



Your PWC Connections

OCT/NOV 2013

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

Hurricane Season
June 1 - November 30

4th Friday - Downtown
Friday, October 25
theartscouncil.com

Election Day
Tuesday, November 5

47th Annual Holly Day Fair Crown Expo Center
Thursday, November 7 – Sunday, November 10
hollydayfair.com

Veteran's Day Parade Downtown Fayetteville
Saturday, November 9 at 10:00 am

Veteran's Day PWC Offices Open
Monday, November 11

Thanksgiving PWC Offices Closed
Thursday, November 28 - Friday, November 29

Dickens Holiday Downtown Fayetteville
Friday, November 29
theartscouncil.com/
dickensmain.php



PWC on the Air



Join Host Wendy Riddle for Your PWC Connections anytime on PWC's website, or watch on Fay TV 7 (Time Warner Cable Government Access Channel 7). Check local listings for dates and times.



Introducing PWC's New Home Efficiency Audit Program!

Are you ready to make some energy efficient improvements on your home, but don't know where to start? Is your home drafty in the winter and too hot in the summer? Do you want to learn how to use less energy while saving more money? If you answered "YES" to any of these questions - you'll want to take advantage of PWC's Home Efficiency Audit Program (HEAP)!

For \$75, a PWC home efficiency auditor will check for areas of energy loss or waste during a thorough inspection of your home's features including: insulation, HVAC system, ductwork, windows, doors, and electrical appliances. As an added bonus, you'll receive a free energy efficiency kit courtesy of PWC after your audit. And, if you make some or all of the recommended improvements, you can earn incentive bill credits ranging from \$75 - \$400!

How do I qualify for the incentive?

- ✓ Be a current PWC electric and/or water/sewer customer.

- ✓ Live in a single family, owner occupied **all electric** residential home.
- ✓ Live in a home that was built before 2006.
- ✓ Schedule a 2-2 1/2 hour appointment with a PWC home efficiency auditor.
- ✓ Agree to pay the \$75 audit fee which will be billed to your PWC account.
- ✓ Allow the auditor access to all areas of your home to include your attic, HVAC system, and crawl space.
- ✓ Agree to be contacted by PWC to provide feedback concerning your satisfaction with the program.

The HEAP Program ends March 14, 2014.

* For complete program details and application, visit PWC's website or call Customer Programs at 223-4600.

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

PWC Receives National Award for Community Service

PWC recently received the American Public Power Association's (APPA) Community Service Award! This award recognizes "good neighbor" activities that demonstrate the commitment of the utility and its employees to the community.

PWC supports more than 400 community events and programs every year. Examples include partnering with United Way of Cumberland County to launch NC-211, a free 24-hour, multi-lingual telephone referral service and activities to support military personnel based at Fort Bragg with



career transition assistance. PWC also partnered with Sustainable Sandhills and Cumberland County Schools on the "Go Green" Initiative - working with students at more than 60 local schools to teach them about personal responsibility for the earth, and also assisting schools to evaluate every aspect of their environmental impact.

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 over 108 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 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.
- PWC has earned three 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 has previously received the Public Power Awards of Excellence for Economic Development, Customer Service, Communications, Energy Efficiency, Key Accounts and Training.

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 483-1382 for other options). Donations can be mailed to:

Project: P.W.C.
P.O. Box 7000
Fayetteville, NC 28301

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



Do We Have Your Correct Information?

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 quickly. Updating your information is quick and easy. Just visit faypwc.com/customercontact.aspx.



Attention PWC Water Customers

PWC's Wastewater Collections and Treatment Systems Annual Performance Report for the fiscal year July 1, 2012 - June 30, 2013, as required by the Clean Water Act of 1999 is now available. You may read the report at www.faypwc.com, or to receive a copy by mail, please call 910-223-4009.



Customer Service

Telephone Service
483-1382 Monday through Friday 8:00 am to 8:00 pm, excluding holidays
We're On It!
1-877-OUR-PWC | 24-Hour Emergency
Visit Us Online
Pay the easy way at: www.faypwc.com



Help Keep Easements Clear and Protect Your Property

PWC has over 2,600 miles of water and sewer lines. Many of the lines are located within easements obtained from private property owners. If PWC has an easement from you, we would like to remind you of some requirements regarding their use.

- Because easements are necessary for utility maintenance, permanent structures (houses, sheds, pools, etc.) must not be placed within the easements. If there is utility failure, it could lead to collapse, failure, or significant property damage to any structure above it.
- Trees or other large plants cannot be located within the easements. However, PWC does not restrict the use of easements for driveways, parking lots, or grassed lawn areas.
- PWC will not accept any responsibility for any damages to structures/personal items that are located within our easement.

When planning improvements to your property, it is important to determine the locations of easements and utilities early in the process. Easements are recorded and are a matter of public record. If you have any questions regarding easements, contact PWC's Property Management Department at 910-223-4115.



'Tis (almost) the Season for Safety and Savings

Sparkling lights are a part of the holiday season that everyone seems to enjoy. To help you enjoy your own lights safely, follow these electrical 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 electrical cords before stringing and hanging.
- To help prevent fire, keep paper and ribbon away from hot lights. Unplug or turn off all decorative lights before bed or prior to leaving home.

Your best bet for the holidays: LED lights. LEDs come in a variety of shapes, colors, and clusters. Because they give off almost no heat, they are much safer to use.

The first set of LEDs you buy may be the last ones you'll ever need because they last up to 25,000 hours! And since LEDs use only about 20% as much electricity as incandescent lights, you'll save money on your monthly utility bill.



F R O M T H E C I T Y

City of Fayetteville Installs New Stormwater Treatment System

There is a new look to the Amtrak Train Station parking lot, and it's all in the name of stormwater runoff. Recently, the City of Fayetteville Stormwater Division partnered with researchers and engineers from North Carolina State University and Filterra Bioretention Systems to install permeable pavement and a stormwater bio-retention system to help treat stormwater runoff. This system will capture and immobilize stormwater pollutants to treat runoff in the immediate area. Pollutants such as nitrogen, phosphorous, and oils will be filtered out of the runoff before being discharged into the City's storm drainage system. For more information regarding the City's stormwater division, please visit cityoffayetteville.org/stormwater.



This newsletter is printed on Recycled paper containing 20% post consumer waste.