**NOTICE AND AGENDA FOR A REGULAR MEETING**
**OF THE GEUS BOARD OF TRUSTEES**
**TO BE HELD AT 6:00 PM ON THURSDAY, OCTOBER 15, 2026**
**IN THE**
**GEUS CUSTOMER SERVICE BUILDING**
**2810 WESLEY STREET**
**GREENVILLE, TEXAS 75401**

I. **CALL TO ORDER**
II. **INVOCATION**
III. **ROLL CALL**
IV. **PRESENTATION**
1. Proclamation — Recognizing Public Power Week 3
V. **COMMUNICATIONS TO THE BOARD**
VI. **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.*
VII. **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.*
VIII. **NEW BUSINESS**
1. **CONSENT CALENDAR**
A. GEUS Board of Trustees Regular Meeting Minutes — September 17, 2026
B. GEUS Board of Trustees Special Meeting Minutes — October 6, 2026
C. Resolution 27-05: Approve Administrative Update to Electric Rate Tariffs 4
2. **DISCUSSION ITEMS**
A. Regulatory and Legislative Update
IX. **REPORTS OF THE GENERAL MANAGER**
1. September 2026 Business Services Monthly Report (For Information Only) 19
2. September 2026 Community Connections Monthly Report (For Information Only) 20
3. September 2026 Customer Service Monthly Report (For Information Only) 37
4. September 2026 Engineering and Operations Monthly Report (For Information Only) 43
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 551.071.

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.

# Proclamation

**RECOGNIZING PUBLIC POWER WEEK, OCT. 4-10:**
**A WEEK-LONG CELEBRATION OF GEUS'S YEAR-ROUND SERVICE TO GREENVILLE, TEXAS**

**WHEREAS**, we, the citizens of Greenville, Texas, place a high value on local choice over community services and therefore have chosen to operate a community-owned, not-for-profit electric utility and, as customers and owners of our electric utility, have a direct say in utility operations and policies;

**WHEREAS**, GEUS provides our homes, businesses, schools, and social service and local government agencies with safe, reliable, and affordable electricity, employing sound business practices designed to ensure the best possible service at not-for-profit rates;

**WHEREAS**, GEUS is a valuable community asset that contributes to the well-being of local citizens through energy efficiency, customer service, environmental protection, economic development, and safety awareness;

**WHEREAS**, GEUS has also taken on additional stewardship for our community's information infrastructure through a broadband network providing internet and streaming TV services, expanding community and economic development opportunities;

**WHEREAS**, GEUS is a dependable and trustworthy institution whose local operation provides many consumer protections and continues to make our community a better place to live and work;

**NOW, THEREFORE BE IT RESOLVED**: that GEUS will continue to work to bring safe, reliable, and affordable electricity to community homes and businesses just as it has since 1891, the year when the utility was created to serve all the citizens of Greenville, Texas;

**BE IT FURTHER RESOLVED**: that the week of Oct. 4-10 be designated Public Power Week to recognize the immense sense of pride in GEUS and their contributions to the community and to educate customers, policymakers, and employees on the benefits of public power; and

**BE IT FURTHER RESOLVED**: that our community joins hands with approximately 2,000 other public power systems in the United States, all working to build strong communities, in this celebration of public power.

***In testimony whereof, witness my hand this the 15th day of October 2026***

Attest:

Sue Ann Harting, Chair

Doug Roszhart, Secretary/Treasurer

| Doug Roszhart | Holly Gotcher | Dimetrous Nixon | Karen Bates | Sue Ann Harting | Jerry Ransom |
|---|---|---|---|---|---|
| Secretary/Treasurer | Board Member | Board Member | Vice-Chair | Chair | Mayor/Ex-Officio |
| Place 1 | Place 2 | Place 3 | Place 4 | Place 5 | Board Member |
| | | | | | Place 6 |

**GEUS BOARD OF TRUSTEES**
**OCTOBER 15, 2026**

**RESOLUTION 27-05**

**APPROVE ADMINISTRATIVE UPDATE TO ELECTRIC RATE TARIFFS**

**BACKGROUND:** A Public Hearing was conducted August 20, 2026, regarding the system-wide 3% base rate increase beginning October 1, 2026. The rate change was approved by Resolution 26-50 at the September 17, 2026, board meeting.

**DISCUSSION OR DESCRIPTION:** A typo to the General Service Demand – Medium rate was found recently. This resolution is to amend that typo. A redlined version of the rate tariff is attached**.**

**COMPARISON OF ALTERNATIVES:** N/A

**BUDGET IMPACT:** The original budget impact to the fiscal year 2027 Proposed Budget revenues remains a system-wide base rate increase of 3%.

**RECOMMENDATION:** Staff recommends the Board approve the administrative revisions to electric rate tariffs as shown herein.

**BOARD ACTION:**

## GEUS RATES FOR ELECTRIC SERVICE

APPROVED BY BOARD RESOLUTION 26-50, DATED SEPTEMBER 17, 2026
Rates are effective October 1, 2026
Time of Use (TOU) Option Amended by Board Resolution 25-24 effective February 20, 2025

Users of electric service provided by GEUS shall be placed into the rate classes and charged rates as follows:

**RESIDENTIAL (R):**
**Application:** To any residential consumer for all domestic uses in private dwellings or in individually metered apartments at one point of delivery through one meter. Not for temporary, standby or resale service. (Single phase service).

**Customer Charge:**..... $13.25 per month
**Energy Charge:** .....
$0.0676 per kWh.
**Fuel Adjustment Factor:**..... See Appendix "A".
**General Fund Transfer:** ..... See Appendix "B".
**Regulatory Charge**: …… See Appendix “C”.

**GENERAL SERVICE -- NON-DEMAND (GS-ND):**
**Application:** To any consumer for electric service supplied at one point of delivery through one meter. Not for standby or resale service. (Single phase service under 10kW)
**Customer Charge:**..... $18.50 per month
**Energy Charge:** ..... $0.0690 per kWh
**Fuel Adjustment Factor:**..... See Appendix "A".
**General Fund Transfer:** ..... See Appendix "B".
**Regulatory Charge**: …… See Appendix “C”.

Note: Customers exceeding 10kW in a single month will be placed on GSD rate according to their metered demand. See Service Period Restriction.

**GENERAL SERVICE -- DEMAND (GSD-Small):**
**Application:** To any consumer for electric service supplied at one point of delivery through one meter. Not for breakdown, standby or resale service. (Single phase or three phase service greater than 10kW but less than or equal to 30kW during any single month during the year.) Multiple service and metering points may be obtained upon request and by agreement of GEUS. See Service Period Restriction.

**Customer Charge:** ..... $32.00 per month
**Demand Charge:** ..... $12.20 per kW of Billing Demand
**Energy Charge:** ..... $0.0245 per kWh
**Fuel Adjustment Factor:**..... See Appendix "A".
**General Fund Transfer:** ..... See Appendix "B".
**Regulatory Charge**: …… See Appendix “C”.

**GENERAL SERVICE -- DEMAND (GSD-Medium):**

**Application:** To any consumer for electric service supplied at one point of delivery through one meter. Not for breakdown, standby or resale service. (Single phase or three phase service greater than 30kW but less than or equal to 400kW during any single month during the year.) Multiple service and metering points may be obtained upon request and by agreement of GEUS. See Service Period Restriction.

**Customer Charge:** ..... $64.00 per month
**Demand Charge:** ..... $~~1.75~~13.75 per kW of Billing Demand
(See Billing Demand Determination below).
**Energy Charge:** ..... $0.0244 per kWh for the first 6,000 kWh*
$0.0153 per kWh for all additional kWh.
**Fuel Adjustment Factor:** ..... See Appendix "A".
**General Fund Transfer:** ..... See Appendix "B".
**Regulatory Charge**: ..... See Appendix "C".

*Add 215 kWh per kW of billed demand in excess of 10 kW.

**GENERAL SERVICE -- DEMAND (GSD-Large):**

**Application:** To any consumer for electric service supplied at one point of delivery through one meter. Not for breakdown, standby or resale service. (Single phase or three phase service greater 400kW during any single month during the year.) Multiple service and metering points may be obtained upon request and by agreement of GEUS. See Service Period Restriction.

