

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

Christmas

PWC Offices Closed

Monday, December 25
Tuesday, December 26

New Year's

PWC Offices Closed

Monday, January 1

Martin Luther King's Birthday

PWC Offices Closed

Monday, January 15

4th Friday

Downtown Fayetteville

Friday, January 26
Friday, February 23
theartscouncil.com

Fayetteville Home Design & Remodeling Show

Crown Complex

Friday, February 16-Sunday,
February 18

National Engineers Week

February 18 - 24

Annual Water Changeover

PWC temporarily stops adding ammonia to its water treatment disinfection process

March 1 - March 31

Visit faypwc.com for details



Are You on the Naughty or Nice Holiday Safety List?

As you make your lists and check them twice, here is one to keep your holiday celebrations safe and wonderful.

Naughty

- Never attempt to extend the length of an extension cord by connecting it with another extension cord. Use an extension cord that is long enough to meet your needs.
- Never use frayed or damaged cords or light strands.
- Never run an extension cord under a rug or positioned so that its pinched by furniture.
- Never decorate a tree that is in contact with a power line and keep ladders away from power lines when handling outdoor decorations.
- Never place electrical decorations near water.



Nice

- Water your Christmas tree daily to keep it hydrated and reduce your risk of fire.

- Make sure all lights and decorations have the UL seal – and be sure anything electrical put outdoors is labeled for outdoor use.
- Keep all decorations, including Christmas trees, at least three feet from heating equipment or an open flame.
- Turn off all indoor and outdoor electrical decorations before leaving home or going to bed. Consider using an automatic timer to ensure that lights are not left on by mistake.
- Always unplug electrical decorations before replacing bulbs or fuses.
- Always follow manufactures' instructions and use products as they were intended regarding indoor or outdoor use.
- Remember to plug outdoor decorations into outlets protected by Ground Fault Circuit Interrupters (GFCIs) to prevent shock.

Info courtesy of esfi.org

From the PWC Family to Yours: Seasons Greetings!

PWC Offices will be closed Monday, December 25th and Tuesday, December 26th. PWC will observe the New Year's Holiday on Monday, January 1st. We would like to extend a special thank you to our dedicated employees who will be working during the holidays to keep your power on, water flowing, and responding to any utility-related emergencies so we can all enjoy the holiday.

Don't Toss Your Christmas Tree - Recycle it

Give your holiday tree a proper send-off. Rather than tossing it in the trash, recycle it*. You'll be doing our local parks a big favor! For nearly a quarter century, Fayetteville PWC, the City of Fayetteville and Duke Energy Progress have partnered to recycle trees as mulch. Fayetteville-Cumberland County Parks and Rec will use the mulch for beds and paths. If you live within city limits, please put your tree out for pick-up by the

morning of January 8, 2018. Or drop off your tree at the Community Garden (intersection of Vanstory and Mann Streets) any time before 8:30am on Saturday, January 13th.

**Remove all tinsel, lights, tree stands and ornaments.*



Get \$2 off

the admission price to the Fayetteville Home Design & Remodeling Show

The Fayetteville Home Design and Remodeling Show is February 16-18, 2018 at the Crown Expo Center. Be sure to visit PWC's booth for tips on how to lower your water and energy consumption. Plus, speak with conservation experts about ways to save at home and take home FREE useful conservation items like LED bulbs.

Show Hours:

Friday: Noon – 8pm
Saturday: 10am – 8pm
Sunday: 11am – 6pm
Friday: Seniors (65+) get in FREE*
Sunday: Military get in FREE*

www.fayettevillehomeshow.com

Adults: \$8 | Children 12 and under FREE with paying adult

**ID required for Senior and Military discounts. One coupon per person*

HOME DESIGN & REMODELING SHOW



PWC
Fayetteville's
HOME TOWN UTILITY

Save the Date We're Celebrating our Customers with a FREE Community Event

The 4th Annual Power and Water Conservation Expo is scheduled for Friday, March 23 and Saturday, March 24 at SkyView on Hay in Downtown Fayetteville. The expo is FREE and open to the public. Learn ways to save on your energy and water bill, fill up your complimentary reusable tote with handy conservation items like LED bulbs and tree seedlings. In addition, meet PWC linemen, Conservation Experts and more! Look for other important details about the Power and Water Conservation Expo in the Feb/March edition of this newsletter, on PWC's social media pages and website.



