

## Your PWC Connections

is a bi-monthly newsletter for PWC customers and the community. If you have comments, concerns or suggestions for upcoming issues, please contact PWC's Communications/Community Relations Office.



## Upcoming Events

### Energy Awareness Month

October 1 - 31

### 4th Friday

#### Downtown Fayetteville

Friday, October 28

Friday, November 25

[theartscouncil.com](http://theartscouncil.com)

### Sustainable Saturday Film Series

#### Cameo Art House Theatre

Saturday, October 22

Saturday, November 26

[sustainablesandhills.org](http://sustainablesandhills.org)

### Election Day

#### PWC Offices Open

Tuesday, November 8

### 50th Annual Holly Day Fair

#### Crown Expo Center

Thursday, November 3 -

Sunday, November 6

[hollydayfair.com](http://hollydayfair.com)

### Thanksgiving

#### PWC Offices Closed

Thursday, November 24 &

Friday, November 25

### Dickens Holiday

#### Downtown Fayetteville

Friday, November 25

[theartscouncil.com/](http://theartscouncil.com/)

[dickensmain.php](http://dickensmain.php)



## Here's a Plug for Public Power

# PUBLIC POWER

AN AMERICAN TRADITION THAT WORKS®

Public Power Week • October 2-8, 2016

More than 2,000 cities and towns in the United States light up their homes, businesses and streets with "public power" electricity that comes from a community-owned and operated utility. PWC is a public power electric provider that has served our area for more than 111 years, and operates for the benefit of our local customers and our community.

Some of the nation's largest cities – Los Angeles, San Antonio, Seattle and Orlando - are Public Power communities. Our employees are your friends and neighbors, and our electric revenue remains in our back yard, building a strong, reliable electric system that helps our community grow and prosper. Also, because we are local, we can provide the fastest possible response to our customers.

Serving nearly 80,000 electric customers, PWC is committed to providing reliable electric services to our customers and continuing a strong public power tradition. In 2015, compared to investor-owned utilities and rural electric cooperatives, municipal utility customers "experienced the lowest instances of power outages in both frequency

## LED Seasonal Light Incentive Program Returns

PWC's Seasonal Light Incentive Program offers electric customers up to \$40 in bill credits when they make the switch to LEDs! For complete program details, a link to the application, and list of Frequently Asked Questions, visit PWC's website or contact the Customer Programs Call Center at 910-223-4600. The Seasonal Light Incentive Program runs October 1, 2016 – December 31, 2016\*.

*\*PWC reserves the right to cancel or amend the program at any time during the program period.*

### Holiday Light Safety Tips:

- Inspect decorations as you unpack – look for broken or cracked sockets and frayed or bare wires. Damaged lights should never be used.
- Use one long extension cord instead of linking several shorter ones together. Follow the manufacturer's instructions when stringing lights.
- Keep ladders away from overhead lines when hanging outdoor lights. Always unplug lights and electric cords before stringing and hanging.
- To help prevent fires, keep paper and ribbon away from all lights. Unplug or turn off all decorative lights before bed and prior to leaving home for an extended period of time.

## A Bright Gift Idea

The holidays are right around the corner. If you're looking for a unique gift for anyone who lives in our service territory (or if you're treating yourself this season), you might consider LED bulbs! You can earn up to \$100 in the form of a bill credit. In addition to the LED bulbs, which can help reduce your yearly costs and last nearly 25 times longer than incandescents, the bill credit can be applied to your gift recipient's PWC account or your own.



In order to receive the credit, you must replace a minimum of eight ENERGY STAR® certified bulbs and be a current PWC electric residential customer. Complete Program details and the application can be found on our website.

and duration, averaging one outage and about two hours of interrupted service," according to the Energy Information Administration.

### Did You Know?

- PWC is the largest municipal power system in the state of North Carolina and the 35th largest public power system in the United States.
- PWC residential electric rates are among the lowest in the state of all of electric providers, and rates for all customer classes are below the state average.
- PWC is the only municipal electric system in North Carolina to own its own Generation Plant.
- The American Public Power Association (APPA) honored PWC with its Scattergood System Achievement Award in 2014. The award recognized PWC for sustained achievement and customer service and is the highest honor awarded annually to APPA members.
- PWC has earned four Reliable Public Power Provider™ (RP<sub>3</sub>) awards from the APPA for providing consumers with the highest degree of reliable and safe electric service. PWC received Diamond Level awards, the highest RP<sub>3</sub> designation.
- PWC annually receives the Public Power Awards of Excellence for Service Excellence, Financial Stability, Energy Efficiency and Competitive Business Environment.

