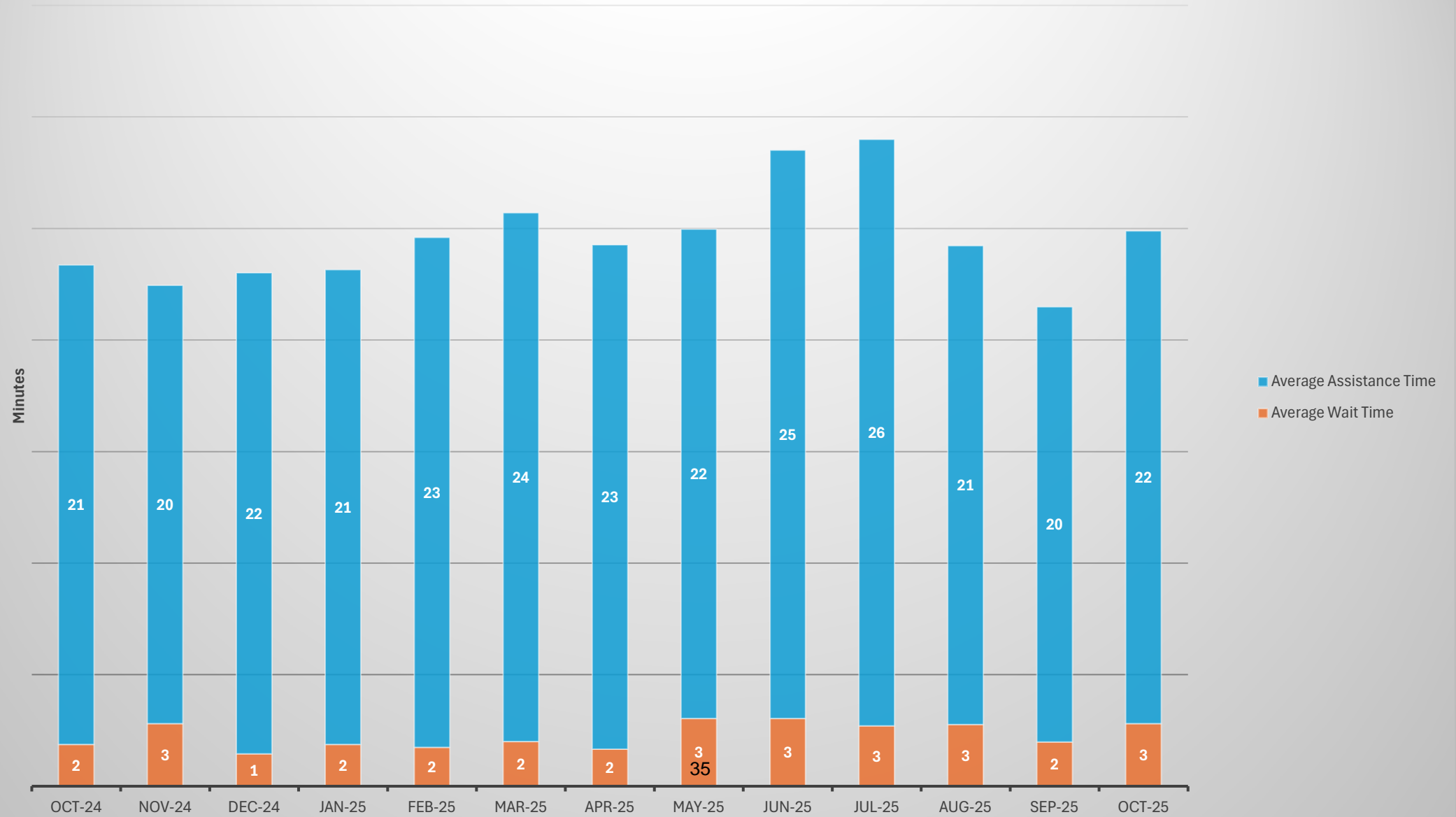


Total Customer Contact

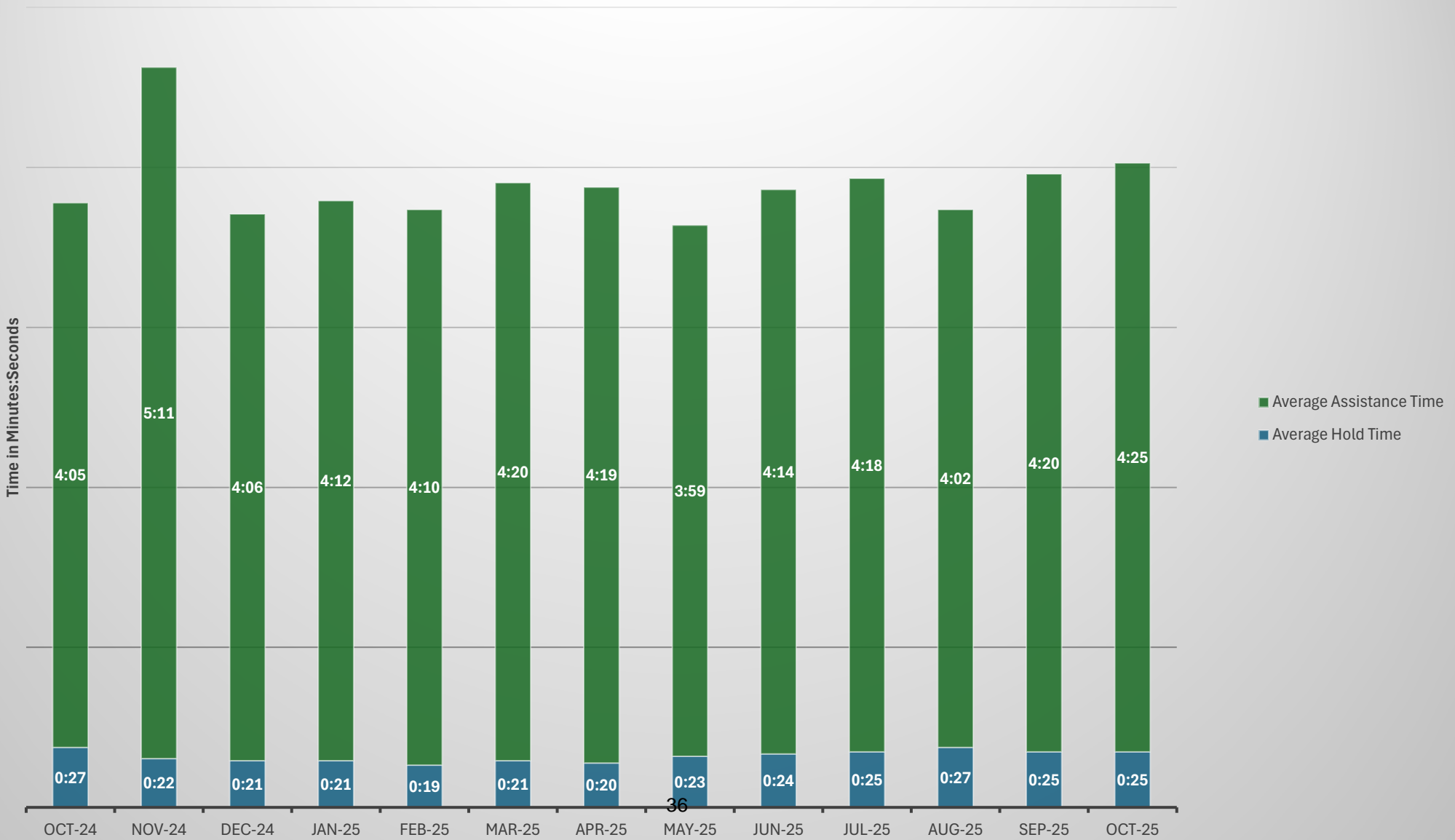
■ Oct.24
 ■ Nov.24
 ■ Dec.24
 ■ Jan.25
 ■ 25-Feb
 ■ Mar-25
 ■ Apr-25
 ■ May-25
 ■ Jun-25
 ■ Jul-25
 ■ 25-Aug
 ■ Sep-25
 ■ 25-Oct



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 October 2025.
	Planned Outages & Switching Orders	Trans	100%	4 Planned Outage/s Switching Orders in October 2025: 1) 10/3/25 - Switching to conduct BS testing on the Engines with ERCOT on site 2) 10/7/25 - CLR & RTN a section of DP3 for pole replacement 3) 10/20/25 - CLR on IP Subst for maintenance on switchgear and breakers 4) 10/24/25 - CLR & RTN on section of OS2; IP1 was on OS2 due to IP Subst outage; moved IP1 to OS3 to relieve the load on OS2 (voltage issues in Floyd area)
	Switching Orders (additional)	JRB	100%	1 Unplanned Outage/s in October 2025: 1) 10/28/25 - CLR on TR5 feeder. Feeder relayed; discovered damaged equipment on feeder
	Calls Answered	JRB	100%	Operators answered 290 calls.
	Satellite Bridge Call	ERCOT	100%	Completed.
Activity	Operator Training Working Group (OTWG)	ERCOT	on going	ERCOT Conference Call. OTWG meeting was cancelled for October 2025 due to GridGeo training. ERCOT remaining 2025 Training schedule: GridGeo Training (Oct 6th-Nov 14th, earning ~20-27 CEHs). 4 GEUS Operations Operators completed the GridGeo training in October 2025. CSO and 1 Operator will attend in November 2025. ERCOT stated their plan is to have GridGeo training in the Spring and Seminar in the Fall for 2026 (opposite of 2025).
	ERCOT Testing & Training Group Mtg	ERCOT	on going	ERCOT Testing & Training discussions - ERCOT WebEx. This ERCOT group did not have a meeting in October 2025. (Cancelled for this quarter.)
	eReliability Reports	Dist	on going	Updating the TTS tickets to submit into the eReliability program online. Currently, May 2015 thru Aug 2025 have been submitted.

