



Your PWC Connections

DEC 2013/JAN 2014

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

Tuesday, December 24

Wednesday, December 25

New Year's Day

PWC Offices Closed

Wednesday, January 1

20th Annual Grinding of the Greens

Saturday, January 11

Fayetteville City tree pickup begins January 6

Martin Luther King Jr.'s Birthday

PWC Offices Closed

Monday, January 20

4th Friday

Downtown Fayetteville

January 24 & February 28

theartscouncil.com

Carolina Home Show

Crown Expo Center

Saturday-Sunday,

February 22 & 23

carolinahomeandgardenshow.com



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.



Wishing You a Safe and Happy Holiday Season

PWC wants you to have a safe and happy holiday and encourages you to keep these safety tips in mind while decorating for the holidays:

- * Make sure all lights and decorations have the UL seal – and be sure anything electrical put outdoors is labeled for outdoor use.
- * Plug outdoor decorations into outlets protected by Ground Fault Circuit Interrupters (GFCIs) to prevent shock.
- * Don't handle lights while they're plugged in.
- * Don't string too many lights together or overload sockets and use a surge protector.
- * Inspect cords; don't use anything that's frayed or damaged.
- * Don't run extension cords in traffic paths or over metal.
- * Keep live trees watered; dry trees can be fire hazards.
- * Make sure lights aren't touching paper or metal.
- * Keep electrical decorations away from water.

- * When hanging outdoor decorations, keep ladders away from power lines.
- * Always unplug lights/electrical decorations when you leave home or go to bed. Consider using an automatic timer to ensure that lights are not left on by mistake.



From the PWC Family to Yours: Seasons Greetings!

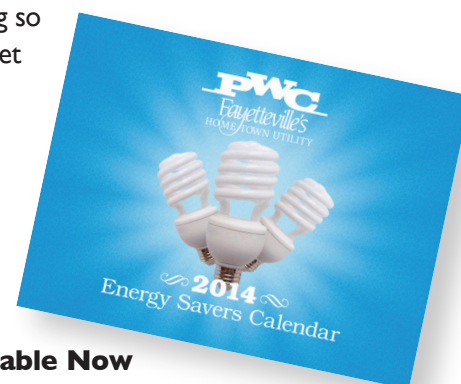
PWC Offices will be closed December 24th & 25th, and will re-open on Thursday, December 26th. PWC will observe the New Year's Holiday on Wednesday, January 1st and re-open on January 2nd. We would like to extend a special thank you to our dedicated employees who will be working during the holidays to keep your power and water flowing, and responding to emergencies so that we can all enjoy the holiday.

Don't Toss Your Christmas Tree ~ Recycle it!



The tree you've enjoyed during the holiday season can help forever "green" the Cape Fear Botanical Garden at "Grinding of the Greens!" For 20 years PWC, the City of Fayetteville, and

Duke Energy Progress have partnered to recycle trees as mulch for the Garden's beds and paths. If you live in the City, simply put your tree out for pick-up by the morning of January 6th. Or drop off your tree at the Cape Fear Botanical Garden any time before 9am on Saturday, January 11th. Trees will be turned into mulch that morning so be sure to get there early!



Energy Savings All Year Round

Complimentary 2014 Energy Savers Calendar Available Now

Get energy saving tips year round with the 2014 Energy Savers wall calendar. You can pick up your copy (while supplies last) beginning Monday, December 2nd at the PWC Customer Service Center located at the corner of Eastern Blvd. and Old Wilmington Road. Energy Savers wall calendars are also available at City Hall (433 Hay Street), or call 223-4009 to request a copy by mail.

PWC Launches New System for Enhanced Services

Beginning January 6, 2014, PWC will upgrade its computer systems which will mean some changes for customers. During the update, PWC's online services -- such as viewing your account information and paying your PWC bill -- will not be available from midnight January 1, 2014 until midnight January 5, 2014. Look for more information about PWC's new system in the weeks to come.