**Customer Charge:** ..... $90.00 per month
**Demand Charge:** ..... $15.25 per kW of Billing Demand
(See Billing Demand Determination below).
**Energy Charge:** ..... $0.0179 per kWh for the first 6,000 kWh*
$0.0138 per kWh for all additional kWh.
**Fuel Adjustment Factor:** ..... See Appendix "A".
**General Fund Transfer:** ..... See Appendix "B".
**Regulatory Charge**: ..... See Appendix "C".

*Add 215 kWh per kW of billed demand in excess of 10 kW.

**Primary Voltage Option:** Available to any consumer for electric service supplied at one point of delivery through one meter. Not for breakdown, standby or resale service. (Three phase service, 250kW or greater). The consumer will furnish all step-down transformers and protective devices, and will be solely responsible for ownership, maintenance and replacement of facilities beyond GEUS' primary metering point to be eligible for this rate schedule option. Multiple service and metering points may be obtained upon request and by agreement of GEUS. Demand and Energy Charges Rates are discounted by 2% for this option.

**Time-of-Use Option: Discontinued.** Existing customers on the Time-of-Use (TOU) rate plan are grandfathered until the effective date of new rates based on a cost of service and rate study at which time the TOU rate tariff may be modified or discontinued. For customers grandfathered on the TOU rate, special metering will record the demand only between 2:00 p.m. and 6:00 p.m. weekdays for the purpose of determining the billing demand. An additional consumer charge of $2.50 per month per meter is charged. Grandfathered customers will be removed from the Time of Use rate if load no load reduction is recorded during the 12 preceding months between the hours of 2:00 p.m. and 6:00 p.m. on weekdays.

**Billing Demand Determination:** The billing demand for calculation of the monthly bill will be based upon the highest actual 15-minute demand interval established between meter reading dates associated with the current billing month.

**Special Metering (250kW or greater):** Additional consumer charge of $75 per meter per month for high accuracy electronic metering when required for a special application, such as combined metering.

**Service Period Restriction:** Any consumer receiving service under a GSD rate schedule must receive service for a minimum period of three (3) consecutive billing months, or a period lasting until the consumer permanently disconnects from the system, whichever period is shorter. Any consumer that disconnects from the system prior to taking service for three (3) months must resume service on the GS-D rate schedule if new service is requested within two (2) years of the disconnection. GEUS will install a demand meter if it is expected that demand will equal or exceed 10kW, or if consumption meets or exceeds 2500kWh in any one month.

**AREA SECURITY LIGHTING (SL):**

**Application:** To any consumer for unmetered lighting service to one or more 175-watt mercury vapor lamps or 100-watt high pressure sodium lamps operating automatically every night from dusk to dawn.

**Rate:**..... On existing pole -- $11.18 per light per month. On pole installed exclusively for purpose of mounting light -- $16.50 per light per month.
**Light Installation Charge:** …….. $25.00 per light exclusively for purpose of mounting light.
**Pole Installation Charge:** ..... $100.00 per pole exclusively for purpose of mounting light.
**General Fund Transfer:** ..... See Appendix "B".

**Service:** GEUS will own and maintain, at its expense, the complete light including fixture, lamp ballast, photo cell bracket and pole. GEUS will, at its expense, replace all inoperative lamps and photo cells. Replacement of lamps and glass refractors due to breakage by vandalism will be at consumer's expense.

**STREET LIGHTING (STL):**

**Application:** To the City of Greenville for street lighting electric service only.

**Energy Charge Standard Light:** ..... $0.1257 per kWh.
**Energy Charge Decorative Light:**..... $0.1485 per kWh.
**Fuel Adjustment Factor:**..... See Appendix "A".
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Reference prior rate Resolutions:

25-50 ..... 09/17/2026
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06-28……04/27/2006
05-34……01/27/2005
04-25……12/19/2003
02-09……12/13/2001
01-76……04/26/2001
99-32……04/22/1999
98-44……09/10/1998

97-55……08/24/1997
96-36……02/08/1996
96-23……12/14/1995
95-05……10/27/1994
94-87……09/22/1994
94-70……06/23/1994
94-21……11/18/1993
93-74…….05/27/1993
92-108……. 07/23/1992
92-101……. 06/25/1992
92-01……. .10/24/1991
91-45……... 03/21/1991
90-27……... 03/08/1990
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## APPENDIX "A"

**FUEL ADJUSTMENT CHARGE (FAC):** Fuel and purchased energy, including cost of losses, are collected by charging each customer an adjustable rate per kilowatt each month in addition to the base rate for electricity. The cost per kilowatt-hour is estimated each month for the following year and is adjusted to reconcile differences in fuel adjustment revenues and fuel adjustment energy related costs. Such adjustment will be accomplished by increasing or decreasing the fuel adjustment charge by an amount which will bring the revenues and costs back in balance within a period of one year or less.

Only direct costs of fuel and fuel costs components of purchased power plus losses, as certified by a qualified independent auditor, shall be used in determining the fuel adjustment factor. Direct costs of fuel shall include the cost charged to FERC Account 501. Fuel cost components of purchased power shall include all energy related purchases in FERC Account 555, less the fuel cost associated with the energy revenues recovered from corresponding sales; excluding Transmission Cost of Service (TCOS) revenues and expenses; and excluding TMPA Fixed Cost. GEUS internal Power Supply management costs in FERC Account 575 (also referred to as Regional Market expenses) shall also be included in determining the fuel adjustment factor.

The fuel adjustment is calculated by adding:

a. The costs of fossil fuel consumed at GEUS generating plants;
b. The energy costs associated with GEUS' share of TMPA's Gibbons Creek;
c. The costs of power purchases from other utilities;
d. The costs of brokers expenses used in the purchase of power;
e. ERCOT charges including Uplift Costs and ancillary purchases,
   EILS, RUC <less revenues> and Congestion costs/<less revenues>;
f. Control Center costs and GEUS Power Supply costs
g. Any revenues collected for fuel for energy sold off-system is subtracted from the above sum.

The costs of fuel and purchased energy will be calculated each month and summarized on worksheets which will include:

a. Breakdown of revenue and cost components listed above;
b. Rolling average 12-month fuel adjustment cost per kilowatt-hour each month.

## APPENDIX "B"

**GENERAL FUND TRANSFER ("GFT"):** Section 143 of the City of Greenville's City Charter requires that GEUS transfer 5% of adjusted gross revenues to the City of Greenville's general fund and 1% to the city's general fund dedicated for the use and benefit of the Board of Development. The GFT charge shall be determined by multiplying the factor 0.06 (6%) times the total monthly charges incurred by a customer. The revenues collected from the GFT charge shall be collected in a GFT account and transferred to the City at the end of each quarter along with the 6% of non-retail revenues as specified by City Charter

## APPENDIX “C”

**REGULATORY CHARGE (“RC”):** The Regulatory Charge will recover GEUS net cost of the Wholesale Transmission Service Charges as established by the Public Utility Commission of Texas in accordance with PUC Substantive Rule 25.192, through its annual transmission matrix and any subsequent incremental amounts resulting from rate changes effective after the approval of the annual matrix. Wholesale Transmission Service Charges applicable to the RC shall be determined by taking the net of bills paid by GEUS and bills sent by GEUS. The RC shall also recover NERC/TRE/EPA regulatory fees and penalties and other material regulatory fees and penalties assessed by entities. The RC will be established such that the revenues generated from the RC will be sufficient to equal projected expenses. The RC rate will be periodically adjusted up or down as the amount of the under-collection or over-collection increases using a rolling 12-month average. All changes to the RC rate will be approved by the GEUS Board prior to implementation.

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## APPENDIX "A"

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c. The costs of power purchases from other utilities;
d. The costs of brokers expenses used in the purchase of power;
e. ERCOT charges including Uplift Costs and ancillary purchases,
   EILS, RUC <less revenues> and Congestion costs/<less revenues>;
f. Control Center costs and GEUS Power Supply costs
g. Any revenues collected for fuel for energy sold off-system is subtracted from the above sum.

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a. Breakdown of revenue and cost components listed above;
b. Rolling average 12-month fuel adjustment cost per kilowatt-hour each month.

