NOTICE AND AGENDA FOR A REGULAR MEETING
OF THE GEUS BOARD OF TRUSTEES
TO BE HELD AT 6:00 PM ON THURSDAY, JANUARY 15, 2026
IN THE
GEUS OPERATIONS CENTER
6000 JOE RAMSEY BLVD
GREENVILLE, TX 75402

I. **CALL TO ORDER**
II. **INVOCATION**
III. **ROLL CALL**
IV. **COMMUNICATIONS TO THE BOARD**
V. **CITIZENS TO BE HEARD ON NON-AGENDA ITEMS** *Citizens are invited to address the Board on topics not already scheduled for a Public Hearing or listed on the agenda. Present your completed "Citizen's Comment Card" to the Executive Assistant prior to the meeting. Speakers are limited to 3 minutes and should conduct themselves in a civil manner. The Board cannot act on items not listed on the agenda in accordance with the Texas Open Meetings Act. Concerns will be addressed by GEUS Staff; they may be placed on a future agenda or addressed by some other course of response.*
VI. **PUBLIC TESTIMONY** *Public Testimony occurs when citizens are invited to address the Board on topics already on the agenda. Speakers will be invited to speak at the time of Board discussion for the item. Present your completed "Citizen's Comment Card" to the Executive Assistant prior to the meeting. Speakers are limited to 2 minutes for each agenda item.*
VII. **FINANCIALS**
1. December 2025 Financial Report (For Information Only) 4
VIII. **NEW BUSINESS**
1. **CONSENT CALENDAR**
A. GEUS Board of Trustees Regular Meeting Minutes — November 20, 2025
B. GEUS Board of Trustees Special Meeting Minutes — December 2, 2025
C. GEUS Board of Trustees Special Meeting Minutes — December 19, 2025
2. **DISCUSSION ITEMS**
A. Hunt County Shared Ministry (FISH) Lease
B. Regulatory and Legislative Update
IX. **REPORTS OF THE GENERAL MANAGER**
1. November 2025 Business Services Monthly Report (For Information Only) 5
2. December 2025 Business Services Monthly Report (For Information Only) 8
3. November 2025 Community Connections Monthly Report (For Information Only) 11
4. December 2025 Community Connections Monthly Report (For Information Only) 23
5. November 2025 Customer Service Monthly Report (For Information Only) 38
6. December 2025 Customer Service Monthly Report (For Information Only) 43

7. November and December 2025 Combined Engineering and Operations Monthly Report (For Information Only) 48

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
XI. **ADJOURN**

NOTICE:

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

Greenville Electric Utility System
Monthly Financial Reporting (Unaudited)
As of December 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	$ 7,848,141	$ 28,472,542	$ -	27.1%
Fusion Revenues (Fund 950)	5,599,090	431,148	1,815,998	-	32.4%
Total Revenues and Inflows	110,731,780	8,279,289	30,288,540	-	27.4%
Expenses and Outflows					
Elec Departmental O&M	78,474,000	6,382,336	14,624,803	2,875,535	18.6%
Fusion Departmental O&M	4,168,130	560,260	879,507	940,079	21.1%
Other Admin Expenses	1,057,700	12,159	12,196	-	1.2%
Insurance [1]	784,760	-	716,951	-	91.4%
City Services	661,230	60,671	182,012	-	27.5%
Transfers to City	4,491,205	-	-	-	0.0%
Board Of Development	734,025	-	-	-	0.0%
Capital -Electric [2]	254,979,730	997,660	3,991,772	140,654,384	1.6%
Capital - Fusion	729,200	52,073	62,611	93,525	8.6%
Debt Service Expenses	13,500	-	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	8,065,159	20,470,652	144,563,523	5.7%
Change in Net Position [3] [4]	$ (249,425,890)	$ 214,130	$ 9,817,888	$ (134,745,635)	

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 $3,697,284 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 $13,515,172. A decrease in net position may be due to multi-year projects utilizing bond proceeds from fund balance.

GEUS
BUSINESS SERVICES
MONTHLY REPORT NOVEMBER 2025

Billing Stats
Bills Issued – 19,136
Bills Mailed – 11,335
Late Notices Mailed – 0
Accounts Reaching Non-Payment – 11

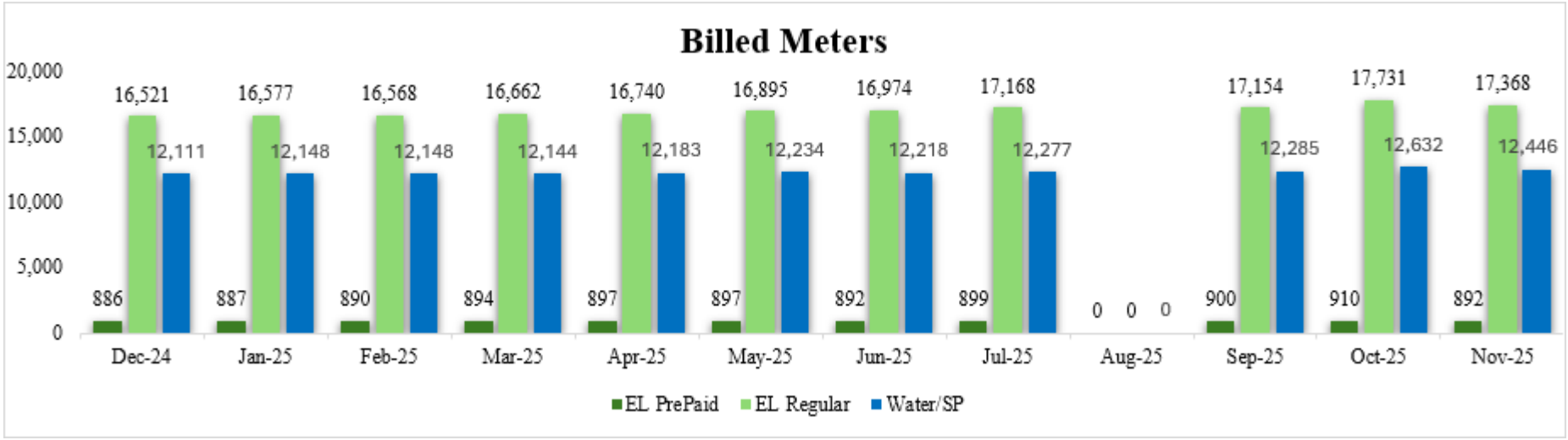
Bill Payments
GEUS Online – 11,541
Electronic Bank Payments – 456
Pay-By-Phone Payments – 1,123
Mobile App Payments – 1,787
City/GEUS Bank Drafts – 210
Payments Hand-Delivered and Mailed to GEUS – 4,058

Total Pre-Pay Subscribers
Total SmartPay Subscribers – 890

GEUS
BUSINESS SERVICES
MONTHLY REPORT NOVEMBER 2025
GRAPHS

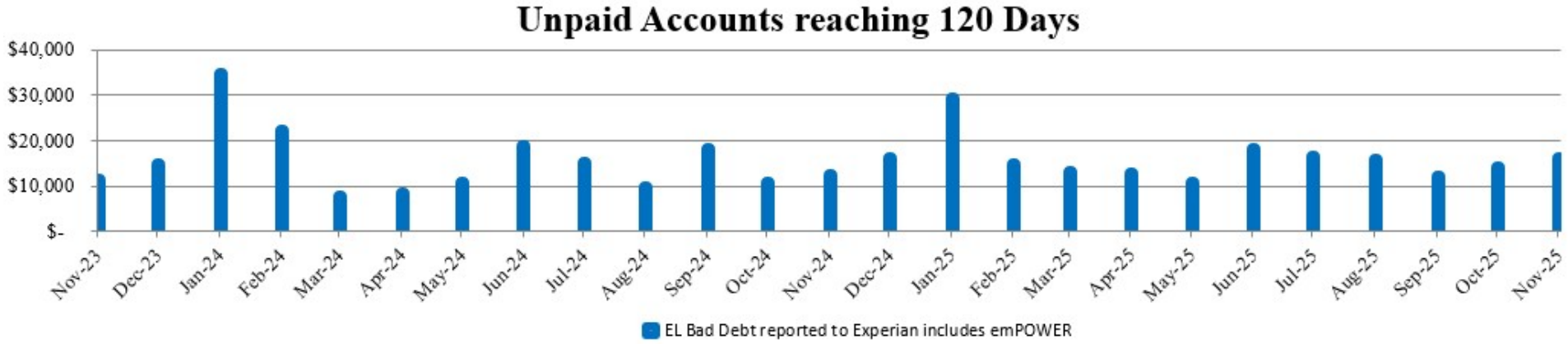
Metering\Billing

Billed Meters Reflects a decrease of 381 Meters.

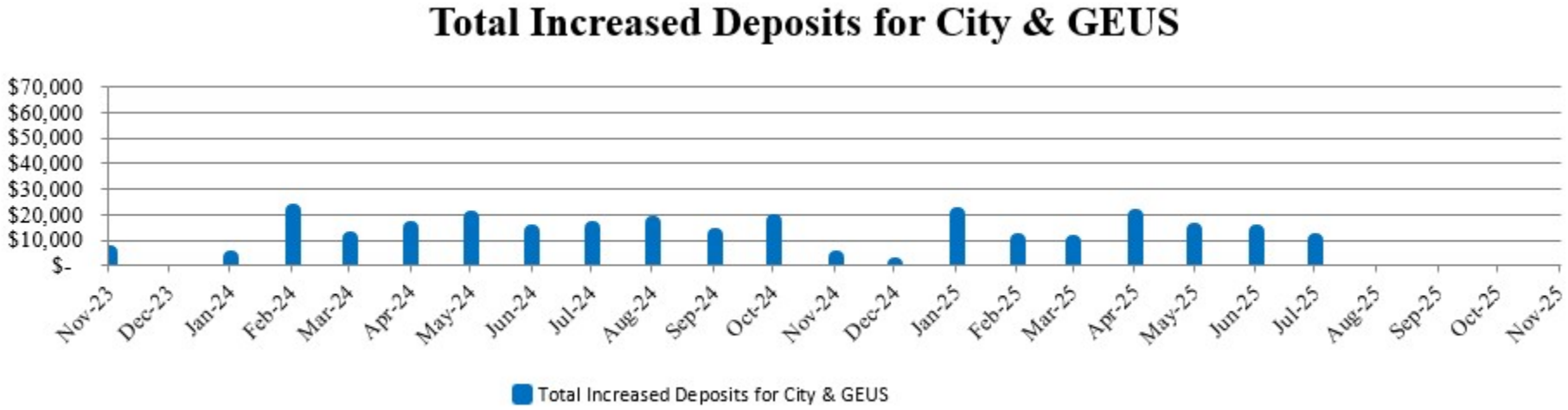


Collections

GEUS/City Combined Uncollected Billing
NOV 25 $34,396 and FY 26 YTD $172,844 (FY 25 YTD – $44,741)
Uncollected Billing for Electric
NOV 25 $16,104 and FY 26 YTD $30,300 (FY 25 YTD – $23,138)



Increased Deposits
Current Month - 0 letters mailed increasing deposits by $0.
FY 26 YTD – 0 letters mailed increasing deposits by $0.
Deposits refunded YTD 165 accounts totaling $21,325.