Tis' the Season to 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.

Tax Credits for Energy Efficiency

If you purchase an energy-efficient product or renewable energy system for your home, you may be eligible for a federal tax credit. The products below must be installed in an existing home or your principal residence on or before December 31, 2013.

- Water heaters (non-solar)
- Insulation
- Windows and doors
- Roofing
- HVAC Systems
- Biomass stoves

Tax credits for geothermal heat pumps, small wind turbines, solar energy systems, and fuel cells are available through 2016. For details about eligible energy-efficient products, visit energysavers.gov

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-PWCI

24-Hour Emergency

Visit Us Online

Pay the easy way at:
www.faypwc.com



Put Safety First When Heating Your Home

When the weather is cold outside, it's only natural to want to warm up inside without spending much money. Some people have lost their lives using dangerous ways to heat their homes.

It's never safe to light an unventilated fire or burn charcoal indoors. Burning wood or charcoal releases carbon monoxide that can't be seen or smelled and can kill in minutes. The use of unventilated appliances such as kerosene and propane heaters, or stoves, ovens, or dryers to heat your home is also unsafe. And remember: Although using a fireplace or wood-burning stove may be safer, it's important to make sure they are clean and in proper working order.

PWC reminds customers that there are ways to stay warmer at little or no cost, including:

- Keeping window coverings open on sunny days.



- Weather-stripping and caulking around doors and windows.
- Wearing heavier clothing to retain your body's heat.

2014 "Green" Resolutions

Have you been meaning to go green but couldn't find the time? Start 2014 off right by following these easy suggestions:

Green your living room

- Look around for second-hand items. With a few repairs and some new upholstery, some of those old couches can become reclaimed gems.
- When it's time to retire your couch or coffee table, donate it to the local thrift store or charity shop and keep it out of the landfill.



Green your bathroom

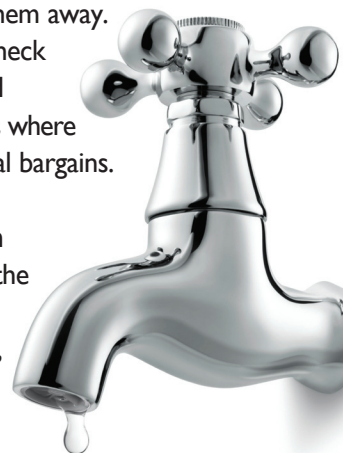
- Replace toxic cleaners (especially the ones used on tiles and toilet bowls) with green natural products that do the job just as well.
- Simple and inexpensive to install, a low-flow shower head can reduce water consumption and heating costs by 50%. Consider a low-flow shower head with a shut-off button for even more savings.
- Test for a leaky toilet by putting a few drop of food coloring in the tank and waiting for 20 minutes (don't flush). If the water in the bowl is dyed then you probably need to replace the rubber flapper valve.
- Take showers instead of baths, and don't let the water run while you're brushing your teeth or shaving.

Green your closet

- On average, we throw away about 68 pounds of clothing and textiles per year. Donate your clothes to a local charity shop instead of throwing them away.
- Tight budget? Then check out local second-hand shops and flea markets where you can find some real bargains.

Green your kitchen

- When hand washing the dishes, rinse them in a large bowl of water, or rinse them after putting them in the drainer. Don't keep the water running.
- Fix leaking faucets immediately. One water faucet leaking one drip per second will waste hundreds of gallons of water.
- Keep a jug of drinking water in the refrigerator instead of letting the tap run for cold water.
- Start composting. There are dozens of different composters on the market, both indoor and outdoor.



Green your laundry room

- Soften your fabrics with baking soda in the wash cycle and cut down on static cling with some vinegar added to the rinse cycle.
- Do your loads back to back and use the residual heat in the dryer.
- Only run the washer and dryer when you have a full load.
- Wash with cold water to save 80% to 90% of the energy costs of washing.



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