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# Retail Sales Report
## For the Month Ended September 30, 2026

### Retail Sales kWh

| Class | This Month | FY 2026 YTD | Percentage Change over Prior YTD |
|---|---|---|---|
| **Residential** | 25,313,699 | 197,270,461 | -3.0% |
| **Commercial Non-Demand**** | 1,500,240 | 14,302,720 | 2.5% |
| **Commercial Demand** | 29,049,934 | 271,227,197 | 12.4% |
| **Industrial*** | 10,944,535 | 104,333,229 | 4.5% |
| **Total kWh Retail Sales** | **66,808,408** | **587,133,607** | **5.1%** |

### Retail Sales Dollars

| Class | This Month | FY 2026 YTD | Percentage Change over Prior YTD |
|---|---|---|---|
| **Residential** | $ 3,348,905 | $ 26,597,928 | 5.1% |
| **Commercial Non-Demand**** | 223,193 | 2,140,669 | 6.3% |
| **Commercial Demand** | 3,104,769 | 29,464,160 | 13.5% |
| **Industrial*** | 910,703 | 8,782,843 | 7.9% |
| **Total Retail Sales** | **$ 7,587,570** | **$ 66,985,600** | **9.0%** |

| **Fuel Adjustment Rate** | Rate | Effective | **Regulatory Rate** | Per kWh/kW | Effective |
|---|---|---|---|---|---|
| Current | 0.0420 | 05/01/26 | Current | $ 0.00875/2.25 | 03/01/26 |
| Prior | 0.0400 | 06/01/25 | Prior | 0.00500/1.25 | 08/01/25 |

**Industrial currently only includes L3Harris*
***Commercial Non-Demand includes Street Lights*

**Confidential**

# September 2026
# Community Connections
# Monthly Report

# Safety

No accidents to report.

# City of Greenville Community Development Stats

**2026 Building Permits**

| Month | Residential | Commercial | Multi Family |
|---|---|---|---|
| August 2026 | 11 | 1 | 0 |
| September 2026 | 13 | 0 | 0 |

# RoundUP

Commercial 41
Multi Family 5
Residential 1.552
Flat Donation 11
**Total 1,721 (5 subscriber increase from last month)**




# SmartPay

989 subscribers
Increase of 21 participants.

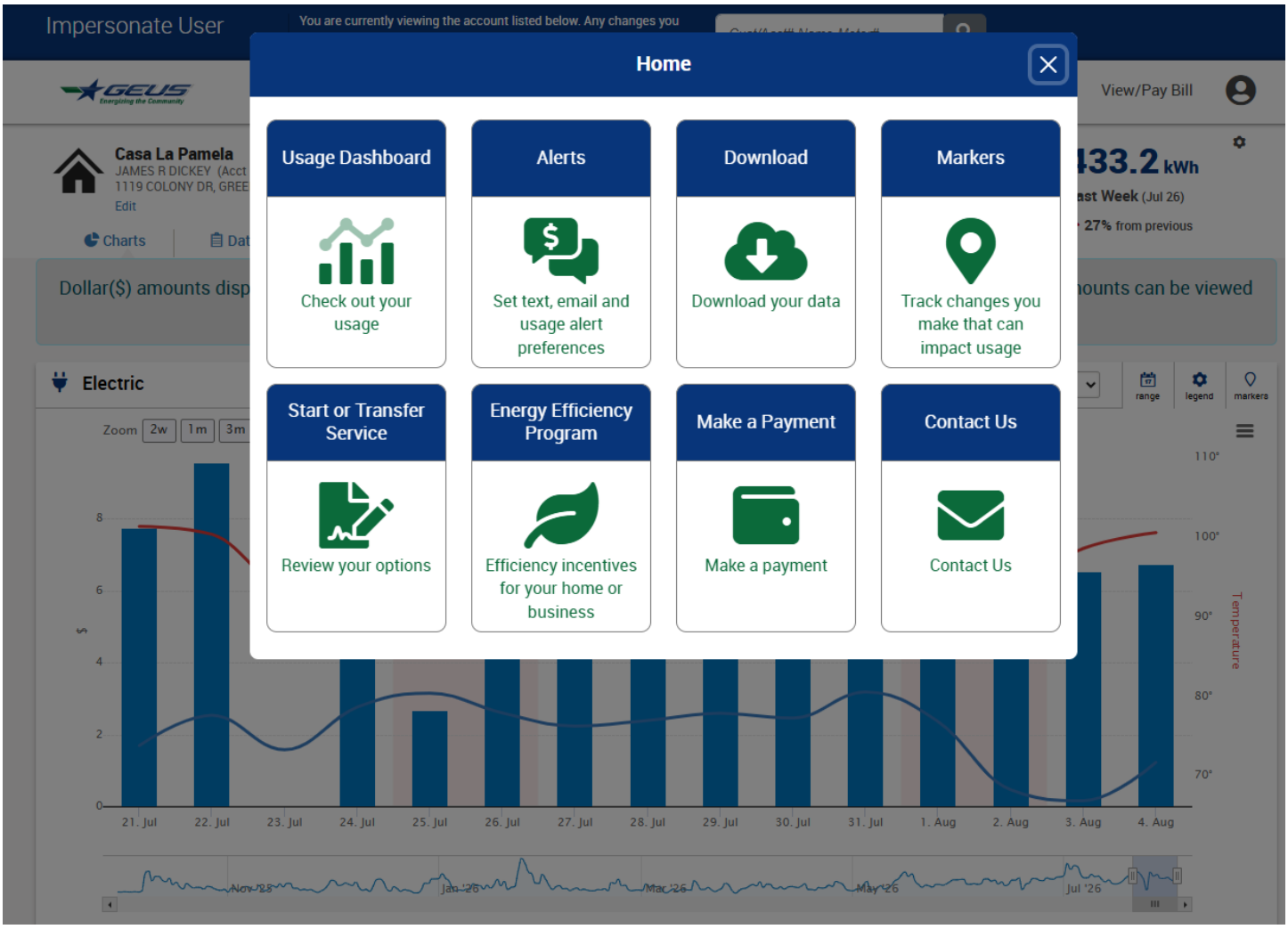


# MyMeter Customer Electric Data Portal

Community Connections has worked closely with Billing, Customer Service, Business Services, and IT to prepare a new portal for customers to see their electric usage. A vendor was selected, then setup and testing began.

As we wait for the contractors to complete the AMI meter installation project, we are gradually sharing portal access with Friends of GEUS. These customers know that we are still testing and making changes to the portal and are working with us to report any issues or concerns that they see.

28 Registered Users Since January 2026.
3 New Users during this month.



# 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 concluded August 21, 2026. Below are the results that APPA uses to determine awards recognition. This also shows us how we compare to other utilities in Texas, the South and on a National level.

***Comparison to 2026 Public Power Data Source Data (Q1-Q2)***

| ***Characteristic*** | ***Greenville Electric Utility System*** | ***Texas PPDS*** | ***South PPDS*** | ***National PPDS*** |
|---|---|---|---|---|
| Providing consistent and reliable electric service to customers | 79.4% | 69.8% | 72.6% | 74.0% |
| Restoring power after an outage in a reasonable amount of time | 84.6% | 67.1% | 70.5% | 71.6% |
| Providing good service and value for the cost of electricity | 68.7% | 61.6% | 61.4% | 62.9% |
| Communicating with customers | 65.1% | 61.6% | 64.0% | 65.5% |
| Offering innovative programs and services | 65.3% | 57.5% | 55.3% | 56.6% |
| Overall satisfaction with local electric utility | 68.7% | 68.6% | 68.6% | 70.0% |
| Satisfaction with customer service | 72.6% | 81.4% | 81.1% | 81.2% |
| Satisfaction with field service | 76.2% | 91.7% | 86.9% | 87.1% |
| ***Average*** | ***72.6%*** | ***69.9%*** | ***70.1%*** | ***71.1%*** |

# Community Involvement

Chamber Business Before Hours



Ribbon Cutting – Site Pro Rentals




Chamber Annual Golf Tournament






Chamber QML – Focus on Education




Daybreak Rotary Presentation




Greenville ISD Scoreboard



# Video Advertising

**SmartPay Video Shoot**

Annually, we select campaigns to create new videos advertisements. These commercials will be used on CH 34, YouTube, social media, at sponsored events, national networks, and more.