GEUS
BUSINESS SERVICES
MONTHLY REPORT DECEMBER 2025

Billing Stats
Bills Issued – 18,982
Bills Mailed – 11,895
Late Notices Mailed – 4,635
Accounts Reaching Non-Payment – 92

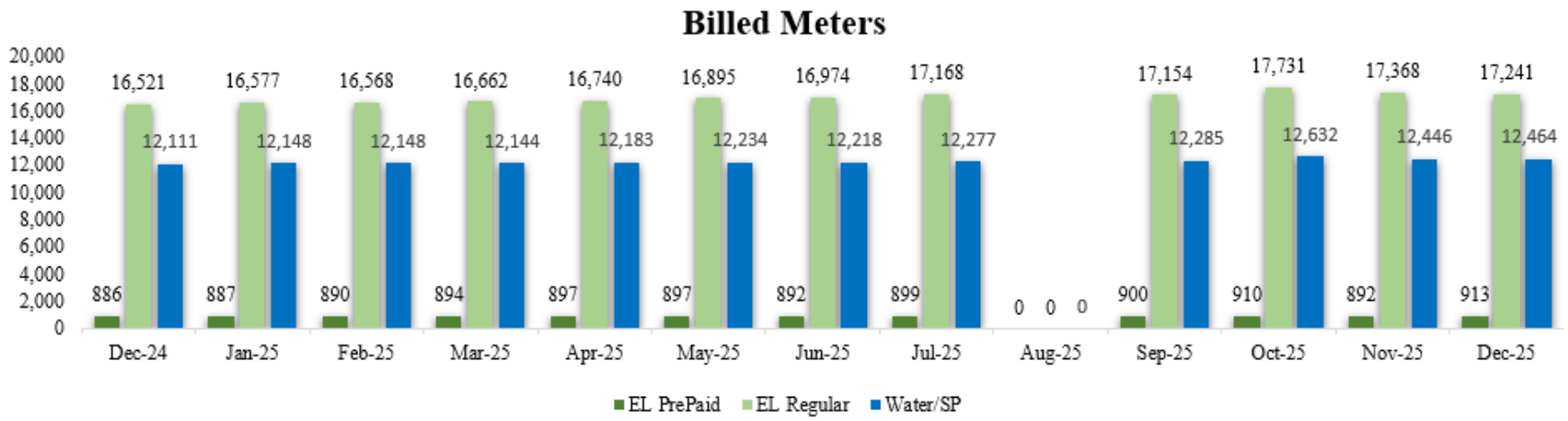
Bill Payments
GEUS Online – 13,815
Electronic Bank Payments – 578
Pay-By-Phone Payments – 1,423
Mobile App Payments – 2,193
City/GEUS Bank Drafts – 197
Payments Hand-Delivered and Mailed to GEUS – 4,632

Total Pre-Pay Subscribers
Total SmartPay Subscribers – 913

GEUS
BUSINESS SERVICES
MONTHLY REPORT DECEMBER 2025
GRAPHS

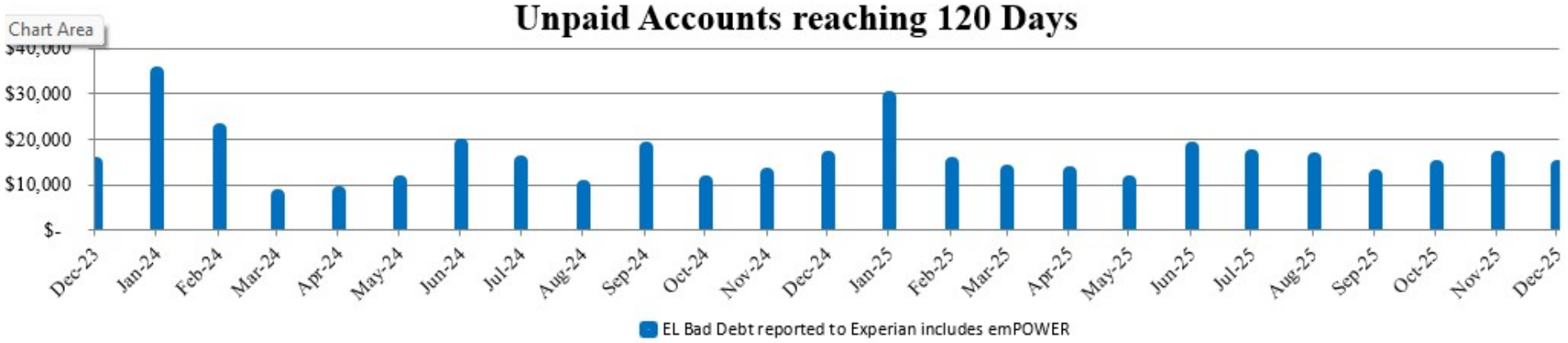
Metering\Billing

Billed Meters Reflects a decrease of 88 Meters.

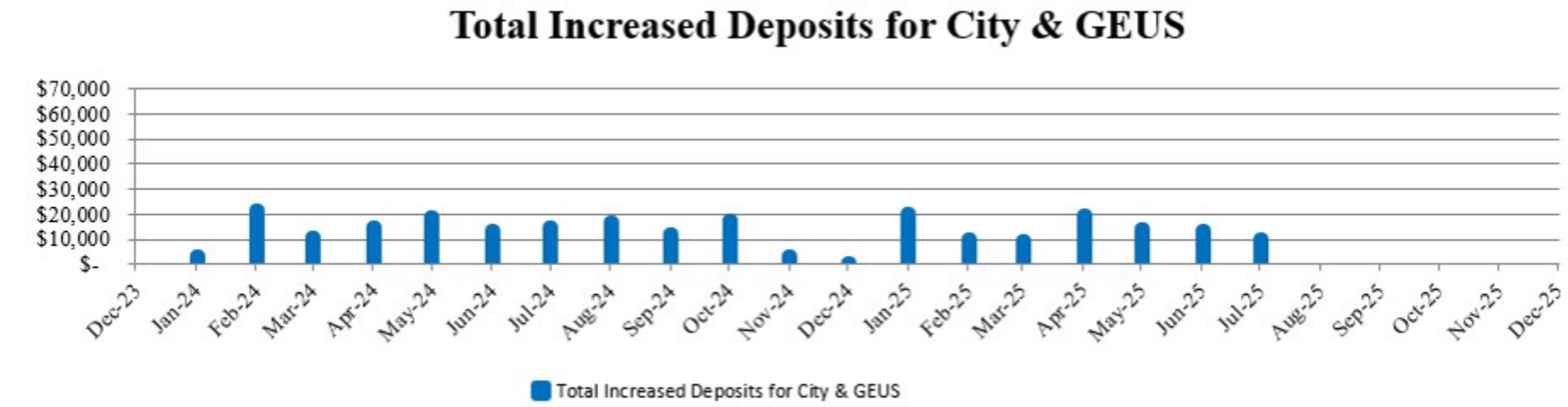


Collections

GEUS/City Combined Uncollected Billing
DEC 25 $25,479 and FY 26 YTD $198,323 (FY 25 YTD – $69,624)
Uncollected Billing for Electric
DEC 25 $14,132 and FY 26 YTD $44,432 (FY 25 YTD – $39,271)



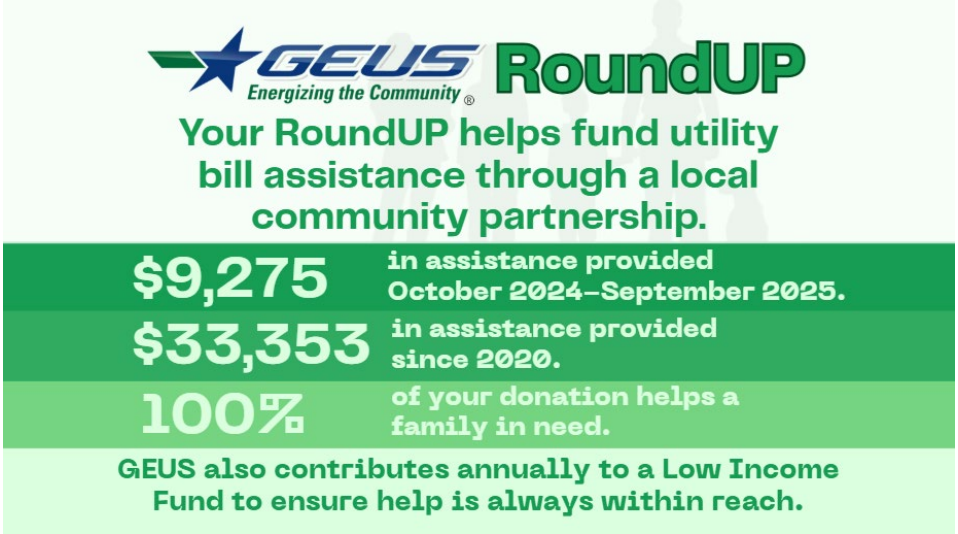
Increased Deposits
Current Month - 0 letters mailed increasing deposits by $0.
FY 26 YTD – 0 letters mailed increasing deposits by $0.
Deposits refunded YTD 302 accounts totaling $41,604.



