



# Your PWC Connections

JUNE/JULY 2011

## 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 Public Information Office.

## Upcoming Events

**4th Friday - Downtown**  
Friday, June 24, July 22,  
August 26 7 pm

**NC Symphony and Fireworks Festival Park - Downtown**  
Friday, July 1

**Swampdog Post Game Fireworks J.P. Riddle Stadium**  
Sunday, July 3  
[www.goswampdogs.com](http://www.goswampdogs.com)

**4th of July PWC Offices Closed**  
Monday, July 4

**Hope Mills 4th of July Celebration**  
Monday, July 4  
Parade 10 am  
[www.townofhopemills.com](http://www.townofhopemills.com)

**Operation Celebrate Freedom Fort Bragg**  
Monday, July 4  
[fortbraggmwr.com](http://fortbraggmwr.com)

**Fayetteville After 5-Festival Park**  
Thursday, July 21, August 18  
[www.faydogwoodfestival.com](http://www.faydogwoodfestival.com)

## Customer Service

**Telephone Service**  
483-1382 Monday through  
Friday 8:00 am to 8:00 pm,  
excluding holidays

**Customer Service**  
955 Old Wilmington Rd.  
Monday - Friday 8:30 am - 5:30 pm

**We're On It!**  
1-877-OUR-PWC 1  
24-Hour Emergency

**Visit Us Online**  
Pay the easy way at:  
[www.faypwc.com](http://www.faypwc.com)



## PWC Honored with National Award for Reliable Electric Operations

### PWC Maintains Diamond Level, the highest RP<sub>3</sub> designation

PWC has received the Reliable Public Power Provider™ (RP<sub>3</sub>) award for providing consumers with the highest degree of reliable and safe electric service. Of the 82 Public Power utilities recognized by the American Public Power Association, PWC was one of only three to receive Diamond Level, the highest designation.

This is PWC's third Diamond Level designation, having first won the award in 2007 and again in 2009. PWC provides electric service to over 77,000 customers in the Fayetteville/Cumberland County area and is the largest Public Power provider in North Carolina and the 35th largest in the United States.

"These RP<sub>3</sub> designated utilities should be proud," said Paul Allen, vice president, engineering at Nashville Tennessee Electric Service and chair of APPA's RP<sub>3</sub> Review Panel, "They stand out as utilities that are continuing to strive for excellence for their customers and their communities."

The RP<sub>3</sub> recognizes public power utilities that demonstrate proficiency in four key disciplines:

reliability, safety, workforce development and system improvement. Criteria within each category are based on sound business practices and represent a utility-wide commitment to safe and reliable delivery of electricity. Some of PWC's highlights include:

- PWC was 100 percent compliant in all areas following its first audit by the Southeastern Electric Reliability Council (SERC). The review process ensures PWC is meeting standards and regulations put in place by the federal government.
- PWC has an excellent safety record and safety awards earned by PWC during 2010 included: NC Department of Labor's "Certificate for Safety Achievement" award for the 22nd consecutive year; APPA's "Electric Utility Safety Award" for the 19th consecutive year; Electricities of North Carolina's "Municipal Electric Safety Award" for the 14th consecutive year and the National Safety Council's "Occupational Excellence Achievement Award".



## Hurricane Season is Here and PWC is Ready, Weather or Not!

June 1 kicked off hurricane season and PWC wants you to be prepared for potential storms or other emergencies that cause utility outages. Here are some tips to better prepare you and your family:

### Must Do:

- Have an emergency plan if someone in your household relies on electrically powered life support.
- Keep emergency supplies such as flashlights and extra batteries in a place that's easily accessible in the dark. (see following for suggestions)
- When storing water, be sure to use clean containers.
- Locate the main electric fuse box, water service main and natural gas main. Learn how and when to turn these utilities off.

### Put a Family Emergency Kit in Place

- A three-day supply of water (one gallon per person per day) and food that won't spoil
- One change of clothing and footwear per person, and one blanket or sleeping bag per person
- A first aid kit that includes your family's prescription medications
- Emergency tools including a battery-powered radio, flashlight and plenty of extra batteries
- An extra set of car keys and a credit card, cash or traveler's checks
- Sanitation supplies
- Special items for infant, elderly or disabled family members
- An extra pair of glasses
- Keep important family documents in a water proof container. Keep a smaller kit in the trunk of your car

## 2011 Hurricane Tracking Map Available

Pick up your copy of "Eye on the Storm" Hurricane Tracking map at PWC and visit us at [www.faypwc.com](http://www.faypwc.com) for more information to pre-

pare you and your family for hurricanes, including operating portable generators, storing water for emergencies and surviving flash floods.

## Do We Have Your Correct Contact Information?

During utility emergencies, it may be necessary to notify customers of important information. One way we can do this is by broadcasting a phone message to you. If your phone number is not current in your PWC file, you may not get timely information. Having your updated phone number is also helpful when reporting an

emergency. Our system automatically recognizes your phone number and identifies your service location, so we can begin the process to restore your services as quickly as possible.