This year we chose to highlight our SmartPay program with a testimonial campaign. We invited current SmartPay customers to come in and tell us in their own words why they love GEUS SmartPay. We are working with our prepaid vendor to develop a campaign.

11 videos in all were created:
Long version – 1 video
30 second version – 6 videos
15 second version – 4 videos

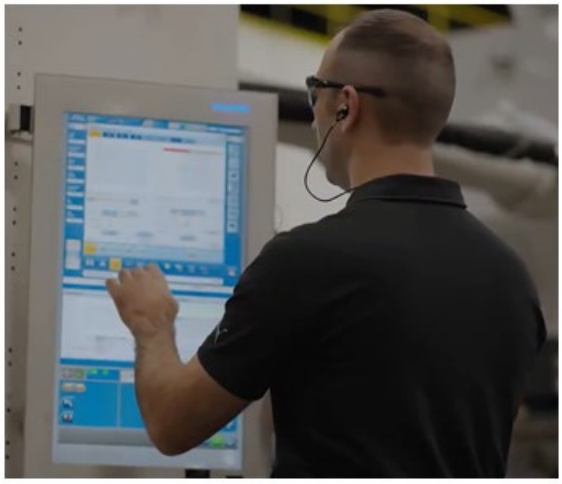


# Digital Advertising

## APPA Digital Newsletter

PUBLIC POWER
CURRENT

September 3, 2026



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

# Digital Advertising

## GEUS SmartPay App Message

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

## Chamber Website Ads

**September 2026**

**Header Ad:**




**Banner Ad: (RoundUp Program | Greenville Electric Utility System, TX)**




## Website



# Digital & Print Advertising

## GEUS Bill Messages

**Are you tired of seasonal bill spikes?**

**GEUS offers two programs that can help:**

**GEUS SmartPay**
This is a pay-as-you-go program where you put money on your account as you need it.
No more monthly electric bills, late fees, or penalties.

**GEUS Level Billing**
This program is available for customers with 12 months of good pay history. Your bills are averaged out, so you don't receive electric bills with huge spikes during seasons of extreme hot and cold weather.

**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/.




**FREE MULCH**
GEUS offers FREE MULCH year-round at 501 Wesley.
- Self-serve, take all you need. Bring bags, buckets, and shovels.
- Mulch is not bagged. Crews are not present to assist.

This program helps us meet the goals of providing good, reliable service through innovative ideas to benefit our community.

## Herald Banner Ads – Print and Digital Ads

Thursday September 3rd




Thursday September 10th




Thursday September 17th




Thursday September 24th

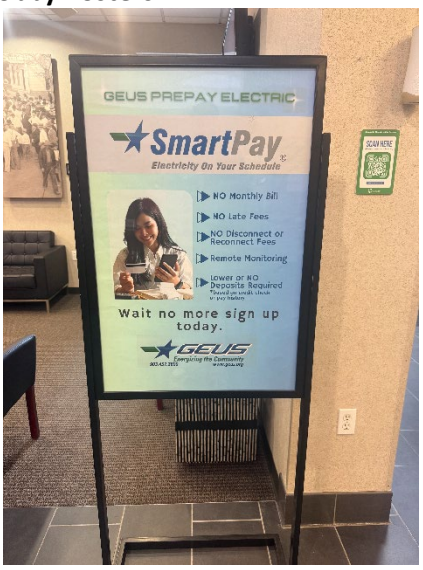


# Print Advertising

**Drive Thru Sign**




**Lobby Posters**









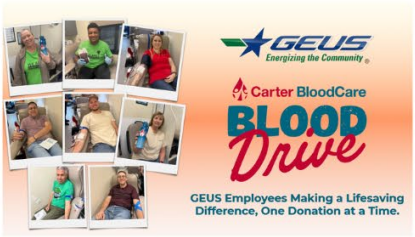






# GEUS 34 Ads

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.









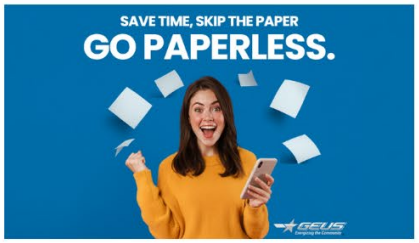


























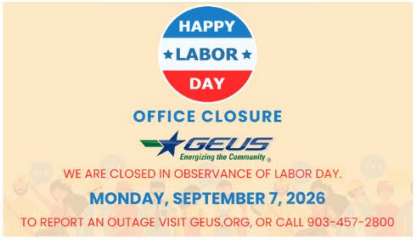










# Energy Efficiency Rebate Program

**Rebates FY 25-26**

| | | | | |
|---|---|---|---|---|
| | Qty. | Rebate | | PROGRAM |
| | | | | **APPLIANCE** |
| | 1 | $ | 50 | Window AC Units |
| | | $ | 75 | dryer |
| | 7 | $ | 50 | dishwasher |
| | 14 | $ | 75 | refrigerator |
| | 2 | $ | 25 | freezer |
| | | $ | 250 | Window AC\Heat Units |
| | 24 | | | |
| **Number of Rebates** | **Number of Total Items** | | | **LIGHTING** |
| 6 | 6 | | $202.27 | LED Holiday Lights |
| 2 | 9 | | $41.30 | LED lights |
| | | | | fixtures |
| | | | | |
| 8 | 15 | | | |
| **Sq Footage** | **Number of Homes** | | | **INSULATION** |
| 3,054 | 2 | $ | 0.16 | attic |
| | 2 | | | |
| | | | | **PGM THERMOSTATS** |
| | 11 | $ | 30 | HVAC Tstat |
| | 11 | | | |
| | 45 | | | |

**EE Rebate Customers: 45**

**Total Dollar Credits to Customer's Accounts: $2,562.21**

# GEUS 34 Content

**Still Ads: 15 total**

**August 31-September 6**

| | |
|---|---|
| Archive Content | 5:01:56 |
| Outside Content | 1:30:00 |
| | |
| Total | 6:31:56 |

**September 7-13**

| | |
|---|---|
| Archive Content | 7:58:59 |
| Outside Content | 1:30:00 |
| | |
| Total | 9:29:59 |

**September 14-20**

| | |
|---|---|
| New Content | 5:07:30 |
| Archive Content | 0:48:30 |
| Outside Content | 1:30:00 |
| | |
| Total | 7:29:13 |

**September 21-27**

| | |
|---|---|
| New Content | 4:56:30 |
| Archive Content | 0:57:46 |
| Outside Content | 1:30:00 |
| | |
| Total | 7:24:46 |

**September 28-October 4**

| | |
|---|---|
| New Content | 2:57:13 |
| Archive Content | 2:05:37 |
| Outside Content | 1:30:00 |
| | |
| Total | 6:36:20 |

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.

