

PWC CONNECTIONS

Your Link to News & Information from the Fayetteville Public Works Commission Jun/Jul 2016

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

First Day of Summer
Monday, June 20

4th Friday
Downtown Fayetteville
June 24, July 22, August 26
theartscouncil.com

Fayetteville After 5
Festival Park
June 24, July 22, August 26
faydogwoodfestival.com

National Smart
Irrigation Month
July 1 - 31

Independence Day
Observance
PWC Offices Closed
Monday, July 4

Ft. Bragg July 4th Celebration
Main Post Parade Field
Monday, July 4
3pm - 10pm
fortbraggmwr.com/july4th/

Latin Community Festival
Festival Park
Saturday, August 13
3pm - 10pm

PWC on the Air

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



Have a Plan in Place for Hurricane Season

We're always hopeful we can avoid weather's wrath. However, if needed, PWC has an aggressive, pro-active plan of operations in the event of a hurricane, other severe weather, or emergency situation. Our crews stand ready to swing into action as soon as it's safe, and we're prepared to work 'round the clock to restore your service. We also encourage you, too, to be prepared.

Plan ahead for all the members of your family:

- Battery-operated radio
- Flashlight
- Extra batteries
- Water
- Non-perishable foods
- Manual can opener
- Medication
- Cash (ATMs may be down)
- Portable battery charger for cell phones and tablets
- Plastic sheeting, garbage bags, containers with lids
- Change of clothes



- Have an emergency plan for infants, elderly, pets and those with special needs
- Become familiar with safety tips and emergency preparation information on our website – select Outage Central on the PWC home page
- During a power outage, remember to keep your refrigerator and freezer doors closed as much as possible to maintain the cold temperature. A refrigerator *should* keep food cold for about four hours if the door is kept closed. A *full* freezer *should* hold its temperature for up to 48 hours.
- Be sure PWC has your current phone number so our emergency system can identify you if you call. (You can update your contact information on our website)

To report a power outage or an emergency (such as a tree limb on a power line or water main break), call 1-877-OUR-PWC1.

2016 Hurricane Map Available

Pick up your free copy of "Hurricane Watch 2016" – a useful storm tracking map at PWC and remember to visit us at www.faypwc.com for more information to prepare you and your

family for severe weather. You'll find helpful tips including how to safely operate a portable generator, store water for emergencies and surviving flash floods.

Medical Priority Program

Power can be more than a convenience, for some people it is a medical necessity. PWC provides a Medical Priority Program to customers who require life-sustaining equipment which is dependent on electric and/or water service. Sign up to receive early advisement and priority restoration

consideration in the event of an interruption of service. PWC requires the customer and customer's physician to complete a Medical Priority application which can be found on the Residential Programs page on the PWC website.

Hot Deals and Cool Savings from PWC

✓ ENERGY STAR® HVAC (Heat Pump) Incentive Program

On average, 50% of household costs go towards heating and cooling. So if you're in the market for a new heat pump and duct work, PWC can help offset some of the costs. But hurry, this hot deal ends November 30, 2016*. You can earn a \$300 bill credit if you purchase and install a 15+ SEER (or greater) ENERGY STAR heat pump. Install a 15+ SEER (or greater) unit and replace your total duct system, and earn a \$500 bill credit from PWC.

✓ 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 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.

✓ Light Up with LEDs

Purchase a minimum of eight ENERGY STARs 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. This program is valid until further notice.

✓ Rain Sensor Incentive Program

Purchase and install a new rain sensor between April 1 and September 30, 2016 and earn a credit on your PWC utility bill equal to the purchase price – up to \$50 – of the rain sensor. Keep in mind that a PWC conservation specialist may contact you to verify installation.

All program 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

Click for Savings-
Customer
Incentive Programs

Save Time, Pay Online

Always on the go? If you have an internet connection you can pay your Fayetteville PWC bill in minutes anytime, anywhere.

Simply go to faypwc.com and click the red "Online Account Manager" on the home page. It's located in the top right-hand corner. If it's your first time paying online, you'll need to register with your 10-digit account number. The one-time registration takes only minutes, and gives you access to a host of services and billing options. Paying your bill online is fast, secure, and convenient.

Stop. Think. Conserve. Keep Cool with Ceiling Fans

Running a ceiling fan while your A/C is on will allow you to raise your thermostat about 4°F while experiencing the same level of comfort. Just make sure your ceiling fan is rotating counter clockwise. This will ensure the air is blowing straight down.



Don't Fall for this Call

Some of our customers have been contacted by a scammer 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 at your door.

Trim the Fat: Stick to this Energy Diet and Cut Kilowatts instead of Calories



Kilowatts are like calories. They creep up on us. In fact, the average American uses about 30% more energy than they did 25 years ago. Check out these 5 simple ways to shed that excess energy...just in time for beach season.

Portion Control

Get rid of your energy-guzzling appliances. Check out the ENERGY STAR® models to find the biggest savers. For example, you could save about \$40 a year in operating costs by replacing your 10-year-old refrigerator with a new ENERGY STAR-certified unit. Plus, eligible PWC customers can earn a bill credit if they make the switch. Visit our website for details about our many appliance incentive programs.

Mindful Consumption

Did you know 75% of your appliance energy use takes place when you're not even using it? It's called passive or "vampire" energy use, and it occurs on every appliance that's plugged in. For example, your television could be costing you about \$150 even when you aren't using it. Your computer can gobble up another \$60 and that coffee pot can cost you \$20. To avoid "vampire" energy use, plug your appliances into a power strip and turn off the power strip when not in use. This could save you up to \$230 annually.

Make Better Choices

Switch to CFLs and LEDs and save! The five lights used most frequently are your kitchen ceiling light, living room table and floor lamps, bathroom vanity lamp and outdoor porch lamp. Replace them with ENERGY STAR-rated CFLs or LEDs to potentially lower your bill by \$75 per year!

Cool Down

Quit paying to overheat your water. Set your hot water heater temperature at 120° and add an insulation blanket to reduce heat loss. This can save you up to \$45 per year.

Tighten Up

Heating and cooling make up about 46% of your monthly energy bill. That's why sealing and insulating your air ducts can improve system efficiency by as much as 20%. For example, a monthly bill of \$110 could result in savings of about \$120 a year.

information courtesy of KCP&L

Be Aware of the Air — Ozone Season is Here!

In North Carolina, ozone is the most widespread air quality problem and the main component in urban smog. Ozone is unhealthy to breathe, particularly among sensitive groups: children, people with asthma and other respiratory ailments and anyone who works or exercises vigorously outdoors.

Fayetteville PWC is concerned about the impact ozone has on our community and encourages you to do your part to improve air quality.

- Get fuel when it's cool. Refueling during cooler periods of the day or in the evening can prevent gas fumes from creating ozone.
- Care for your car. Regular maintenance & tune-ups, changing the oil & checking tire inflations can improve gas mileage, extend your car's life & reduce your car's emissions.

- Combine your errands into one trip. Saves time, reduces traffic congestion & air pollution.
- Share a ride or car pool. It helps reduce traffic congestion & pollution. It can also save money.
- When possible, walk or ride a bike instead of driving.

Visit www.fampo.org for information on local efforts to improve our air quality.