November 2025
Community Connections
Monthly Report

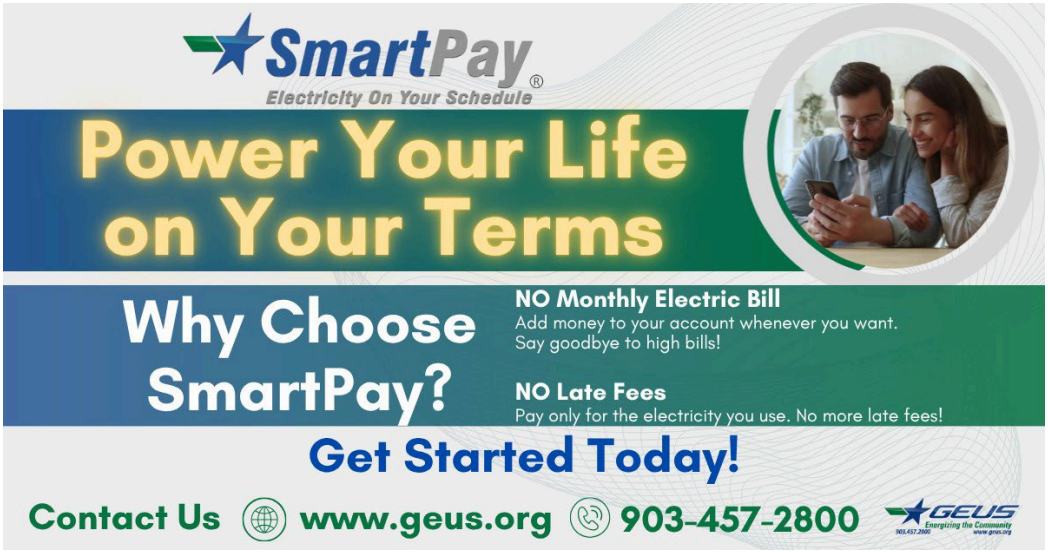
RoundUP

Commercial 42
Multi Family 4
Residential 1.517
Flat Donation 9
Total 1,685 (37 subscriber increase from last month)



SmartPay

892 subscribers
Decrease of 18 participants.



Community Involvement

CASA for Hunt County Ribbon Cutting



Churches Chicken Ribbon Cutting



Whataburger Ribbon Cutting



H&R Block Ribbon Cutting



APPA Customer Connections Conference – Texas Utilities & Communications Award Recognition





Chamber Board



Insurance Group North Texas - BBH



Community Powered - Community Involvement

CASA for Hunt County Sponsored Event



Digital Advertising

GEUS Bill Messages

GEUS is Committed to Reliable Public Power

Public Power Means:
* Local Control
* Affordable Rates
* Reliable Service
* Customer-Focused

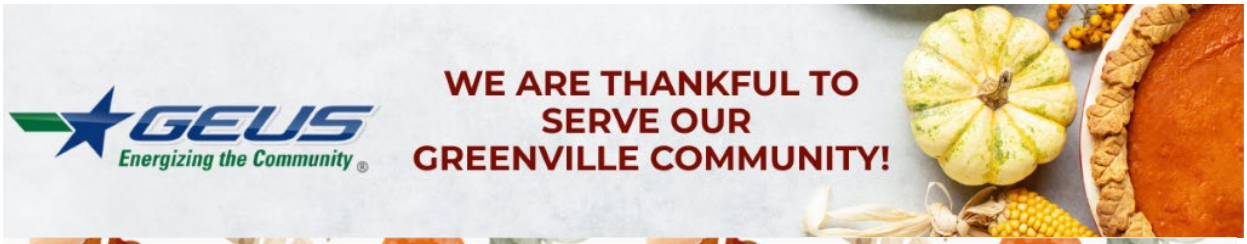
Thank you for allowing us to serve you and your families for over 130 years as your Nationally Recognized Public Power Provider!

If you could help a neighbor in need for less than $1 per month, would you?
Sign up for GEUS RoundUP and you can. Less than $1 per month goes towards helping others in Greenville, Tx with their utility bills.



... Eliminate Your Monthly Electric Bill
... Eliminate Late Fees
... Eliminate Disconnect Fees
Sign Up for GEUS SmartPay!

Chamber Website Ads





APPA Newsletter



Print Advertising

Drive Thru Sign



Lobby Posters







Digital & Print Advertising

Herald Banner Ads – Print and Digital Ads

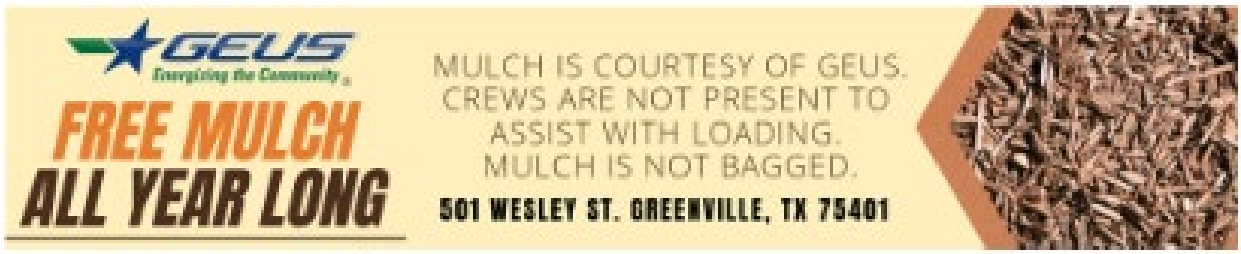
Thursday November 6th



Thursday November 13th



Thursday November 20th

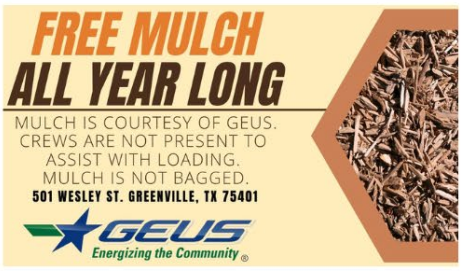


Thursday November 27th



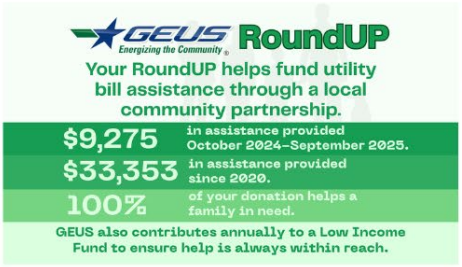
GEUS 34 Ads

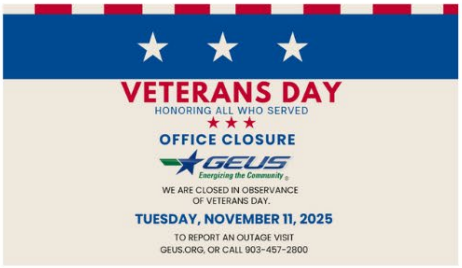
GEUS creates still ads for GEUS 34 for our needs as well as community non-profits. These are GEUS related ads that aired this month.



















GEUS 34 Content

Still Ads: 11 total

November 3-9

New Content	6:15:25
Archive Content	2:32:32
Outside Content	3:00:00
Total	11:51:11

November 10-16

New Content	4:54:37
Archive Content	2:06:09
Outside Content	1:30:00
Total	8:30:46

November 17-23

New Content	0:02:58
Replay Content	04:37:14
Archive Content	1:25:32
Outside Content	1:30:00
Total	7:36:44

November 24-30

New Content	2:48:33
Archive Content	2:36:07
Outside Content	1:30:00
Total	6:57:06

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 Internet You Get More- 2,051 spots ran
What Greenville Means to GEUS- 2,051 spots ran
GEUS Educational Video Series – SmartPay 2023 - 2,051 spots ran

These commercials also play on GEUS34 and YouTube.

Social Media – November 2025

Facebook 5,358 Total followers Twitter 254 Followers YouTube 1,591 Subscribers

Change in followers over the last month: Facebook +11, Twitter +/-0, YouTube +22.

Preview	Views	Viewers	Interactions
Getting on a ladder to decor... Published • Nov 28 at 9:00 AM	922	520	1
Happy Thanksgiving from y... Published • Nov 27 at 8:00 AM	2,815	1,702	34
In the season finale of Coac... Published • Nov 26 at 6:03 PM	1,364	1,048	11
GEUS offices will be closed 1... Published • Nov 26 at 2:00 PM	1,830	1,054	14
GEUS RoundUP is an innova... Published • Nov 25 at 2:00 PM	728	459	6
FREE Mulch from GEUS is pe... Published • Nov 24 at 6:00 PM	721	443	3
Employee Spotlight: Jua... Published • Nov 21 at 9:00 AM	1,453	892	18
In today's episode of Coach'... Published • Nov 20 at 6:04 PM	2,024	1,398	20
Annually, GEUS employees ... Published • Nov 19 at 6:00 PM	784	540	15
GEUS RoundUP is an innova... Published • Nov 19 at 3:50 PM	6,735	3,439	36
FREE Mulch from GEUS is pe... Published • Nov 18 at 2:00 PM	1,007	576	3
We know that utility bills ca... Published • Nov 17 at 6:00 PM	1,584	1,184	19

	SmartPay is one of GEUS' in... Published • Nov 14 at 2:00 PM	•••	890	506	7
	This week's episode features... Published • Nov 13 at 6:00 PM	•••	2,118	1,390	16
	GEUS is proud to partner wi... Published • Nov 13 at 2:53 PM	•••	3,229	1,914	44
	GEUS is your Nationally Rec... Published • Nov 12 at 2:00 PM	•••	5,025	2,457	64
	This Veterans Day, we proud... Published • Nov 11 at 9:00 AM	•••	4,083	1,969	70
	⚠ GEUS will never call and ... Published • Nov 10 at 7:00 PM	•••	1,236	642	9
	GEUS customer service cent... Published • Nov 10 at 5:02 PM	•••	1,322	727	6
	In this week's episode of Co... Published • Nov 6 at 6:04 PM	•••	1,494	1,095	13
	Make your electricity expen... Published • Nov 5 at 6:00 PM	•••	1,191	668	3
	The Texas WWII History Rou... Published • Nov 4 at 6:00 PM	•••	827	463	1
	No text content Published • Nov 4 at 3:55 PM	•••	1	1	5
	Here's a quick breakdown of... Published • Nov 4 at 2:00 PM	•••	3,897	813	63
	Give back today; participate ... Published • Nov 3 at 2:00 PM	•••	6,496	2,923	53

December 2025
Community Connections
Monthly Report

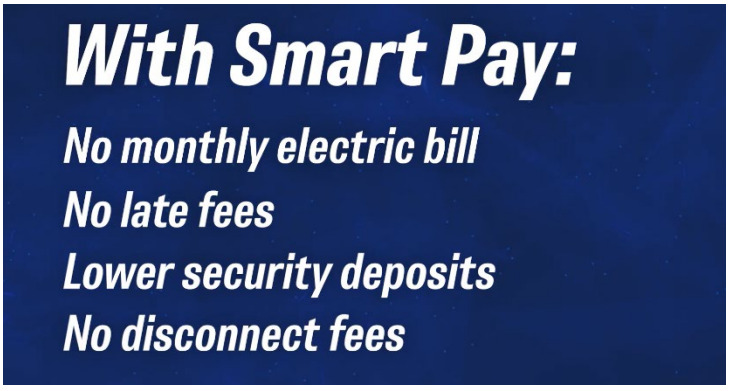
RoundUP

Commercial 42
Multi Family 4
Residential 1.538
Flat Donation 8
Total 1,705 (20 subscriber increase from last month)



SmartPay

915 subscribers
Increase of 23 participants.