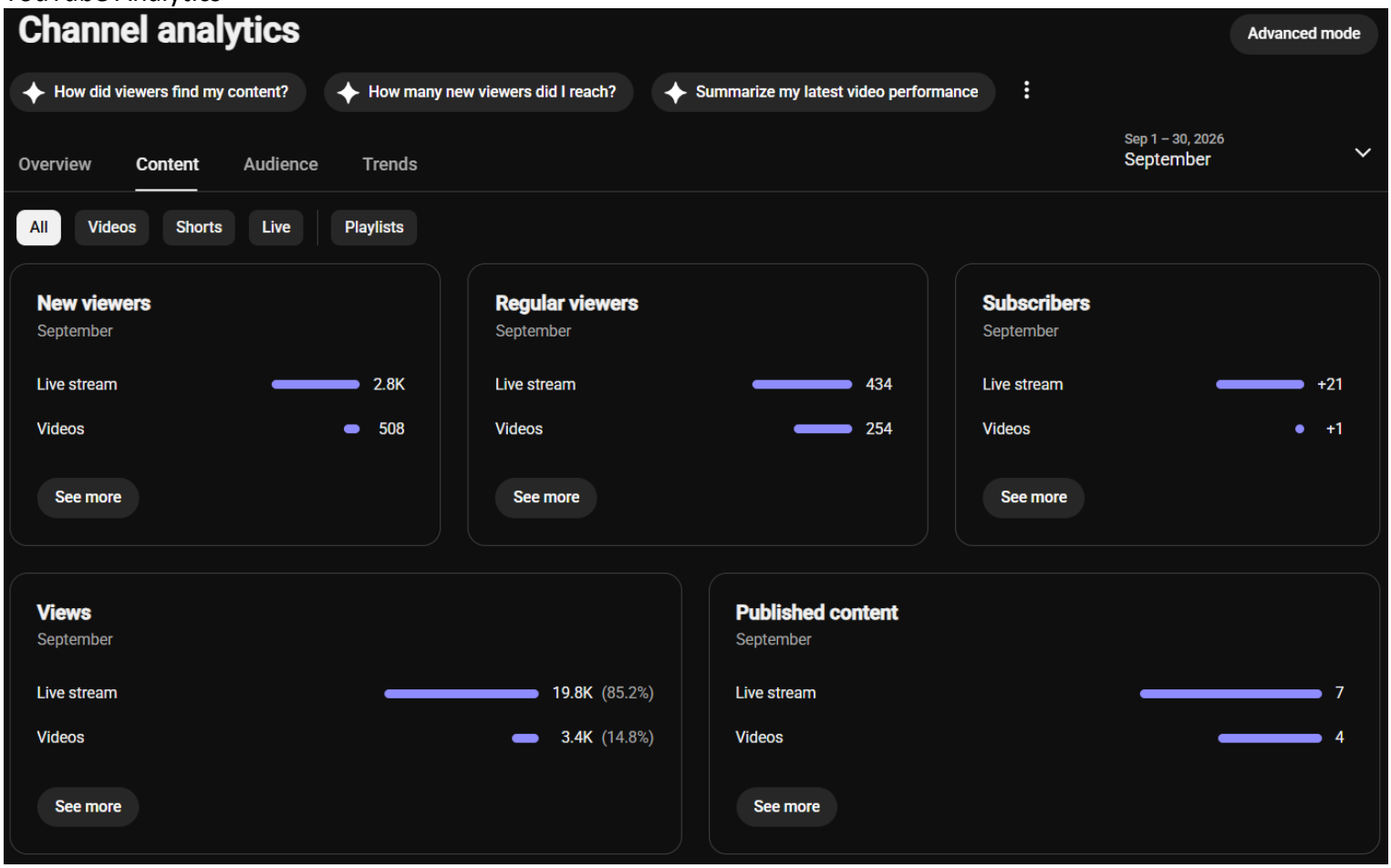
**GEUS RoundUP – 2,051 spots ran**
**GEUS 3 Generations – 2,051 spots ran**
**GEUS Internet You Get More – 2,051 spots ran**
These commercials also play on GEUS34 and YouTube.

# Social Media – September 2026

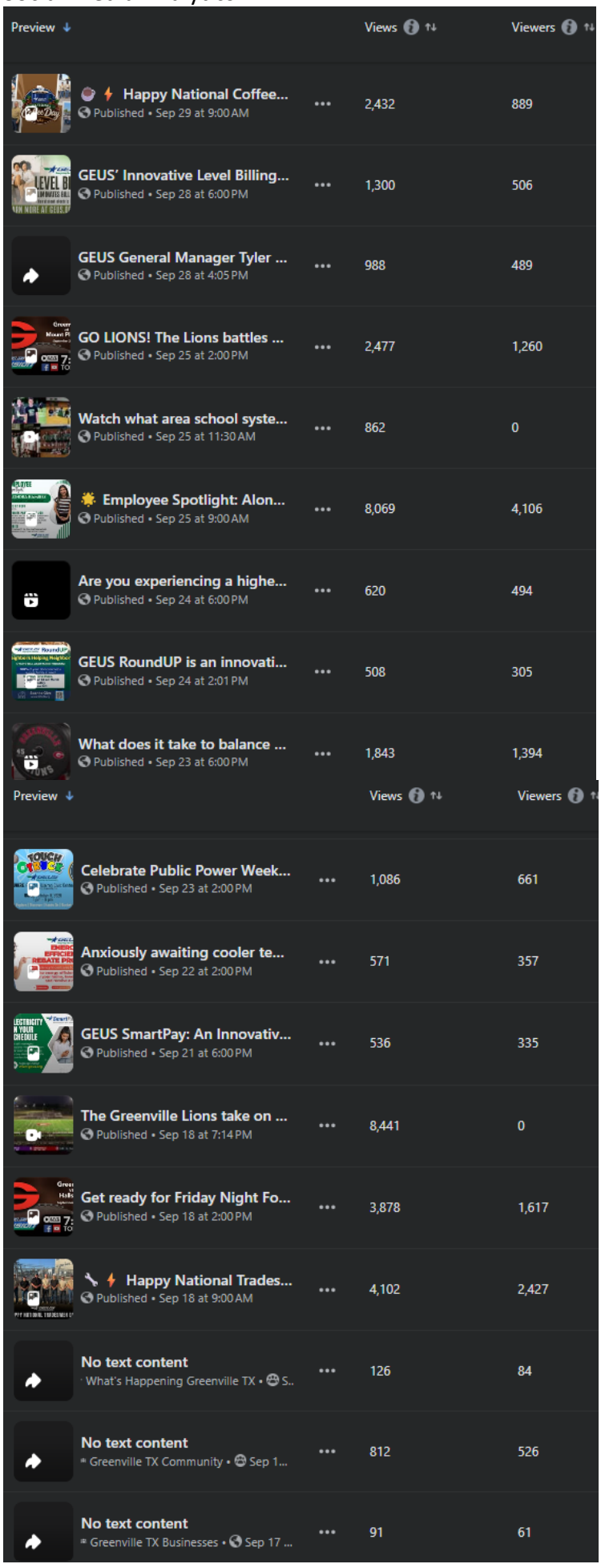
**Facebook** 5,805 Total followers **Twitter** 258 Followers **YouTube** 1,752 Subscribers

Change in followers over the last month: Facebook +174, Twitter +3, YouTube +53.

YouTube Analytics

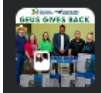
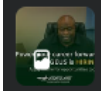
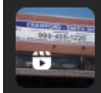
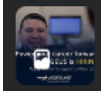


Social Media Analytics



| Preview | | Views | Viewers |
|---|---|---|---|
| | **No text content** the real Greenville TX • Sep 17 at ... | 81 | 53 |
| | **No text content** · Greenville Texas Uncensored • S... | 54 | 37 |
| | **No text content** Greenville, Texas (Community Support) • | 197 | 132 |
| | **No text content** Everything Greenville Texas • Pen... | 0 | 0 |
|  | **GEUS' Innovative Level Billing...** Published • Sep 17 at 6:00 PM | 657 | 406 |
|  | **What does it mean to wear t...** Published • Sep 16 at 6:05 PM | 4,027 | 2,935 |
|  | **From reliability and safety to ...** Published • Sep 16 at 2:00 PM | 577 | 350 |
|  | **Celebrate Public Power Week...** Published • Sep 15 at 6:00 PM | 757 | 420 |
|  | **Enjoy the convenience of one...** Published • Sep 15 at 2:01 PM | 946 | 822 |

| Preview | | Views | Viewers |
|---|---|---|---|
|  | **GEUS RoundUP is an innovati...** Published • Sep 14 at 6:00 PM | 609 | 374 |
|  | **What a summer with 40+ ...** Published • Sep 14 at 2:00 PM | 621 | 403 |
|  | **The Greenville Lions take on ...** Published • Sep 11 at 6:46 PM | 562 | 293 |
|  | **Get smart with your thermost...** Published • Sep 11 at 6:01 PM | 582 | 429 |
|  | **Get ready for action as the Li...** Published • Sep 11 at 2:00 PM | 3,238 | 1,837 |
|  | **Celebrate Public Power Week...** Published • Sep 10 at 6:00 PM | 2,415 | 1,010 |
|  | **Electric Outage 5p - Another ...** Published • Sep 10 at 5:05 PM | 7,604 | 4,045 |
|  | **Your local source for high-sp...** Published • Sep 10 at 2:00 PM | 1,963 | 511 |
|  | **Outage Update 8:40p - Crews...** Published • Sep 10 at 1:06 PM | 14,743 | 7,383 |