You can review your current information using the account maintenance feature on line at [faypwc.com](http://faypwc.com)



## Stay Connected with PWC

Keep up with the latest news, advisories, updates and official information when you follow PWC on Facebook, Nixle and Twitter. Become a fan at [www.facebook.com/fay-pwc](http://www.facebook.com/fay-pwc) and look for details at [www.faypwc.com](http://www.faypwc.com).

## Be Water Wise!

Remember to follow Fayetteville's outdoor watering guidelines all year long. Set your sprinklers/irrigation systems to following the three days a week Odd/Even watering schedule and remember you may hand water or wash your car on any day.

### Even Street Addresses:

Monday, Wednesday, Saturday

### Odd Street Addresses:

Tuesday, Thursday, Sunday

## PWC on the Air

Join host, Wendy Riddle, for *PWC Connections*, on Tuesdays at 8 pm on Time Warner Community Channel 7. Followed by *Kaleidoscope, Views of the All-America City* at 8:30 pm. PWC also airs on Tuesdays at 10 am and 4 pm on Time Warner Cable channel 60. Both shows can also be seen on PWC ([www.faypwc.com](http://www.faypwc.com)) and the City of Fayetteville's websites ([www.cityoffayetteville.org](http://www.cityoffayetteville.org)).



# Tackle the Five Biggest Energy Guzzlers in Your Home

To make a sizable dent in your home's energy consumption and your energy bills - start at the top. In general, appliances that heat or cool are going to be the biggest energy guzzlers in your house, so tackle them first.

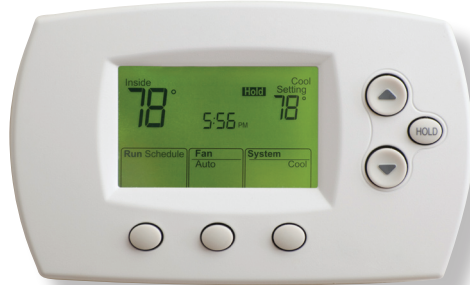
### 1. Heating and Cooling Systems

**Energy use:** 45% of a home's total energy cost\*

**Ways to save:** Dial down your heater and dial up your air conditioner by two degrees. Install a programmable thermostat. Clean filters monthly. Seal all ductwork.

**If you're shopping:** Select the highest efficient rating you can afford.

Compare warranties and performance ratings. Choose units that automatically adjust blower volume. Pair a new system with a programmable thermostat.



### 2. Water Heaters

**Energy Use:** 11% of a home's total energy cost\*

**Ways to save:** Dial down water temperature to 120 degrees. Add an insulating heater blanket. Regularly drain water from the bottom of the tank to reduce mineral buildup.

**If you're shopping:** The storage tank is the most common model, but tankless, solar and other options are also available. Look for high-efficient ratings and solid warranties.

### 3. Clothes Washers and Dryers

**Energy Use:** 10% of a home's total energy costs\*

**Ways to save:** Only run full loads. Make sure the moisture sensor or thermostat is working so loads don't over-dry. Clean the lint trap each time.

**If you're shopping:** Buy the highest efficient rating you can afford. Select the standard full-size capacity unless your family is very large. Choose a moisture sensor feature over a thermostat.



### 4. Refrigerators

**Energy Use:** 6% of a home's energy use\*

**Ways to save:** Keep your refrigerator full. Keep coils clean on older models. Defrost the freezer unit. Get rid of units older than 10 years - they cost twice as much to operate.

**If you're shopping:** Select a unit with the highest efficient rating you can afford. Match size to your family's current and projected needs. Select features you'll realistically use such as an ice dispenser; skip expensive add-ons.

### 5. Dishwashers

**Energy Use:** 2% of your household's energy costs\*

**Ways to save:** Let dishes air dry. Keep the filter clean for efficient operation.

Only run full loads.

**If you're shopping:** Choose a high-efficient unit that has low water consumption. Compare noise levels among units. Soil sensor features enhance cleaning performance.

**Tip:** As a rule, appliances that are 10 years old or older are less efficient than newer models. If you're replacing appliances, always look for the Energy Star label to ensure the best efficiency rating.

\*According to [greenerchoices.org](http://greenerchoices.org)

**(source eco@home)** If you would like more money-saving tips, subscribe to Eco@Home, a quarterly publication that helps you use energy more efficiently-saving money and benefiting our environment. Eco@Home is free to PWC customers. If you want to receive complimentary issues of Eco@Home, call 910-223-4009 and provide your mailing address.

## Veterans Park Opening July 4, 2011



... So you can join us for the dedication of the North Carolina Veterans Park - an extraordinary place, designed for reflection and celebration, where you can experience the moving tributes of a grateful state to our veterans from all branches of the Armed Services ... the heroes whose sacrifice and dedicated service are responsible for our freedom and independence.

### North Carolina Veterans Park Dedication Ceremony

Monday, July 4, 2011 10:00 am

300 Bragg Boulevard  
Fayetteville, NC



NORTH CAROLINA  
**VETERANS PARK**

Fayetteville, North Carolina  
[www.ncveteranspark.org](http://www.ncveteranspark.org)



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