Community Involvement

Outdoor Lighting Contest





Chamber QML



Chamber Ribbon Cutting - Olive Garden



Salvation Army – Bell Ringing



Power Lane II Groundbreaking Ceremony





Chamber Ribbon Cutting – Longhorn Arena & Event Center



Community Powered - Community Involvement

Greenville Christmas Parade





Holiday Lighting & Décor at McCalla Building







Digital Advertising

GEUS Bill Messages

Free Christmas Tree Recycling

Saturday, January 3, 2026
9 AM - 11 AM
GEUS Customer Service Center
(2810 Wesley St)

Happy Holidays from the GEUS Family to yours!

FREE NOTIFICATIONS
Never miss a bill!

Receive new bill, late notice, or cut-off alerts by signing up for free alerts.

Log into your account on our website GEUS.org to sign up today.



Holiday Lighting Rebate!
Take advantage of GEUS' innovative energy efficiency program that provides rebates for purchases you make for your home.
25% of our LED Holiday Lighting Purchases up to $50.
Visit GEUS.org for more information.

Chamber Website Ads







APPA Newsletter

December 10, 2025

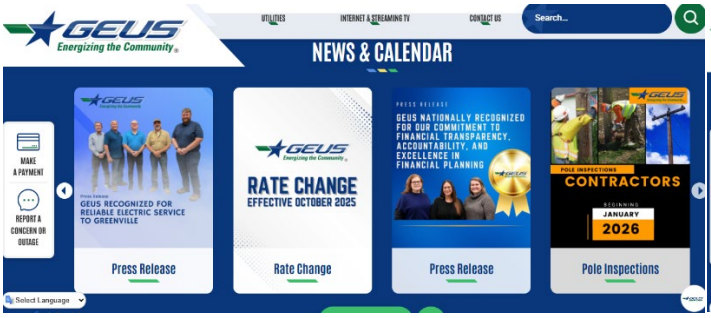


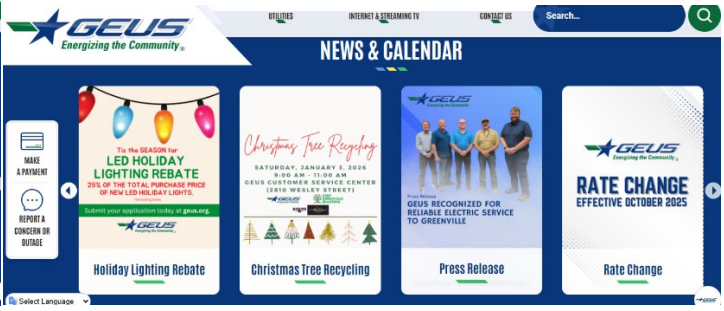
Greenville (TX) @GEUSsocialmedia: We had a blast at the 2025 Christmas Parade of Lights this past Friday! Thank you to everyone who came out and made it such a magical night. We love celebrating the season with our amazing community! #PublicPower #CommunityPowered

Chamber Social Media



Website





Digital & Print Advertising

Herald Banner Ads – Print and Digital Ads

Thursday December 4th



Thursday December 11th



Thursday December 18th



Thursday December 25th



Print Advertising

Drive Thru Sign



Lobby Posters





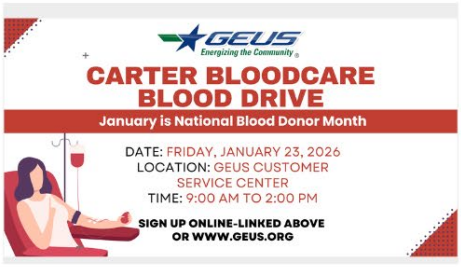


GEUS 34 Ads

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 34 Content

Still Ads: 8 total

December 1-7

New Content	0:02:58
Archive Content	5:50:52
Outside Content	1:30:00
Total	7:25:20

December 8-14

Replay Content	2:49:49
Archive Content	3:26:11
Outside Content	1:30:00
Total	7:47:42

December 15-21

Replay Content	2:03:51
Archive Content	3:33:03
Outside Content	1:30:00
Total	7:07:54

December 22-28

New Content	1:32:13
Replay Content	2:23:56
Archive Content	2:29:50
Outside Content	1:30:00
Total	6:29:59

December 29-January 4

Archive Content	5:45:17
Outside Content	1:30:00
Total	**7:16:47**

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 Utility Billing – One Simple Bill One Easy Payment- 2,051 spots ran
GEUS Three Generations - 2,051 spots ran
GEUS Internet Now and Then - 2,051 spots ran

These commercials also play on GEUS34 and YouTube.

News Release

FOR IMMEDIATE RELEASE

GEUS HONORED WITH GFOA DISTINGUISHED BUDGET PRESENTATION AWARD



Finance Employees: Michelle Baccheschi, Patricia Anaya, and Katie Strong

We are honored to receive the Distinguished Budget Presentation Award from the GFOA. This recognition reflects the hard work and dedication of our team to uphold transparency, accountability, and excellence in financial planning. Our commitment to serving the Greenville community with integrity and fiscal responsibility remains at the heart of everything we do.

Business Services Director, Michelle Baccheschi

FOR IMMEDIATE RELEASE

4/1/2025

For more information, contact:
Technical Services Center
Phone: (312) 977-9700
Email: budgetaward@gfoa.org

(Chicago, Illinois)—Government Finance Officers Association (GFOA) is pleased to announce that **Greenville Electric Utility System, Texas** received GFOA's Distinguished Budget Presentation Award for its budget.

The award represents a significant achievement by the entity. It reflects the commitment of the governing body and staff to meet the highest principles of governmental budgeting. In order to receive the budget award, the entity had to satisfy nationally recognized guidelines for effective budget presentation. These guidelines are designed to assess how well an entity's budget serves as:

- a policy document
- a financial plan
- an operations guide
- a communications device

Budget documents must be rated "proficient" in all four categories and in the fourteen mandatory criteria within those categories, to receive the award.

There are over 1,700 participants in the Budget Awards Program. The most recent Budget Award recipients, along with their corresponding budget documents, are posted quarterly on GFOA's website. Award recipients have pioneered efforts to improve the quality of budgeting and provide an excellent example for other governments throughout North America.

Government Finance Officers Association (GFOA) advances excellence in government finance by providing the best practices, professional development, resources, and practical research for more than 25,000 members and the communities they serve.

(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

News Release
FOR IMMEDIATE RELEASE

GEUS Appoints Mark Stapp as Interim General Manager



I am honored to fill this interim position while the GEUS Board seeks our permanent General Manager.

Interim General Manager, Mark Stapp, P.E.

Greenville, TX – December 31, 2025 –The GEUS Board of Trustees has appointed Mark Stapp as Interim General Manager as the Board begins a search for a permanent General Manager.
"I am honored to fill this interim position while the GEUS Board seeks our permanent General Manager," said Mark Stapp, Interim General Manager.
Stapp graduated from Arizona State University and holds a Bachelor of Science degree in Electrical Engineering (Power emphasis) and is a Registered Professional Engineer in the State of Texas. He has been with GEUS for over 27 years and currently serves as Engineering and Operations Director where he has overseen engineering and system operations, transmission and distribution operations, substation operations, infrastructure planning, and reliability initiatives. Stapp assumes the interim role following the departure of former General Manager Bill Shepherd.

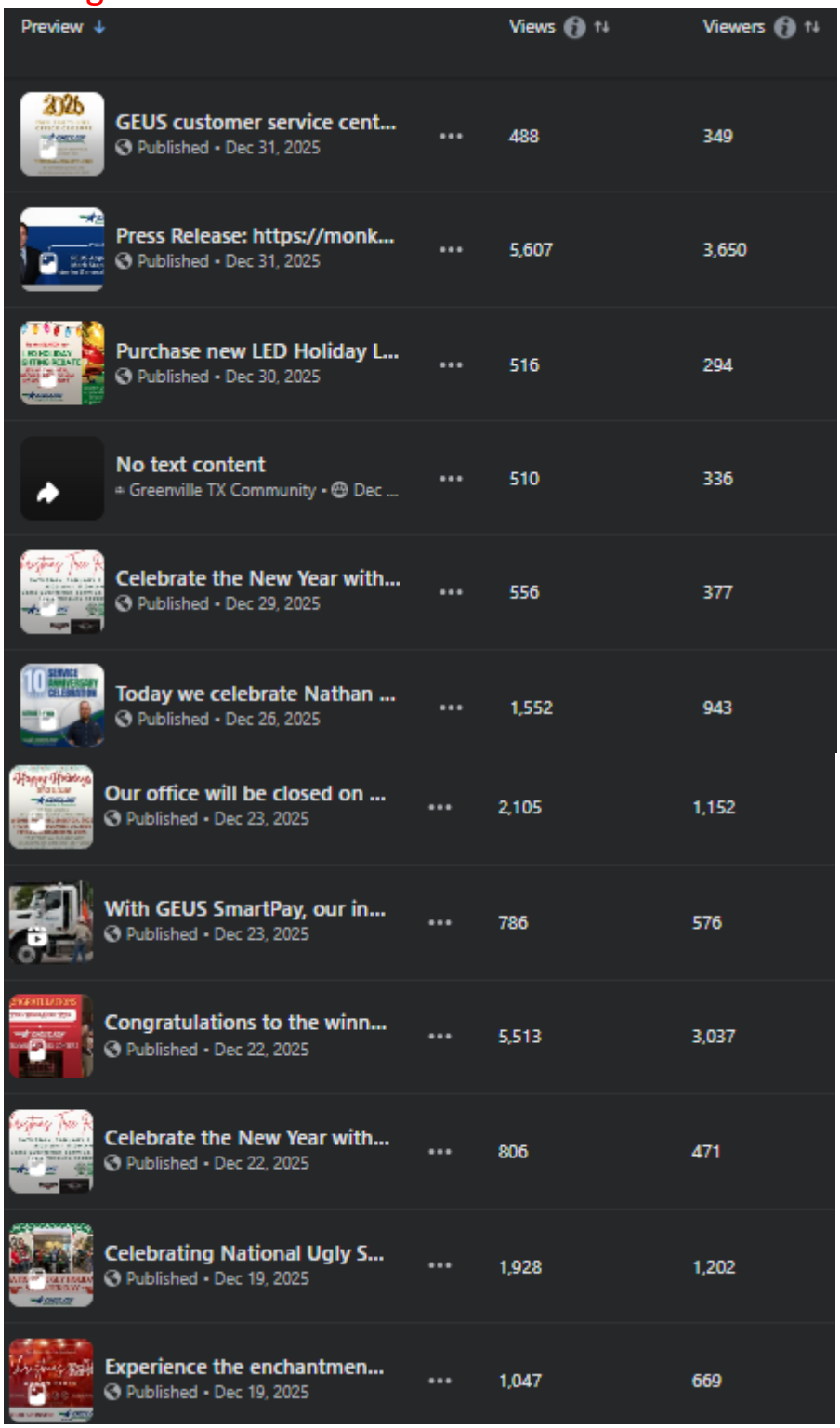
(30)

