



Your PWC Connections

OCT/NOV 2012

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, Oct. 26 and Nov. 23
www.theartscouncil.com

Reading Rocks Walk-a-Thon - Festival Park

Saturday, Oct. 20
<http://ccs.k12.nc.us/category/items-of-interest/>

Halloween

Wednesday, Oct. 31

46th Annual Holly Day Fair - Crown Expo Center

Thursday, Nov. 1 - Sunday, Nov. 4
www.hollydayfair.com

Election Day

Tuesday, Nov. 6

Veteran's Day Parade - Downtown Fayetteville

Saturday, Nov. 10 at 11 am

Veteran's Day

Sunday, Nov. 11

Thanksgiving - PWC Offices Closed

Thursday - Friday, Nov. 22-23

Dickens Holiday - Downtown Fayetteville

Friday, Nov. 23
www.theartscouncil.com/dickensmain.php

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-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 nearly 80,000 electric customers, PWC is committed to providing reliable electric services to our customers and continuing a strong public power tradition.



Want the ultimate control over your utility bill? Choose PWC's newest payment option... Pay-by-Text! It's secure, paperless, fast, convenient, and it provides never-forget peace of mind. All you have to do is sign up to have your monthly payments made directly from your checking or savings account OR paid by credit or debit card. Sign up using your bank account and routing number, and Pay-by-Text is free. For credit/debit card payments, a fee applies.

To sign up, call 1-866-735-7743 (Western Union's SpeedPay service) or visit faypwc.com

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 awarded PWC its 2012 Energy Innovator Award for PWC's development of the "Voltage Drop Calculator," a tool that has potential to save customers and utility companies on energy costs nationwide. This is the second time PWC has received the Energy Innovator Award.
- PWC has previously received the Public Power Awards of Excellence for Economic Development, Customer Service, Communications, Energy Efficiency, Key Accounts and Training.

Pay-by-Text Puts Payment in the Palm of Your Hand

and follow the steps for paying your bill. The option to enroll in Pay-by-Text will be presented once you log-in.

After enrolling you'll begin to receive a "payment alert" text from PWC about five days before your bill is due each month. When you're ready to pay, just text "YES PWC" and hit send. Your bill will be paid by the method you selected when you signed up. Even if you've signed up for Pay-by-Text, you have the option to make your payment in another way.



Energy Savings All Year Round Complimentary 2013 Energy Saver Calendar Available in December

Get energy saving tips year round with the 2013 Energy Saver wall calendar. You can pick up your copy (while supplies last) starting Monday, December 3 at the PWC Customer Service Center located at the corner of Eastern Blvd. and Old Wilmington Road. Energy Saver wall calendars are also available at City Hall (433 Hay Street). You may also call 910-223-4009 to receive a calendar by mail.

Make a Powerful 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: PWC
P.O. Box 7000
Fayetteville, NC 28302

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

NC 211 - Do You Need Help, But Don't Know Where to Turn?

Cumberland County residents can now dial 2-1-1! A free, 24-hour, multi-lingual telephone referral service that offers information about:

- Affordable high quality child care/after-school care
- Counseling and support groups
- Health services
- Food, clothing and housing
- Services for seniors and the disabled

Visit 2-1-1 online at www.nc211.org for additional information including a referral database of hundreds of health and human service programs.

Attention PWC Water Customers

PWC has prepared its Wastewater Collections and Treatment Systems Annual Performance Report for the fiscal year July 1, 2011 – June 30, 2012 as required by the Clean Water Act of 1999. Copies are now available on the web at faypwc.com. To receive a copy by mail, please call 910-223-4009.

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).



Conserve Energy as it Gets Colder

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

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

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

Furnace: You should schedule an appointment with a licensed 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 is rated 90% or higher in energy efficiency. Replacing an old furnace with a more energy-efficient model can result in up to 30% savings!

Insulation: Installing insulation can be the cheapest way to make the most impact when it comes to energy savings. Be sure to lay insulation in the basement, attic, and crawlspace. You can also 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, and make sure your windows are locked to keep heat inside.

Courtesy: ehow.com



Save on Energy Star Appliances During Annual Tax Free Weekend

Save big when you purchase Energy Star Appliances during North Carolina's annual Tax Free Weekend November 2-4, 2012. All Energy Star qualified products will be exempt from sales tax when purchased between 12:00am, November 4th and 12:00am, November 6th.

Energy Star is the trusted, government-backed symbol for energy efficiency helping us all save money and protect the environment through 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.

When purchasing an Energy Star item during the annual Tax Free Weekend you not only save at the time of purchase, but you'll continue to save money and energy for years to come! For more information visit, www.energystar.gov.

F R O M T H E C I T Y Goodbye Summer . . . Hello Fall

During the fall months, our trees begin to look sparse as the leaves fall to the ground in preparation for winter. These leaves, pine straw and other yard debris are a major cause of localized flooding in the City/County. Next time you're out at the mailbox or retrieving a trash/recycle container, check out the nearest storm drain on your street. Do you have a ditch or swale on your property? Is the storm drain, ditch or swale clear of debris so that stormwater (rain) can flow freely into the underground pipe or through the conveyance? When it rains, stormwater runoff flows

UNTREATED to our local waterways like the Cape Fear River. The City of Fayetteville Stormwater Division needs your help to keep ALL stormwater conveyances clear of debris! By simply using a shovel, rake, or pitch fork and containerizing the debris, you can place it behind the curb to be picked up on your regular yard waste collection day. For stormwater questions, comments, or concerns contact the City of Fayetteville Stormwater Division at 910-433-1613 or visit their website at: cityoffayetteville.org/stormwater.



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