## Make a Difference — Give to Project: People Who Care

During the cooler fall and winter months, remember those less fortunate with a contribution to Project: People Who Care. Simply add a donation amount to your utility bill (bank draft customers can call 910-483-1382 for other options). Donations can be mailed to:

Project: P.W.C

P.O. Box 7000  
Fayetteville, NC

Funds are administered by the Salvation Army to help those most in need with their energy bill.



## Sustainable Saturdays Film Series

Join Sustainable Sandhills and Fayetteville PWC at the Cameo Art House (225 Hay Street) in downtown Fayetteville for the Sustainable Saturday Film Series. Doors open at 10:30am every fourth Saturday through November. Films will start at 11:00am. Suggested donation is \$7. Only two more films remain in the series:

October 22 - *Soylent Green*  
November 26 - *The Burden and Community: Planet Neighborhood*



## PWC on the Air

Join host, Wendy Riddle, for *Your PWC Connections*, anytime on PWC's website or watch nightly on FayTV (Time Warner Cable Government Access Channel 7) or on YouTube.

# Conserve Energy as the Weather Gets Cooler

The average American family spends approximately \$1,300 a year on utility bills. As cooler autumn weather approaches you may find yourself spending more to stay warm than you really need to. Energy saving tips can help you make small yet meaningful changes that will keep the cold air out and save you money.

**Seal Leaks:** Heat gets sucked away through drafty windows, electrical outlets, light switches and other interior openings. Install foam gaskets behind outlets and switches to keep heat inside. Close unused outlets with plastic safety caps. Use caulk to seal openings around windows, and make sure your windows are locked to keep heat inside.

Add weather stripping around your entry doors. Heat can easily leak out through the spacing surrounding the doorway. This will instantly eliminate cold drafts.

**Chimney:** Fall is the perfect time to inspect the chimney in preparation for the first fire of the season. Hire a professional chimney sweep once a year to clean away soot and creosote, which can cause a fire. Chimney sweeps will also inspect your flue, vent systems, and pipes to make sure everything is connected and free of rust.

**Furnace:** You should schedule an appointment with a licensed heating and air conditioning technician to inspect your furnace before you need to turn it on to heat your home. The technician will make sure that there are no gas leaks and that everything is in working order. Be sure to replace filters regularly. If you need a new furnace you should consider buying one that is rated 90% or higher in energy efficiency.

Replacing an old furnace with a more energy-efficient model can result in up to 30% savings! Visit [www.faypwc.com](http://www.faypwc.com) to learn more about PWC's Heat Pump Incentive program that can earn you a credit on your bill if you purchase a qualified Energy Star heat pump.

**Insulation:** Installing insulation can be the cheapest way to make the most impact when it comes to energy savings. Be sure to lay insulation in the basement, attic, and crawl space. You can also blow insulation into the inside of your exterior walls to retain heat during colder months.

Information referenced from [ehow.com](http://ehow.com)

## Energy Savings all Year Round

Get energy saving tips year round with the 2017 Energy Savers wall calendar. You can pick up your complimentary copy (while supplies last) starting Monday, November 28 at PWC's Customer Service Center located at the corner of Eastern Boulevard and Old Wilmington Road. Energy Savers wall calendars will also be available at City Hall (433 Hay Street). To request a calendar by mail, please call 910-223-4009.



## F R O M T H E C I T Y

During the fall months, our trees begin to look sparse as the leaves fall to the ground in preparation for winter. These leaves, pine straw and other yard debris are a major cause of localized flooding in the City of Fayetteville. Next time you're out at the mailbox or retrieving a trash/recycle container, check out the nearest storm drain on your street. Do you have a ditch or swale on your property? Is the storm drain, ditch or swale clear of debris so that stormwater (rain) can flow freely into the underground pipe or through the conveyance? When it rains, stormwater runoff flows UNTREATED to the local waterways like the Cape Fear River. The City of Fayetteville Stormwater Division needs your help to keep ALL stormwater conveyances clear of debris! By simply using a shovel, rake, or pitch fork and containerizing the debris, you can place it behind the curb to be picked up on your regular yard waste collection day. For stormwater questions, comments, or concerns contact the City of Fayetteville Stormwater Division at 910-433-1613 or visit their website at: [www.fayettevillenc.gov/stormwater](http://www.fayettevillenc.gov/stormwater).



## Don't Store It! ReStore It!

The Habitat ReStore located at 3833 Bragg Boulevard accepts gently used furniture, household items, building materials and more to help you reduce clutter and keep our community green! It's also the only store in town that uses the proceeds to build energy-efficient homes

for families right here in Cumberland County. Call 910-920-4657 to schedule a **FREE** pick-up of your donations or visit the store on Bragg Boulevard for items up to 50% off retail prices! Your DIY inspiration awaits!