| Preview | Views | Viewers |
|---|---|---|
|  Who inspires you? 🌟 In this ...<br>Published • Sep 9 at 6:00 PM | 4,158 | 2,594 |
|  Anxiously awaiting cooler te...<br>Published • Sep 9 at 2:00 PM | 1,455 | 716 |
|  In 1933, during a period of gr...<br>Published • Sep 8 at 6:00 PM | 1,489 | 789 |
|  Are you experiencing a highe...<br>Published • Sep 8 at 2:00 PM | 1,182 | 921 |
|  GEUS will be closed on Mond...<br>Published • Sep 4 at 6:00 PM | 1,341 | 540 |
|  The Lions hit the road to take...<br>Published • Sep 4 at 3:08 PM | 4,994 | 2,059 |
|  GEUS is proud to support the...<br>Published • Sep 4 at 2:00 PM | 1,080 | 600 |
|  WE'RE HIRING! GEUS SEN...<br>Published • Sep 4 at 9:00 AM | 678 | 423 |
|  Every donation has the poten...<br>Published • Sep 3 at 6:00 PM | 625 | 366 |
|  GEUS SmartPay: An Innovativ...<br>Published • Sep 3 at 2:00 PM | 467 | 283 |
|  GEUS recently donated fans a...<br>Published • Sep 2 at 6:00 PM | 2,331 | 1,619 |
|  WE'RE HIRING! GEUS CUS...<br>Published • Sep 2 at 9:00 AM | 1,037 | 604 |
|  Since 1891, Greenville's choice...<br>Published • Sep 1 at 6:00 PM | 4,298 | 3,585 |
|  No text content<br>Published • Sep 1 at 3:31 PM | 0 | 0 |
|  Go LIONS! The Lady Lions hit ...<br>Published • Sep 1 at 2:00 PM | 378 | 233 |
|  WE'RE HIRING! GEUS CAS...<br>Published • Sep 1 at 9:00 AM | 1,198 | 658 |

# GEUS

# Customer Service

# Monthly Report

# September 2026

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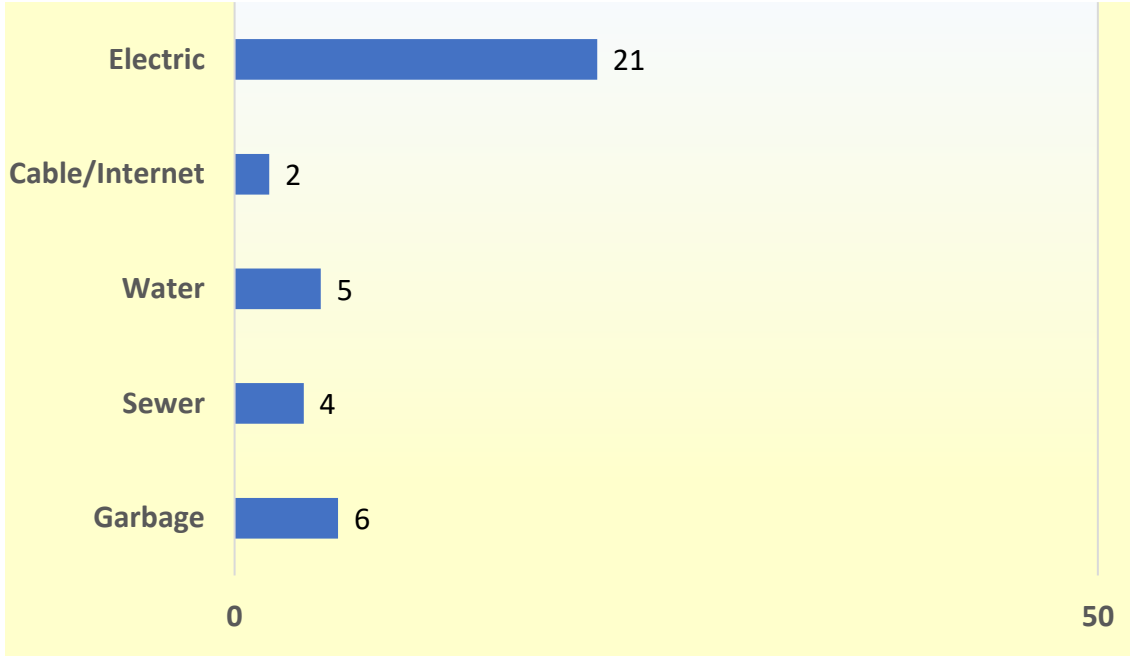
# WORLD CLASS CUSTOMER SERVICE

No safety incidents to report for the month of September 2026.

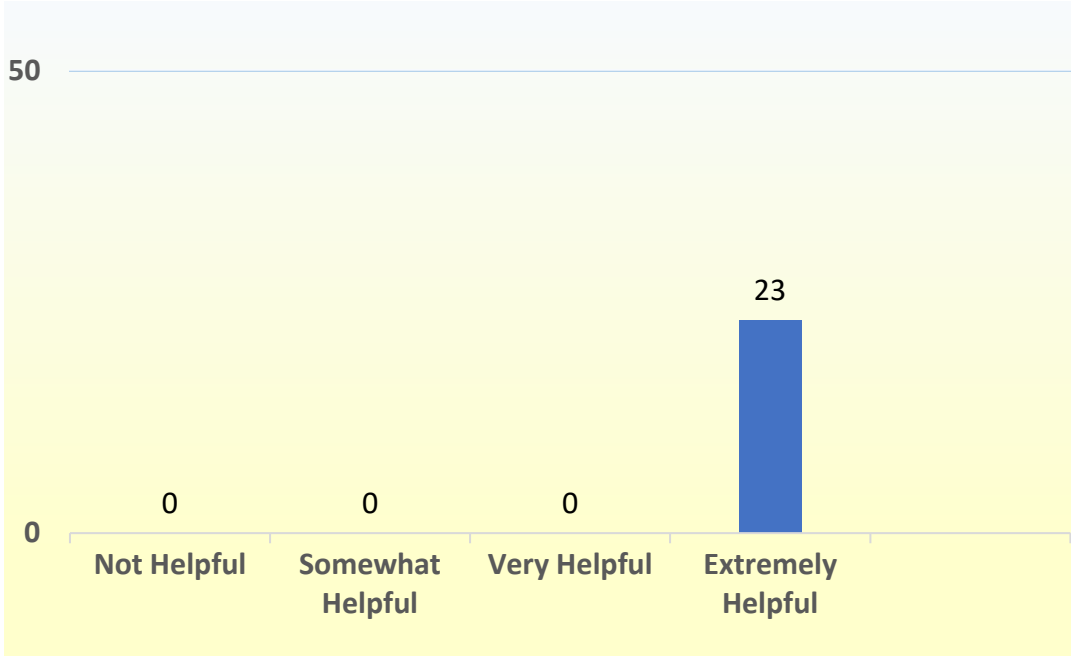
# GEUS Customer Satisfaction Survey Summary

