



Your PWC Connections

OCT/NOV 2010

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, October 22,
November 26, 7 pm - 10 pm

44th Annual Holly Day Fair - Crown Center

Thursday- Sunday
November 4-7
www.hollydayfair.com

Veteran's Day Parade - Downtown

Saturday, November 6, 11 am

Energy Star Tax-Free Weekend

Friday, November 5 through
Sunday, November 7
www.dornc.com

Veteran's Day - PWC Open

Thursday, November 11

Thanksgiving - PWC Offices Closed

Thursday-Friday
November 25-26

Dickens' Holiday - Downtown

Friday, November 26
www.thearts council.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-PWC1
24-Hour Emergency

Visit Us Online

Pay the easy way at:
www.faypwc.com



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 100 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 and helping Fayetteville/Cumberland County grow and prosper. Also, because we are local, we can provide the fastest possible response to our customers.

Serving over 78,000 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 37th largest public power system (of 2011) in the United States.

- PWC residential electric rates are the lowest in the state of all electric providers and rates for all customer classes are below the state average (Standard & Poor's Bond Rating Report-2007)

- PWC is the only municipal electric system in North Carolina to own its own Generation Plant.

- PWC is one of only 20 Public Power utilities nationally to have earned the Diamond Level of the Reliable Public Power Award- the highest level of reliability recognized by the American Public Power Association.

- PWC has received the 2010 Public Power Awards of Excellence for Economic Development, Customer Service, Communications, Energy Efficiency, Key Accounts and Training.

PWC Program Receives Energy Innovator Award

PWC has received the American Public Power Association's (APPA) Energy Innovator Award recognizing an innovative utility program that provides better service to electricity customers or increases the efficiency of utility operations.

PWC created an interactive pilot program entitled "\$martWorks." Teaming with Consert, IBM, and Verizon Wireless, PWC's \$martWorks program uses a Web-based interface for customers to create customized energy programs to manage

their electric energy consumption. In addition to experiencing an estimated 15-25 percent reduction in energy consumption, PWC's consumers will become more conscious of their energy usage, prompting greater participation in making energy-saving home improvements.

PWC is working to develop the \$martWorks pilot program into a permanent customer program. Watch for this information on \$martworks.

Energy Savings All Year Round

Complimentary 2011 Energy Saver Calendar Available in December

Get energy saving tips year round, with the 2011 Energy Saver wall calendar. Pick up a copy starting December 1, while supplies last, at the PWC

Customer Service
Center lobby at the
corner of Eastern Blvd.
and Old Wilmington
Road or City Hall at
433 Hay Street. Or call 223-4009 to request your copy.



Save on Energy Star Appliances during Tax-Free Weekend

 Get a double savings when you purchase Energy Star Appliances during Tax-Free Weekend Nov. 5-7, 2010. All Energy Star qualified products will be exempt from sales tax when purchased between 12:01am, Nov. 5 and 11:59pm on Nov. 7.

Energy Star is the trusted government-backed symbol for energy efficiency to help us all save money and protect the environment through use of energy-efficient products and practices. The Energy Star label was established to make it easy for consumers to

identify and purchase energy-efficient products that offer savings on energy bills without sacrificing performance, features, and comfort. Energy Star qualified products include washers, dryers, refrigerators, freezers, ceiling fans, air conditioners and even thermostats.

So when you purchase an Energy Star item during Tax Free Weekend – you not only save at the time of purchase, but you'll be saving energy and money for years to come.

Eco@Home You and PWC- Saving Money Together

Eco@Home is 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, visit www.faypwc.com to sign up or call 910-223-4009 and provide your mailing address.

Want to Make a Difference? Participate in NC GreenPower

The NC GreenPower program is a voluntary program that helps build up North Carolina's clean power when participants purchase blocks of green power (cleaner energy generated through renewable energy resources such as wind, solar and organic matter).

For each \$4 monthly investment made to NC Green Power, 100 kilowatt hours (kWh) of green power will be added to the North Carolina power grid. Over a year, a customer's investment to add green energy to our power supply will have the same impact of not driving a car for 74 days or of planting 150 full-grown trees.

A customer's tax-deductible contribution adds that much more green power to North Carolina's power supply resulting in a healthier environment. Through NC GreenPower, all renewable energy resources used are located in our state. Currently 355 producers are providing renewable energy through solar photovoltaics, wind, landfill methane gas, hydroelectric and biomass (wood waste). Visit www.faypwc.com to learn more and sign up for NC GreenPower.

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) and the City of Fayetteville's website (www.cityoffayetteville.org).



Reliable Public
Power Provider



Make a Powerful Difference ~ Give to Project People Who Care

During the cold winter weather, remember those less fortunate with a contribution to Project: People Who Care. Just add a donation amount to your utility bill (Bank draft

customers, call 483-1382 for other options). Others can send donations to:
Project: P.W.C. • P.O. Box 7000 • Fayetteville, NC 28302. Funds are administered by the Salvation Army to help those most in need with the electric bill.

Tips for Saving Energy and Working Safely this Fall

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

Seal Leaks: Add weather stripping around your entry doors. Heat can easily leak out through the spacing surrounding the doorway. This instantly eliminates cold drafts.

Chimney: Fall is the perfect time to inspect the chimney in preparation of 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. They also will inspect your flue, vent systems and pipes to make sure everything is connected and free of rust.

Furnace: Every year, you should schedule an appointment with a 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's rated 90 percent or higher in energy efficiency. Replacing an old furnace with a more energy-efficient one can result in up to 30 percent savings. Be sure to look for the Energy Star label.

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

Windows: 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. Make sure your windows are locked to help keep heat inside.

(source: ehow.com)



Help Needy Children Around the World

Participate in Operation Christmas Child by dropping off a packed shoebox at Methodist University, Nov. 15-22, 12:30-4:30pm. Call 1-800-353-5949 or visit www.samaritanspurse.org for more information on how to pack a box or get involved.

F R O M T H E C I T Y

Grate Catch!

Fall is in the air and the leaves are making their way to the ground! These leaves, pine straw and other yard debris can be carried by storm water (rain) runoff to the nearest storm drain. Storm drains are meant to carry ONLY storm water runoff to local waterways like the Cape Fear River! There are many things that enter our storm drain system like sediment, litter, detergents from car washing, oil, and even pet waste! All these things are carried to our waterways without any type of treatment and they are harmful to our environment. Debris can clog the top of the storm drain grate or even the pipe underground causing flooding in your neighborhood or on your streets. When you are out picking up your mail or just working in your yard, please remember to check the nearest storm drain and remove any debris. Disposing of this debris in a bag and having it picked up on your regular yard waste collection day is a great "pollution" solution!

For storm water questions, concerns or presentations contact the City of Fayetteville Stormwater Division at **910.433.1613** or check out our website for project updates and information at www.cityoffayetteville.org/stormwater.



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