PWC CONNECTIONS

Your Link to News & Information from the Fayetteville Public Works Commission Oct / Nov 2015

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

National Toilet Tank Repair Month
October 1 - 31

4th Friday
Downtown Fayetteville
October 23, November 27
theartscouncil.com

Dogwood Fall Festival
Festival Park
Thursday, October 22 - Saturday, October 24
faydogwoodfestival.com

Sustainable Saturday
Cameo Art House Theatre - Downtown Fayetteville
Saturday, October 24
sustainablesandhills.org

48th Annual Holly Day Fair
Crown Expo Center
Thursday, November 5 - Sunday, November 8
hollydayfair.com/

Veterans Day
PWC Offices Open
Wednesday, November 11

Thanksgiving
PWC Offices Closed
Thursday, November 26
Friday, November 27

Dickens Holiday
Downtown Fayetteville
Friday, November 27
theartscouncil.com/ dickensmain

PWC on the Air

Join host, Wendy Riddle, for *Your PWC Connections,* anytime on PWC's web-site or watch nightly on FayTV7 (Time Warner Cable Government Access Channel 7).

PWC Fayetteville's HOME TOWN UTILITY

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.

Some of the nation's largest cities – Los Angeles, San Antonio, Seattle and Orlando - are Public Power communities. Owned by the city of Fayetteville, PWC operates for the benefit of our local customers and our community. Our employees are your friends and neighbors, and our electric revenue remains in our community, building a strong, reliable electric system that helps Fayetteville-Cumberland County 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 three Reliable Public Power Provider™ (RP_3) 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_3 designation.
- PWC annually receives the Public Power Awards of Excellence for Service Excellence, Financial Stability, Energy Efficiency and Competitive Business Environment.

Hot Deals and Cool Savings from PWC

Heat Pump Water Heater Incentive Program
Replace your old, inefficient hot water heater with an ENERGY STAR® Heat Pump Water Heater (HPWH) and earn a bill credit of $100! But hurry, this hot deal ends December 31, 2015*.

A household of four can save approximately $330 a year on its electric bills compared to a standard electric water heater and over $3,500 over the HPWH's lifetime. According to the EPA, if all residential electric water heaters less than 55 gallons sold in the United States were ENERGY STAR certified, the energy cost savings would grow to $8.2 billion each year and 98 billion pounds of annual greenhouse gas emissions would be prevented!

Doing Laundry and Loading the Dishwasher Has Never Been More Fun
PWC electric customers who replace their inefficient washing machines, clothes dryers, and/or dishwasher with an ENERGY STAR certified model can earn a bill credit of $30 per appliance. Replace all three and that's $90 in your pocket**!

Purchasing a new ENERGY STAR qualified dishwasher can save 500 to 800 gallons per year compared to using an average model. ENERGY STAR washing machines save more than 3,000 gallons of water, per year! This program is valid until further notice.

Scan for complete program details

Light Up with LEDs
Purchase a minimum of eight ENERGY STAR labeled LED (Light Emitting Diode) bulbs and earn a bill credit incentive of 50% of the purchase price not to exceed $100. Mix and match your LEDs to suit your needs! LEDs are more efficient because they use 70% - 90% less energy and produce less heat, which also cuts energy costs, compared to traditional incandescent bulbs. Plus, LEDs last 8-25 times longer than incandescents. Receipts must be dated October 1, 2015 – December 31, 2015.

All progam applications can be found at **www.faypwc.com.** Click on the red starburst bubble on the home page!

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

Make a Difference — Give to Project: People Who Care

During the cold 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
PO Box 7000
Fayetteville, NC 28301

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

PWC Helps You Navigate the Roadways

Did you know that Fayetteville PWC routinely conducts maintenance and testing of its water and sewer utility lines? You can view schedules, locations, and learn more about the work crews are doing every day to ensure PWC customers continue to receive quality services by visiting the Traffic Advisory page on PWC's website. By doing so, you'll be able to decide ahead of time which route to take to get to your destination with ease! That same information is shared on PWC's Facebook page and Twitter feed daily.

Don't Fall for this Call!

Some of our customers have been contacted by scammers trying to collect payment over the phone. If you receive a call directing you to immediately pay a past-due PWC bill or risk losing service, hang up and call us at 910-483-1382. Our employees will never call to ask you for financial information over the phone nor do they collect payment in person.

Light up the Holidays with Long-Lasting LEDs

They're the brightest idea to hit the holidays in years and you've undoubtedly seen more and more of them on store shelves as the holiday season draws near: LED lights!

If you haven't done so already, consider making the switch to Light Emitting Diodes. They are more energy efficient than traditional incandescent holiday lights and come in a variety of shapes and colors. But that's not all, LEDs are more beneficial because they are cool to the touch (a reduced fire hazard making them safer for you and your family), they shine brighter, and last up to 100 times longer than incandescent lights! Which means the first set of LEDs you buy may be the last ones you'll ever need!

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.

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, 2015 – December 31, 2015*.

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

Energy Savings All Year Round

Get energy saving tips year round with the 2016 Energy Savers wall calendar. You can pick up your complimentary copy (while supplies last) starting Monday, November 30 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.

Preparing Your Water Pipes for Cold Weather

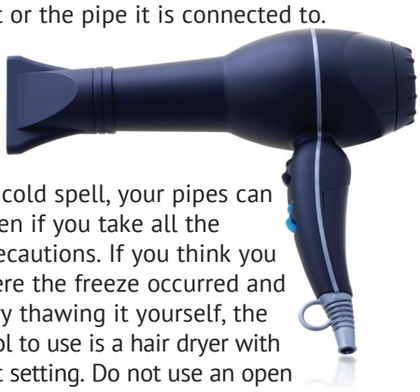
When the temperature drops, many homeowners face the expense and inconvenience of frozen water pipes. Make sure you're not one of them by taking a few simple precautions before the weather gets too cold.

Insulate pipes or faucets in unheated areas
It's best to wrap water pipes in unheated areas (such as the garage or crawl space) before temperatures plummet. You can find pipe wrapping materials at any hardware or building supply store.

Seal off access doors, air vents, and cracks
Winter winds whistling through overlooked openings can quickly freeze exposed water pipes. Remember – DO NOT plug air vents used by your furnace or water heater.

Find the master shutoff valve
Usually located where the water line enters your home, near the water heater, or washing machine, the master shutoff valve turns off the water to the entire house. Paint it a bright color and make sure everyone in the household knows where it is.

Disconnect and drain outdoor hoses
Detaching the hose allows water to drain from the pipes so an overnight freeze doesn't burst the faucet or the pipe it is connected to.



What if it's too late?
During an extended cold spell, your pipes can freeze, even if you take all the proper precautions. If you think you know where the freeze occurred and want to try thawing it yourself, the easiest tool to use is a hair dryer with a low heat setting. Do not use an open flame. Using the hair dryer, wave the warm air back and forth along the pipe. If you don't have a hair dryer, you can wrap the frozen section with towels and pour hot water over them. Be careful when heating the pipe. It may already be broken and not just leaking because the water is frozen. When you thaw it out, the water could come gushing out. Be ready to run for the master shutoff valve if necessary.

Info from the American Water Works Association

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