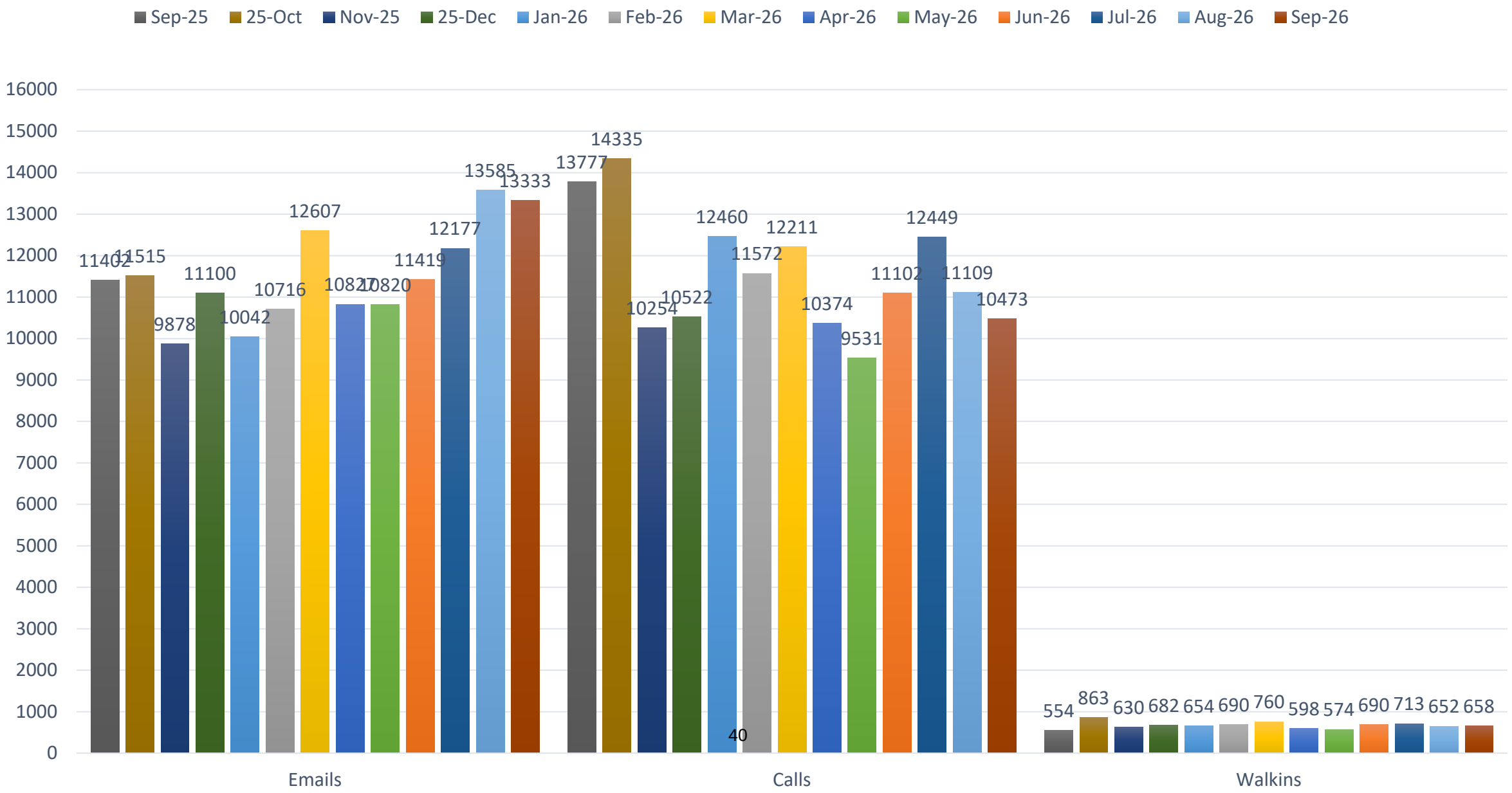
## Summary Dates as of 9/1/2026-9/30/2026

**This is a summary of the total responses. There are no required fields. A total of 38 individuals responded and 23 completed all fields.**