In 1891, GEUS became the first municipally owned electric utility in Texas. More than a century later, in 2001, it also became the first municipally owned cable television and high-speed Internet operation in the state. GEUS provides these services to over 30,000 consumer-owners in the Greenville, Texas, area, about 50 miles east of Dallas. One of the unique aspects of GEUS is that it is governed by an autonomous board of trustees appointed by the Greenville City Council. This structure was made possible by the Texas Legislature in 1989. To learn more about GEUS' 135+ years of public power history or the services it offers, please visit its website at www.geus.org

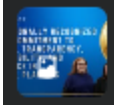
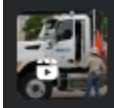
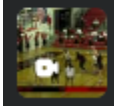
Social Media – December 2025

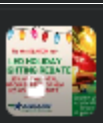
Facebook 5,358 Total followers **Twitter** 252 Followers **YouTube** Current subscribers 1,593

Change in followers over the last month: Facebook +/-0, Twitter -2, YouTube +2.



Preview	Views	Viewers
GEUS customer service cent... Published • Dec 31, 2025	488	349
Press Release: https://monk... Published • Dec 31, 2025	5,607	3,650
Purchase new LED Holiday L... Published • Dec 30, 2025	516	294
No text content Greenville TX Community • Dec ...	510	336
Celebrate the New Year with... Published • Dec 29, 2025	556	377
Today we celebrate Nathan ... Published • Dec 26, 2025	1,552	943
Our office will be closed on ... Published • Dec 23, 2025	2,105	1,152
With GEUS SmartPay, our in... Published • Dec 23, 2025	786	576
Congratulations to the winn... Published • Dec 22, 2025	5,513	3,037
Celebrate the New Year with... Published • Dec 22, 2025	806	471
Celebrating National Ugly S... Published • Dec 19, 2025	1,928	1,202
Experience the enchantmen... Published • Dec 19, 2025	1,047	669

 GEUS' commitment to finan... Published • Dec 18, 2025	•••	3,102	1,686
 With GEUS SmartPay, our in... Published • Dec 18, 2025	•••	436	276
 Celebrate the New Year with... Published • Dec 17, 2025	•••	1,786	1,071
 🌟 Employee Spotlight: And... Published • Dec 17, 2025	•••	1,647	1,001
 Greenville High School host... Published • Dec 16, 2025	•••	2,229	1,432
 Purchase new LED Holiday L... Published • Dec 16, 2025	•••	611	360
 Join us tonight as the Lady L... Published • Dec 16, 2025	•••	1,265	854
 We know that utility bills ca... Published • Dec 15, 2025	•••	605	392
 LED holiday lights consume ... Published • Dec 14, 2025	•••	1,971	1,098
 Experience the enchantmen... Published • Dec 12, 2025	•••	4,470	2,471
 🎄 We've been captivated b... Published • Dec 12, 2025	•••	986	542
 Light up Greenville without l... Published • Dec 11, 2025	•••	1,028	607

 GEUS RoundUP is an innova... Published • Dec 10, 2025	•••	1,638	956
 It's National Christmas Card ... Published • Dec 9, 2025	•••	1,730	770
 We had a blast at the 2025 ... Published • Dec 8, 2025	•••	929	703
 LED holiday lights consume ... Published • Dec 8, 2025	•••	854	459
 LED holiday lights consume ... Published • Dec 5, 2025	•••	1,166	631
 🎄 Decorate safely for the h... Published • Dec 4, 2025	•••	811	460
 Light up Greenville without l... Published • Dec 3, 2025	•••	1,087	631
 GEUS Internet offers homet... Published • Dec 2, 2025	•••	2,884	1,533
 Brighten the Holidays! Enter... Published • Dec 1, 2025	•••	4,331	2,058
 No text content Published • Dec 1, 2025	•••	2	2
 We know that utility bills ca... Published • Dec 1, 2025	•••	1,313	734

GEUS

Customer Service

Monthly Report

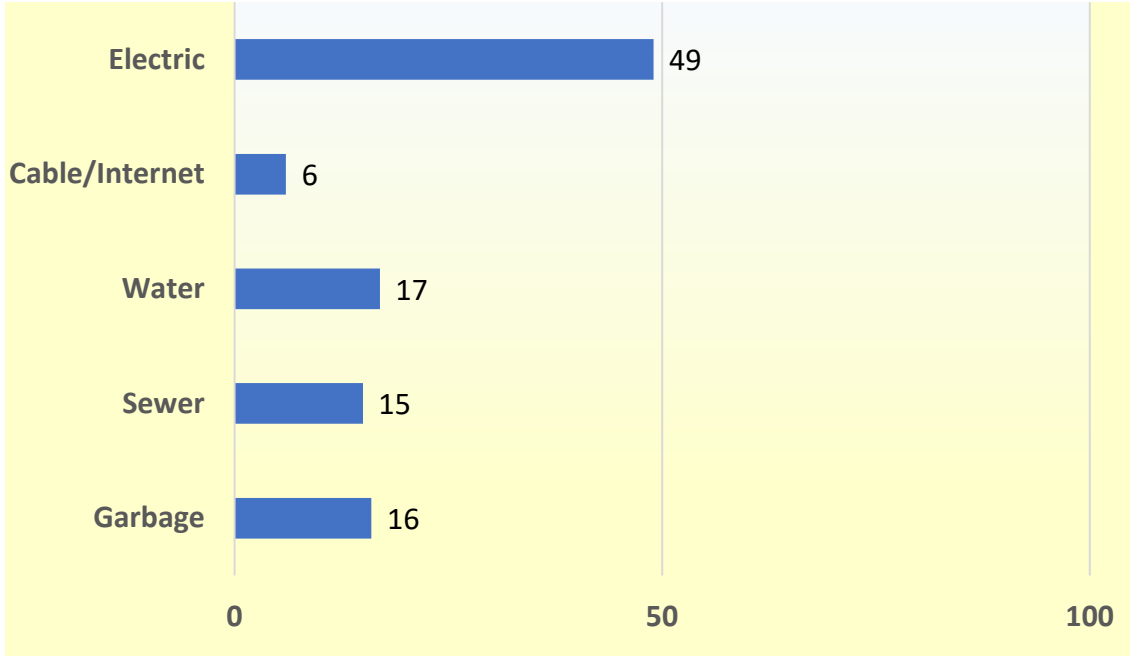
November 2025

WORLD CLASS CUSTOMER SERVICE

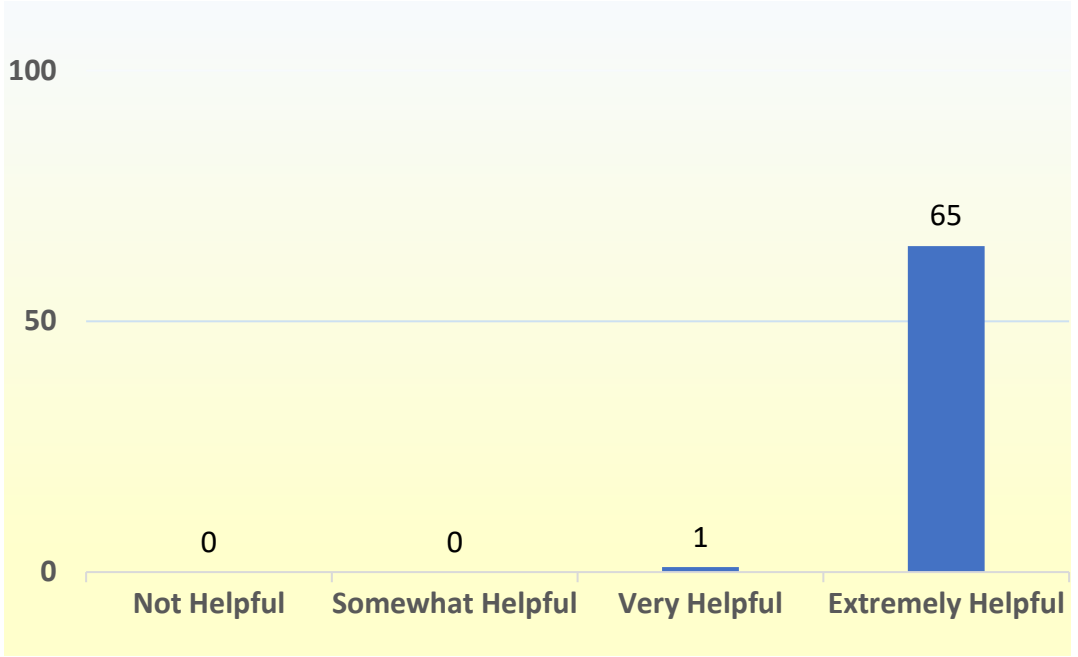
GEUS Customer Satisfaction Survey Summary