	Project Title	Category	% Compl	Description
Eng: Completed	Billing for Fritz, FSTI, & L3 Harris	Dist	100%	Developed & submitted billing data to GEUS Billing Dept.
	Pole Inspection	Dist	100%	Attended kickoff meeting with selected contractor. Anticipated start date of Jan/Feb 2026.
	Staking Software	Eng/Dist	100%	Obtained quote and discussed implementation with IT.
	Prospective New Load Inquiries, Large Loads	Misc	100%	Received and/or responded to prospective new large-load inquiries, and planned load increases for established businesses. Evaluated, discussed; responses forwarded (re: system capacities, capabilities, timelines, etc.).
	Meetings	Misc	100%	Pre-Application mtgs. T&D Project list mtg. E&O Staff mtg (remote). Attended Safety mtg. Attended multiple ERCOT modeling meetings.
Activity	Mamie Road Feeder Upgrades	Dist	35%	Identified necessary upgrades. Working to develop a formal scope/plan.
	SR4 & SR5	Dist	25%	Continued material list development. Continued coordination with TMPA and customers for easement acquisition. Working on detailed specifications for UG construction.
	Pinegates Development	Dist	80%	Reviewing plans and developing material lists.
	Solar	Dist	ongoing	Authorize customers to build. Energize installations. Provide corrections/reviewed plans from multiple installers.
	Major Distribution Projects	Dist	ongoing	Developed list of distribution vulnerabilities. Started evaluation of wood pole groundline inspection contractors. Reviewing options for pole top inspection program.
	Developments	Dist	ongoing	Multiple Developments in progress (approx 15+ developments under construction or in pre-construction phase; over 5000 units across all phases) – more precise details to be furnished in the Nov Monthly after receiving updated City information. Responded/addressed multiple developer issues and requests.
	System Modeling	Eng/Trans	ongoing	Continuing attendance at ERCOT mtgs to train. Configuring simple in-house studies considering loss of transmission elements.

	Project Title	Category	% Compl	Description
Subst:				
Completed	Monthly Inspections	Subst	100%	Completed Oct monthly inspections of all Substations.
	IP Subst Switchgear	Subst	100%	Completed switchgear maintenance on all three breakers. Found problems with IP3 breaker and sent the unit out for repair. All breakers were fully tested and functional. Plan to return IP Subst to service Tue 04, 2025.
	SWEMA Training	Subst	100%	Both Subst Techs attended SWEMA Metering School at Bryan College Station for the week of Oct 27th thru the 31st.
Activity	OS Subst Xfmr Arrester	Subst	70%	Substation class arrester failed on the high side of GEUS OS Subst Xfmr. Removed bad arrester and placed Xfmr back in service. Arresters were ordered and were received at the warehouse. Will work with Dispatch to schedule Oneal St Subst planned outage for repairs. This will be an Oct/Nov project. ERCOT will not allow planned Subst outage until Fall due to high summer system loads.
	Printing/Red-line Subst Prints	Subst	15%	Received red-lines back from draftsman for LTV. Installed completed LTV prints in the Control House print rack. Also received new TR prints from draftsman and installed them in the print rack at TR. Draftsman currently has Dent Rd prints to red-line.
	Subst Beam Detectors	Subst	10%	Planning & discussion underway regarding Diesel Plant and New Terrell Rd Subst. Work on this project will continue after completion of BUCC and Lee St Subst.
	Operation Center Beam Detectors	Subst	30%	Budgeted for FY26 after completion of warehouse yard expansion.

T&D:				
Completed	Maintenance	Dist	100%	Changed out 4 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 14,458 electric AMI Meters to date (out of roughly 19k total). Reading on schedule and monitoring daily. In talks with Aqua-Metrics planning 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 next week or so.
	Metering		on going	Meter Dept staff cross training to ensure back-up for each employee/task.
	Tree Trimming	Dist	on going	Normal tree-trimming tickets from customer requests.
	Tree Trimming	Dist	on going	Heavy rear-easement trimming in residential areas.