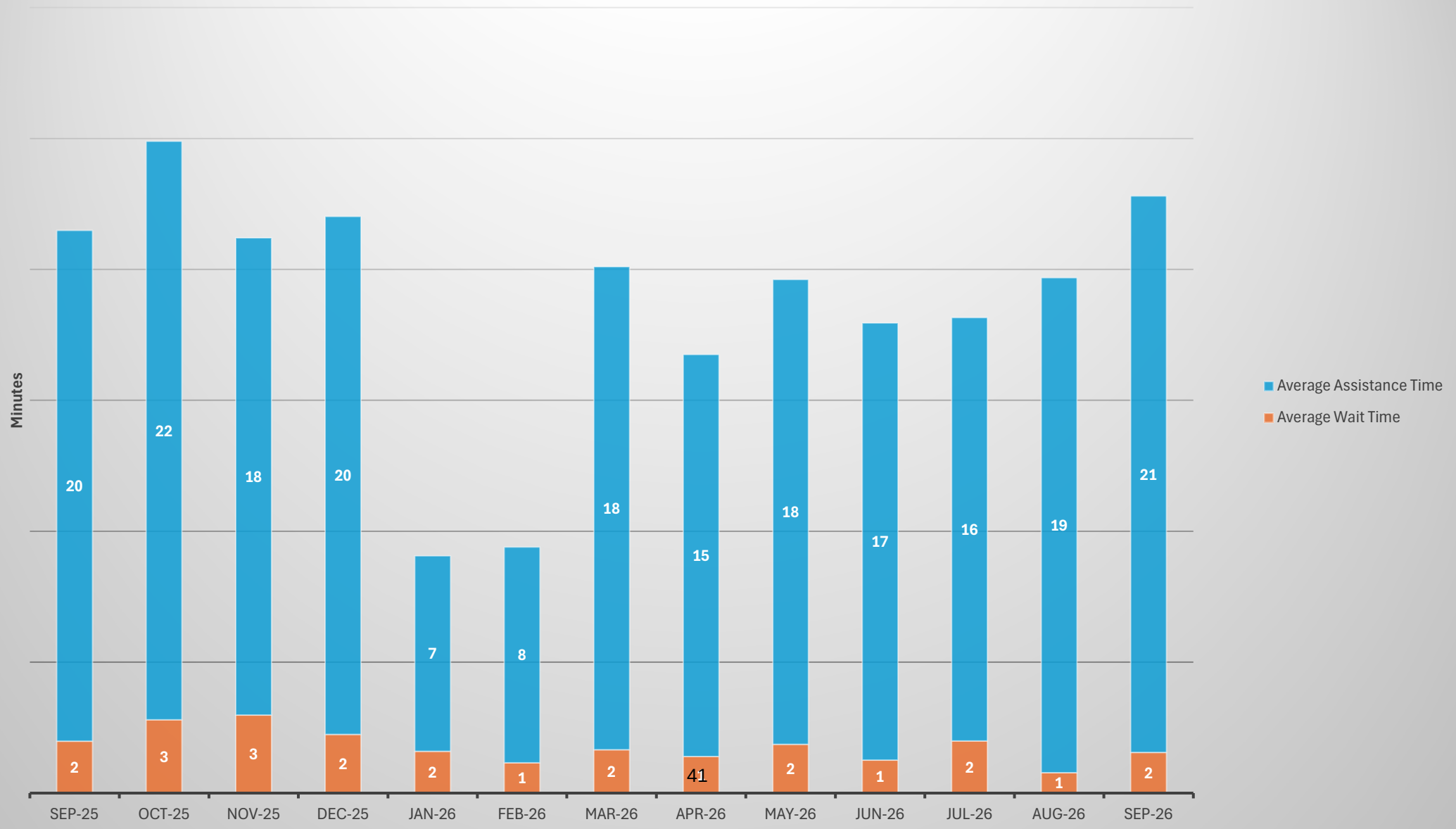



**Was the GEUS Representative Helpful?**
**individuals responded.**

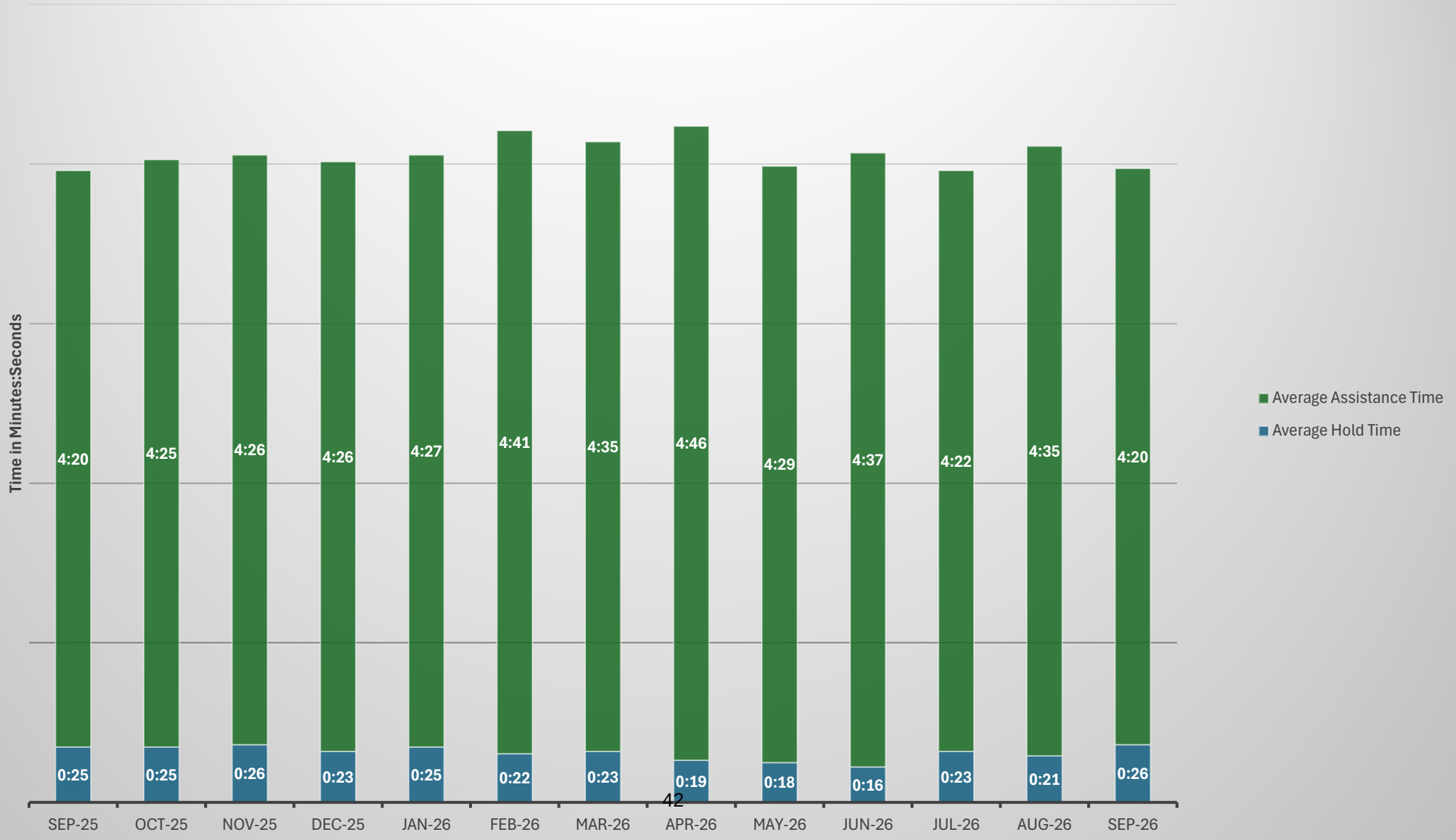



Total Customer Contact
Sep-25
25-Oct
Nov-25
25-Dec
Jan-26
Feb-26
Mar-26
Apr-26
May-26
Jun-26
Jul-26
Aug-26
Sep-26
16000
15000
14000
13000
12000
11000
10000
9000
8000
7000
6000
5000
4000
3000
2000
1000
0
11402
11515
9878
11100
10042
10716
12607
10820
11419
12177
13585
13333
13777
14335
10254
10522
12460
40
11572
12211
10374
9531
11102
12449
11109
10473
554
863
630
682
654
690
760
598
574
690
713
652
658
Emails
Calls
Walkins

# Walk-In Wait & Service Times



# Phone Hold and Assistance Time






# E&O Monthly Report

## September 2026

# Month at a Glance

**Safety and reliability stayed strong and well ahead of 2025 benchmarks; AMI is nearing completion.**

**96%**
**Safety Rating**
Target 100%

**2.18**
**SAIDI (min)**
vs 2.49 June 2025

**98%**
**AMI Rollout**
19,086 / 19,479

**100%**
**Pole Inspections**
1,400 of 1,400 goal (10% of poles)

**540**
**Calls Answered**
256 work orders

# Safety

**98% safety rating maintained, with 2 employee injuries recorded this month.**

**96%**

**(98% - August 26)**

**Safety Rating** (Target 100%)

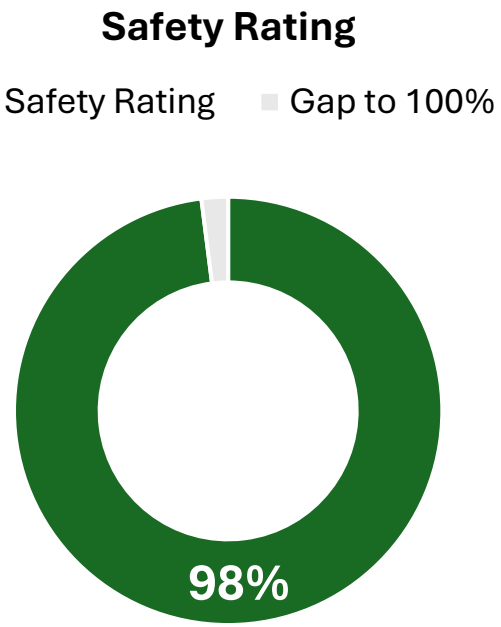
**2**

**(1 – August 26)**

**Safety Incidents** (MTD)

**INCIDENT DETAIL**

2 Employee Injuries




45

# Reliability – Infrastructure

**Annual inspection goal complete; replacement and new-service work continued this month.**

**Pole Inspections** 1,400 / 1,400 complete **100%**

**GOAL CONTEXT** • FY26 inspections cover 10% of the 14,000-pole system.

## REPLACEMENT ACTIVITY

**2**
**Poles Replaced**
This month

**58**
**Poles Replaced**
FY26 to date

## NEW INFRASTRUCTURE

**20**
**New Underground Services Installed**
This month

**3**
**New Poles**
This month

# Reliability – e-Reliability Statistics

**Reliability sits well ahead of both 2025 and APPA benchmarks.**

| Statistic | GEUS – Current Month | GEUS – 2025 Annual Average | APPA – 2025 Annual Average |
|---|---|---|---|
| **SAIDI (minutes)** | **2.18** | 14.57 | 54.52 |
| **SAIFI (interruptions per customer)** | **0.12** | 0.17 | 0.59 |
| **CAIDI (minutes)** | **80.70** | 83.70 | 89.68 |
| **ASAI** | **99.9772%** | 99.9972% | 99.9898% |
| **Outage numbers** | **69.00** | 466.00 | Not Reported |

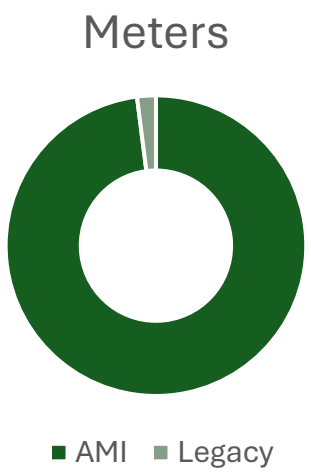
*Lower is better for SAIDI, SAIFI, CAIDI, and outages; higher is better for ASAI. CAIDI reflects average restoration time across only 47 outages this month.*

47

# Major Projects

**AMI deployment is 98% complete, with 19,086 meters installed and 393 remaining. 12+ developments add roughly 6,000 new units to the service area.**

## AMI Meter Deployment




**19,086**
**Meters Installed**

**393**
**Legacy Remaining**

## Growth & Development

**30+**
**Developments under construction**

**3,000**
**New units in the pipeline**

**OUTLOOK**

Remaining 393 legacy meters are scheduled for changeout, closing out the AMI rollout.

New developments will drive added service connections and load through FY27.

48

# Compliance

## Substation weatherization complete; policy reviews underway.

**COMPLETED**

**100%**

**of substations inspected**

Weatherization inspections complete across all substations.

**TESTING**

Completed SCADA UFLS Update and annual battery testing/ replacement.

**IN PROGRESS**

**Reviewing Policies**

- Pole Integrity
- Wildfire Mitigation

# Customer Connections

**540 calls answered and  work orders completed this month.**

**Participated in National Tradesmen Day photo and preparing for Public Power Month**

**540**

**Calls Answered**

**256**

**Work Orders Completed**

50