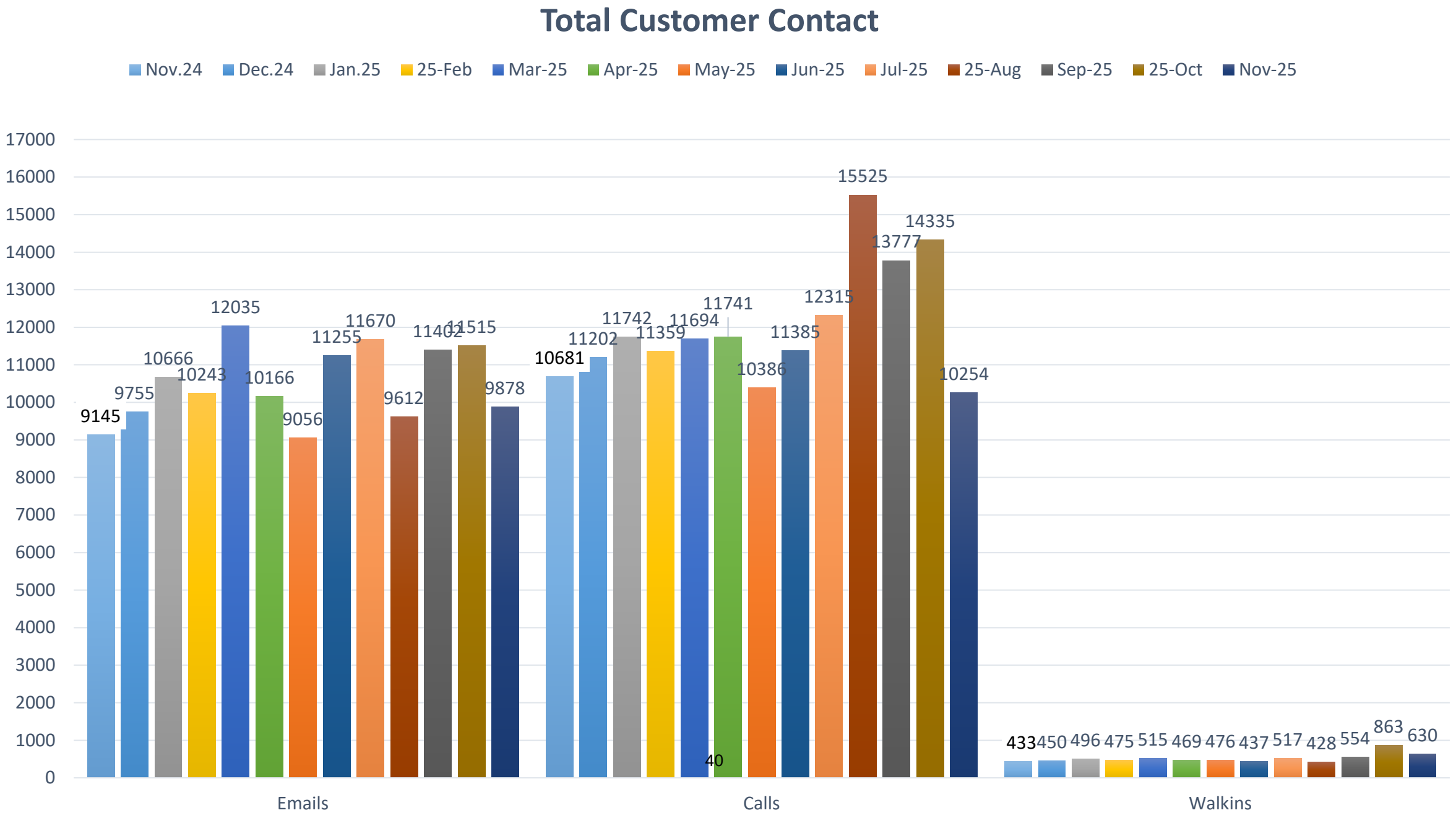
Summary Dates as of 11/1/2025-11/30/2025

This is a summary of the total responses. There are no required fields. A total of 66 individuals responded, and 57 completed all fields.

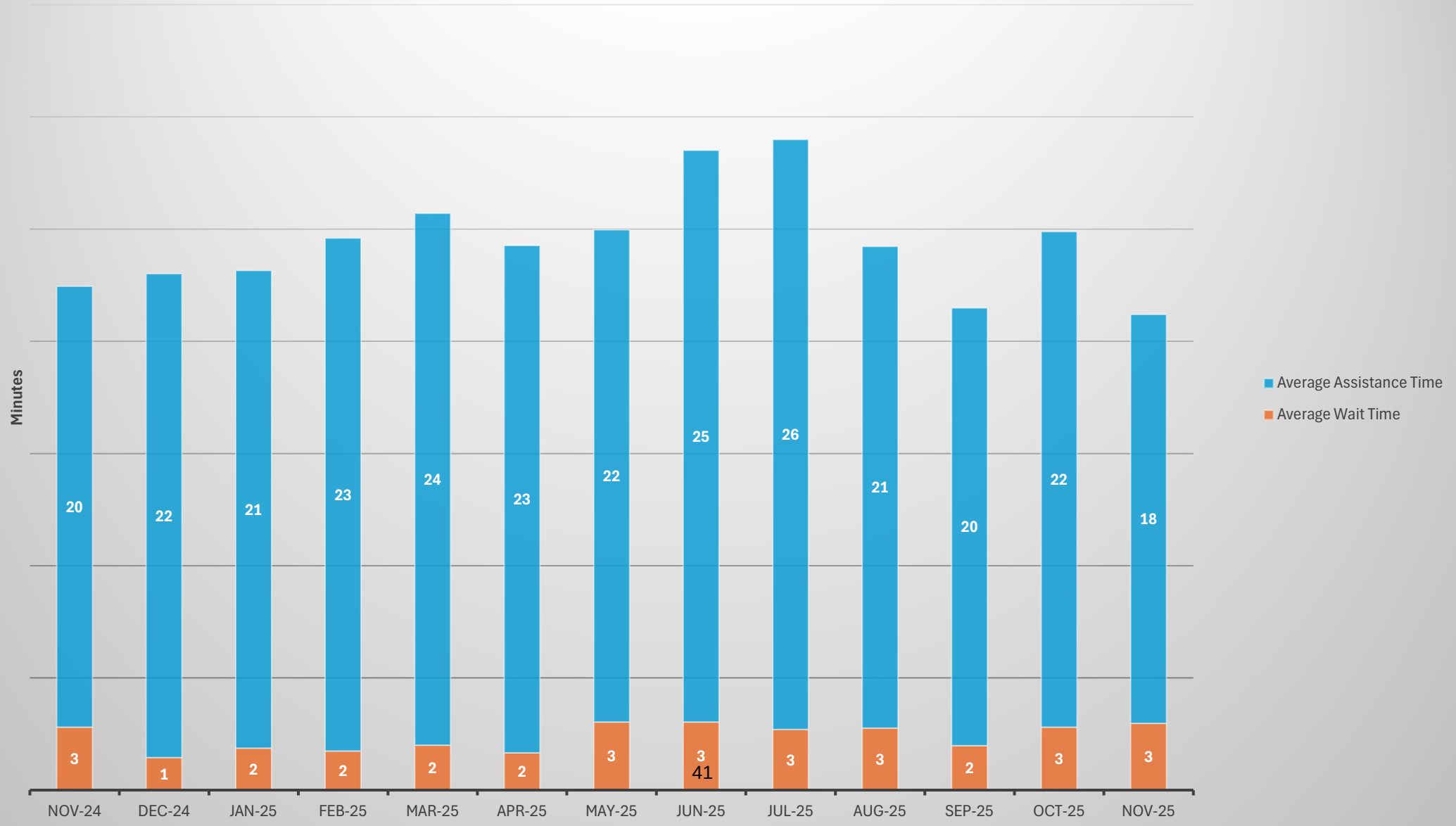


Was the GEUS Representative Helpful?
66 individuals responded.

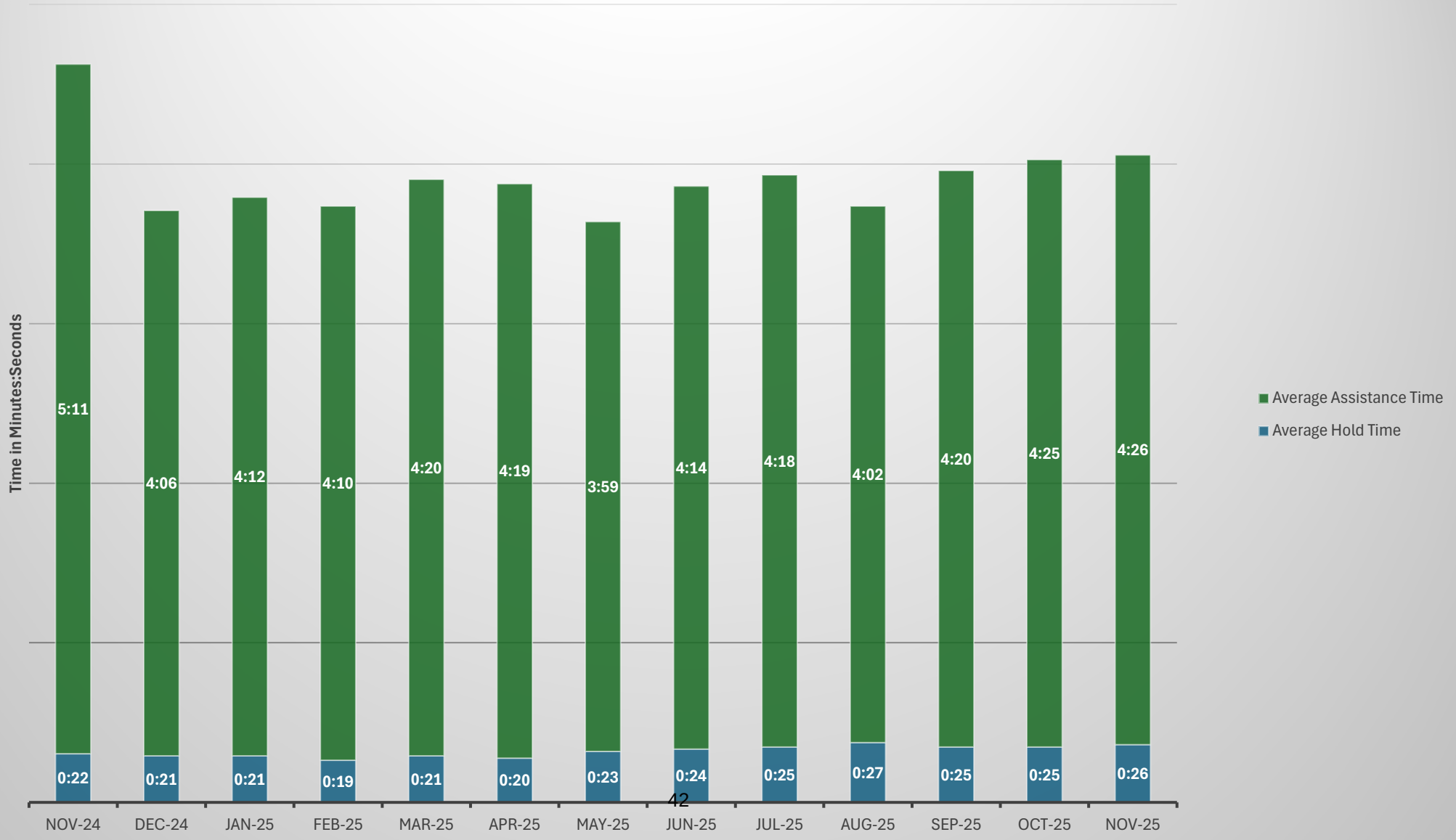



Total Customer Contact
Nov.24
Dec.24
Jan.25
25-Feb
Mar-25
Apr-25
May-25
Jun-25
Jul-25
25-Aug
Sep-25
25-Oct
Nov-25
17000
16000
15000
14000
13000
12000
11000
10000
9000
8000
7000
6000
5000
4000
3000
2000
1000
0
9145
9755
10666
10243
12035
10166
9056
11255
11670
9612
11402
11515
9878
10681
11202
11742
11359
11694
11741
40
10386
11385
12315
15525
13777
14335
10254
433
450
496
475
515
469
476
437
517
428
554
863
630
Emails
Calls
Walkins