Energy & Water Savings All Year Round

Get energy and water saving tips year round with the *2018 Energy Savers* wall calendar. You can pick up your complimentary copy (while supplies last) 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 receive a calendar by mail, please call 910-223-4009.



PWC On the Air

You can watch *Your PWC Connections* anytime on PWC's website and YouTube Channel, or watch nightly on Fay TV (the City of Fayetteville's government access channel on Spectrum Cable channel 7).

Why Is My Bill So High?

Changes in habits and consumption can have an effect on your PWC bill. Many customers think the worst when they see a higher than average utility bill, but there are a few contributing factors that can increase your usage that you may not be aware of.

Weather

Weather is the biggest reason for fluctuations in your bill. On average, a large portion of your electric bill is made up of heating and cooling costs. Throughout the year, one month's bill can differ greatly from another. When the temperature outside rises or falls, your system works hard to heat or



cool your home. That is why weather can affect your electric bill, even if you leave your thermostat on a constant setting. Your lifestyle can also cause an unusually high bill. If you find yourself gradually adjusting the thermostat to be more comfortable,

you may receive a higher bill the following month.

Longer Billing Period

Our bill cycles can range from 28-32 days. If your bill is a little higher this month, compare the number of billing days in your billing cycle last month vs. this month. If your billing cycle consisted of 28 days last month and 32 this month, the four extra days of consumption can result in a higher than expected bill.

Previous Balance Added to Current Billing Period

When you notice a higher than normal bill, check for your previous balance. If you did not pay your last bill in full, the remaining balance will be added to your current amount due making it higher than normal.

A Full House – Family Gatherings, Holiday Parties, and School Breaks

Many people don't realize it, but house guests can have a major impact on your utility bill. When you have a guest, even if it's just a child home from school, you tend to consume more energy and water. By adding one extra person for any period of time, you'll add more showers, loads of laundry, cooking, dishes and electric usage. All of these things add up, especially if guests stay for several days over the Thanksgiving and Christmas holidays.

F R O M T H E C I T Y

City of Fayetteville Loose Leaf Season Underway

Loose leaf pickup runs through early March 2018. Leaves and pine straw – no tree limbs – must be curbside the day prior to your pickup date. If you are a resident of the City of Fayetteville you can view the schedule at www.cityoffayetteville.org/leafseason. Bad weather may cause delays. Yard debris can be picked up on your regular weekly schedule if it is containerized. Just remember to keep yard waste on the curb and not in the street. Waste left in the street can cause stormwater pollution and may obstruct the storm drainage system resulting in flooding. Call the City of Fayetteville at 910-433-1FAY(1329) with any questions.

Don't Rush to Flush!

Toilets have one job and you know what we're talking about. When the wrong thing is flushed, results can include costly backups on your own property or problems in our sanitary sewer system and lift stations. That's why it's so important to treat toilets properly and flush only your personal contributions and toilet paper to our water reclamation facilities.

Even products that are labeled "flushable" should be put in a trash can. The problem with "flushable" products is that they don't disperse or break apart after being flushed. While it might flush, it does not break down once its in our sanitary sewer system. As these products accumulate in the sewer pipe, they hinder the flow and eventually cause blockages that than can lead to sanitary sewer backups or overflows.

Don't Rush to Flush:

- Baby wipes and diapers
- Rags and towels
- Cotton swabs
- Syringes
- Candy and other food wrappers
- Clothing labels
- Cleaning sponges
- Toys
- Plastic items
- Aquarium gravel or kitty litter
- Rubber items such as latex gloves
- Cigarette butts
- Sanitary napkins
- Hair
- Disposable toilet brushes
- Grease

