

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 - October 31

Toilet Tank Repair Month

October 1 - October 31

4th Friday

Downtown Fayetteville

October 27 & November 24
theartscouncil.com

Election Day

PWC Offices Open

Tuesday, November 7th

Thanksgiving

PWC Offices Closed

Thursday, November 23 &
Friday, November 24

Dickens Holiday

Downtown Fayetteville

November 24
theartscouncil.com/
dickensmain.php

Hope Mills

Christmas Parade

Downtown Hope Mills
Saturday, December 2
at 3 pm

Fayetteville

Christmas Parade

Downtown Fayetteville
Saturday, December 9
at 11 am

Floridians Impacted by Hurricane Irma Grateful for PWC Crews

Fayetteville PWC linemen joined thousands of lineworkers from across the country providing assistance to Florida residents following the destructive Hurricane Irma in early September. Twelve linemen representing Fayetteville spent several days in Ft. Meade, FL helping to restore electric services to approximately 7 million residents across the state. The eye of the storm passed directly over Ft. Meade causing catastrophic damage and widespread power outages.



Fayetteville PWC received many accolades for the help our workers provided to Ft. Meade and heard from many storm victims expressing their appreciation for sending workers in their time of need. Recently, Amy Zubaly, the Executive Director of the Florida Municipal Electric Association (FMEA), expressed her appreciation to Fayetteville by saying, "FMEA and Florida's public power communities extend our heartfelt appreciation to everyone that has reached out to help us. Especially to all the lineworkers that are suffering through significant fuel shortages and severe traffic problems to come to our aid – words cannot describe how grateful we are to each and every one of you."



Here's A Plug for Public Power

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 110 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.

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™ (RP3) awards from the APPA for providing consumers with the highest degree of reliable and safe electric service. PWC received Diamond Level awards, the highest RP3 designation.
- PWC annually receives the Public Power Awards of Excellence for Service Excellence, Financial Stability, Energy Efficiency and Competitive Business Environment.

Safety Tip from the Field

“If you use a generator, never use it indoors, including your garage, carport, basement or any other enclosed area. Always place it outside in a dry, well-ventilated area to prevent carbon monoxide poisoning. Never connect a generator to a wall outlet. ‘Backfeed’ can occur, putting you and utility workers repairing the lines at risk of electrocution.”



Cody W.
Fayetteville PWC
Substations Technician

Energy & Water Savings All Year Round

Get energy and water saving tips year round with the 2018 Energy Savers wall calendar.

You can pick up your complimentary copy (while supplies last) starting Monday, December 4 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 receive a calendar by mail, please call 910-223-4009.



LED Seasonal Light Incentive Programs

PWC’s Seasonal Light Incentive Program offers electric customers up to \$40 in bill credits when they make the switch to LED Bulbs! 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, 2017 – December 31, 2017*.

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



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.

Coming Soon: Community Solar!

Soak up the sun with Fayetteville PWC by taking advantage of our upcoming community solar program. Community solar is a low cost, low risk way for customers to invest in solar technology because it eliminates the expense of purchasing, installing, and maintaining panels on your home or business. The best part – all customers can participate in the program. Renters, homeowners, water customers, wastewater customers, and electric customers are eligible.

Over the next few months, we will share more information about our community solar program, including details about our solar farm, and subscription information, so keep an eye out if community solar sounds right for you!



PWC On the Air

You can watch *Your PWC Connections* anytime on PWC’s website and YouTube Channel, or watch nightly on Fay TV (the City of Fayetteville’s government access channel on Spectrum Cable channel 7).