Walk-In Wait & Service Times



Phone Hold and Assistance Time



GEUS

Customer Service

Monthly Report

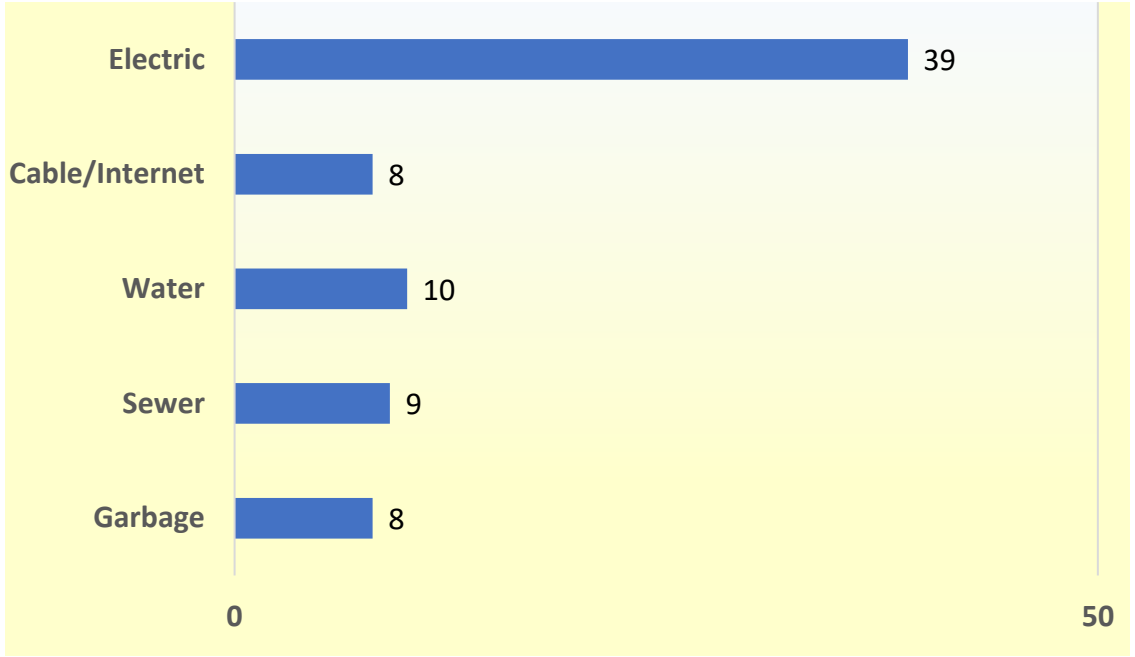
December 2025

WORLD CLASS CUSTOMER SERVICE

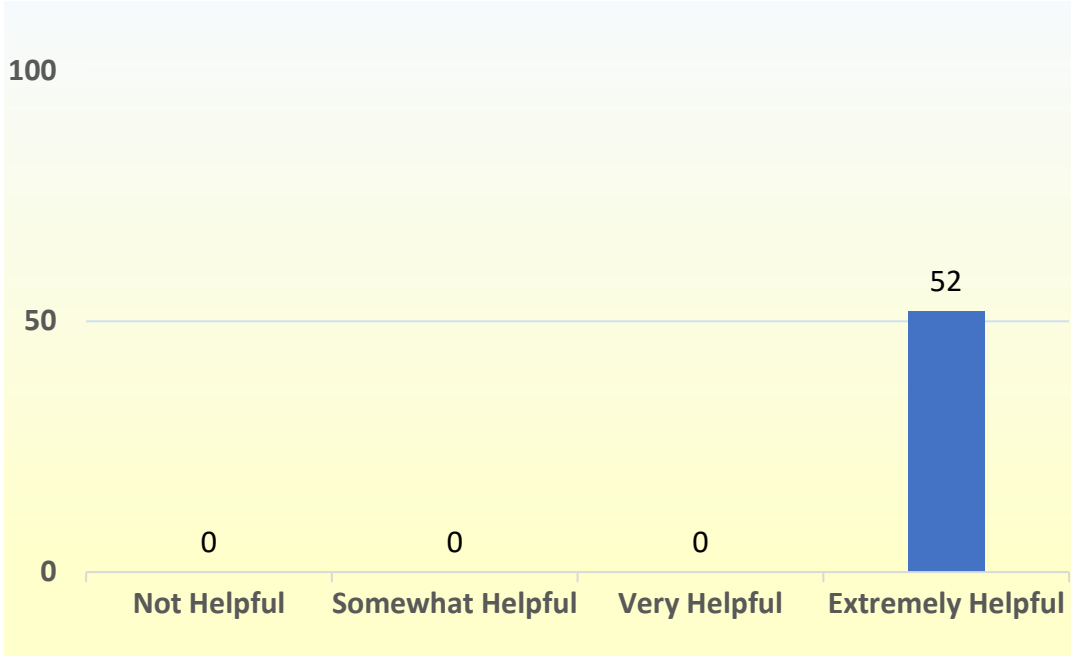
GEUS Customer Satisfaction Survey Summary

Summary Dates as of 12/1/2025-12/31/2025

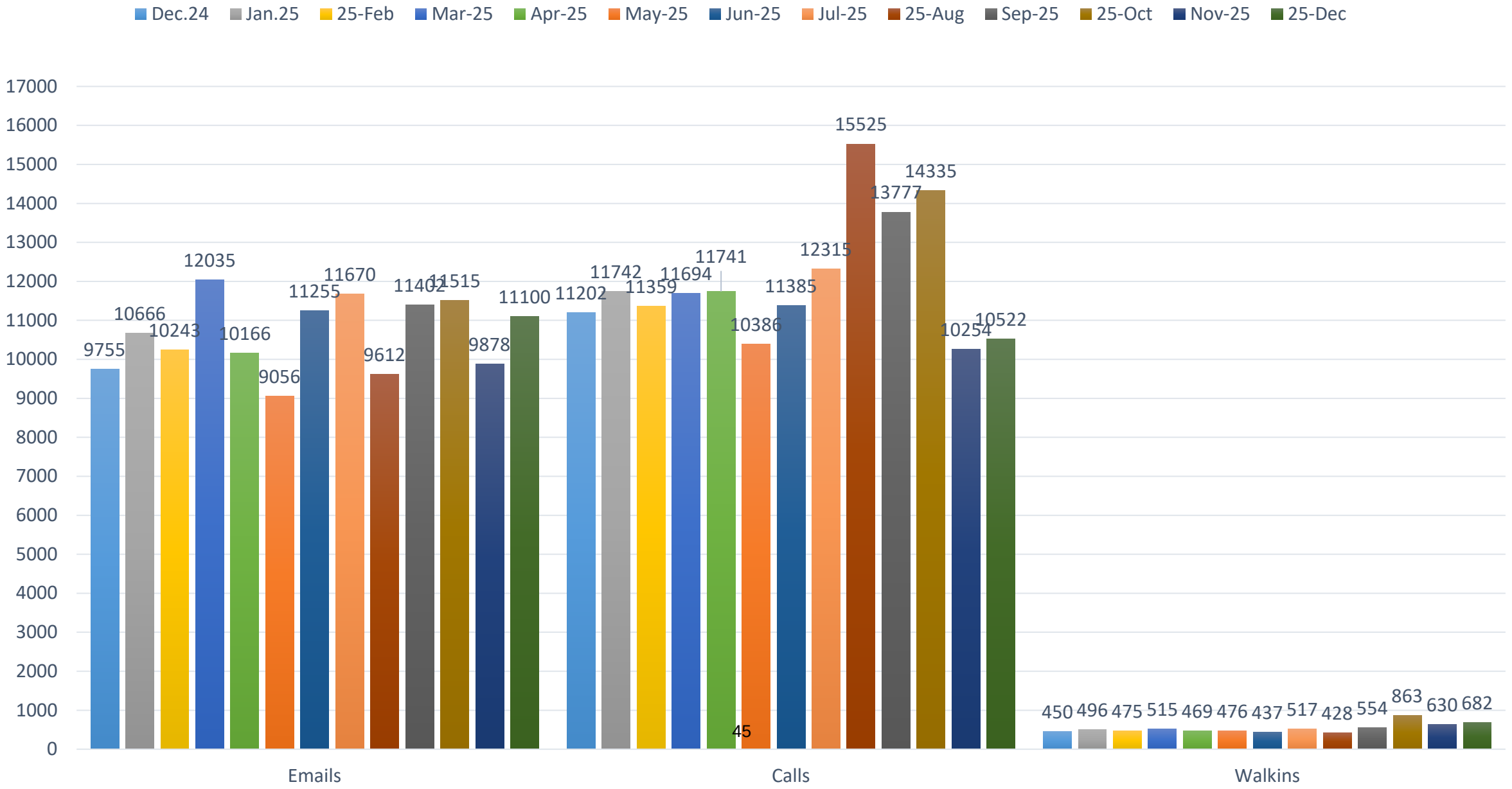
This is a summary of the total responses. There are no required fields. A total of 52 individuals responded, and 46 completed all fields.



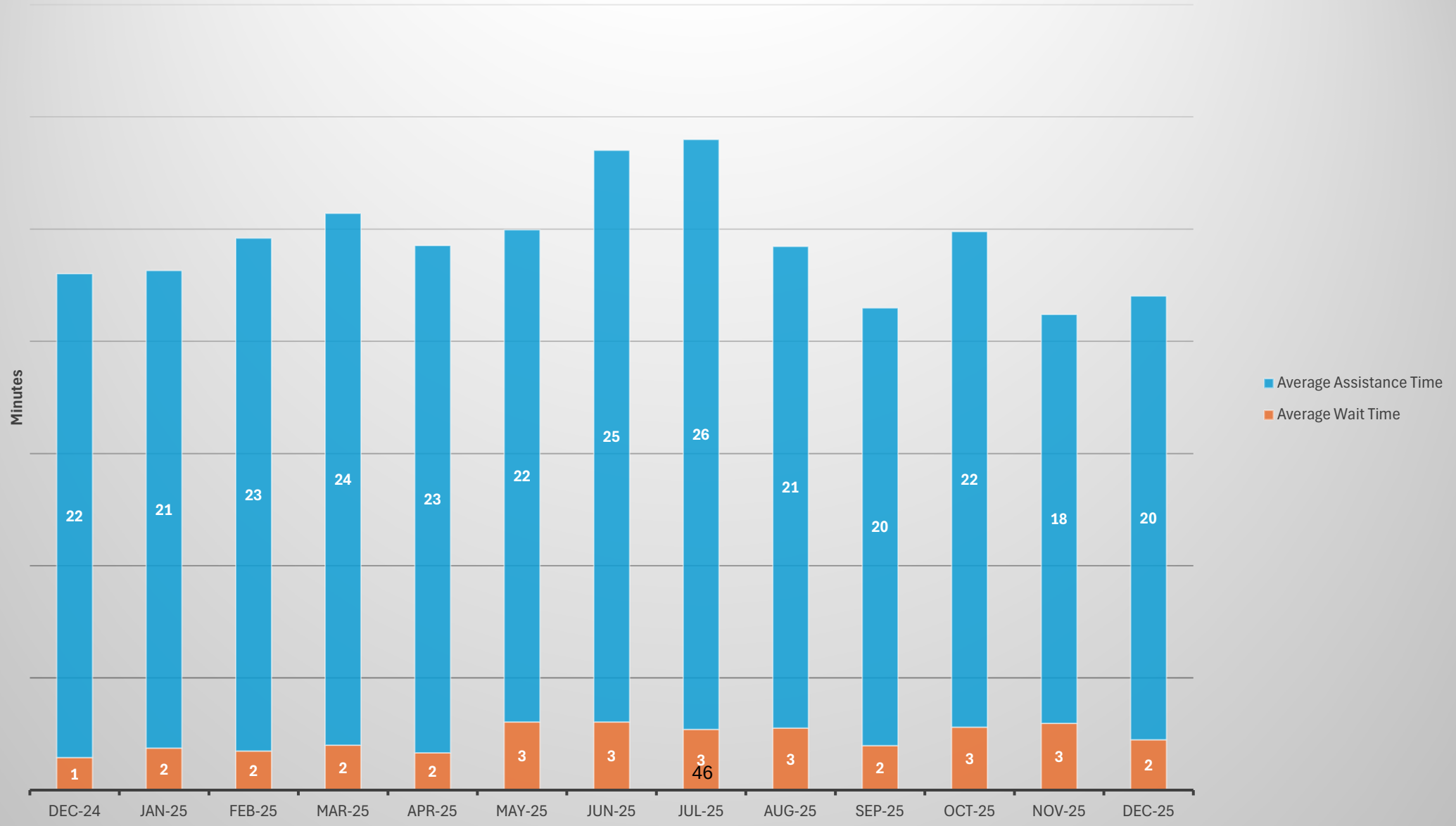
Was the GEUS Representative Helpful?
52 individuals responded.



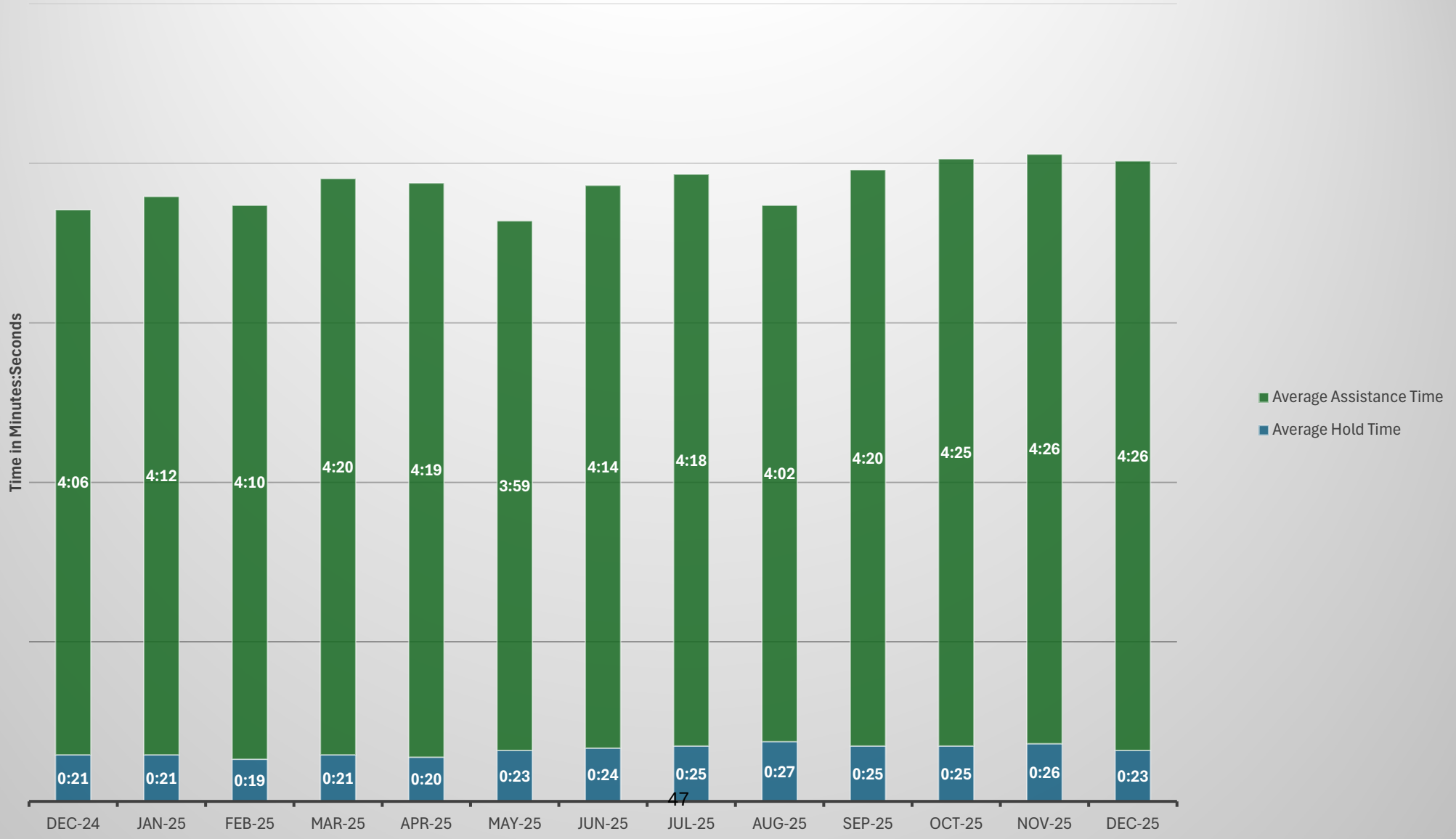
Total Customer Contact



Walk-In Wait & Service Times



Phone Hold and Assistance Time



Operations (Dispatch)

	Project Title	Category	% Compl	Description
Completed	Feeder Lockouts	Dist	100%	***NO*** Feeder Lockouts in December 2025.
	Planned Outages & Switching Orders	Trans	100%	1 Planned Outage/s Switching Orders in December 2025: 1) 12/10/25 - CLR and RTN the 69kV Line between SP-IP for T&D to make repairs on a Transmission pole
	Switching Orders (additional)	JRB	100%	***NO*** Unplanned Outage/s in December 2025.
	Calls Answered	JRB	100%	Operators answered 260 calls.
	Satellite Bridge Call	ERCOT	100%	Completed.
Activity	Operator Training Working Group (OTWG)	ERCOT	on going	ERCOT Conference Call. OTWG meeting was cancelled for December 2025 due to impending holidays. All 5 GEUS Operations Operators and the CSO have completed the GridGeo training for 2025. CSO and 1 Operator participated and completed via WebEx the 2025 ERCOT Winter Load Shed Exercise on December 11, 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 have a meeting in December 2025. Discussion about unit/s availability during extreme weather events such as Storm Uri. Discussed each TOs 2026 plans for Primary and Secondary paths to be used during a restoration event.
	eReliability Reports	Dist	on going	Updating the TTS tickets to submit into the eReliability program online. Currently, May 2015 thru Oct 2025 have been submitted.

Eng:

Completed	Billing for Fritz, FSTI, & L3 Harris	Dist	100%	Developed & submitted billing data to GEUS Billing Dept.
	Line Extension Policy	Dist	100%	Discussed line extension policy.
	Troubleshoot Fault	Dist/Trans	100%	Traced root cause of multiple faults via drone and system model. Proposed solutions to prevent repeat occurrence.
	ALDR 2026	Compliance	100%	Determined system peaks and mins. Requested ALDR data sets.
	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,
	Meetings	Misc	100%	Pre-Application mtgs. Attended ERCOT Working Group meetings, Discussions with Developers, Lunch and Learn (Engineering, Eng Tech's, others).
	SR4 & SR5	Dist	25%	Discussed altered scope with Engineering firm. Received revised plans for review. Discussed temporary easement for staging with Sabert.
	Solar	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 has not responded.)
	Large Load Interconnection	Eng/Trans	ongoing	Discussed need to establish large load interconnection process.

Subst:

	Project Title	Category	% Compl	Description
Completed	Monthly Inspections	Subst	100%	Completed Dec monthly Inspections of all Substations.
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 2 poles.
	Construction	Dist	100%	Installed 20 new UG services, and 3 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 14,992 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.