



Your PWC Connections

DEC 2010/JAN 2011

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

**Christmas
PWC Offices Closed**
December 24 and 27

**New Year's Day -
PWC Offices Closed**
Friday, December 31

**17th Annual Grinding
of the Greens -
Cape Fear
Botanical Gardens**
Saturday, January 8
(Fayetteville City Tree pickup
begins January 3)

**Martin Luther King's
Birthday -
PWC Offices Closed**
Monday, January 21

4th Friday - Downtown
Friday, January 28,
February 5, 7 pm - 10 pm

**President's Day -
PWC Open**
Monday, February 21

**Carolina Home &
Garden Show
Crown Expo Center**
February 25, 26, 27
www.carolinahomeshow.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



Weathering the Winter

Don't let winter weather cause unwelcome problems. PWC offers these tips for preventing expensive and troublesome problems that come with the threat of frozen water pipes as well as tips for lowering your electricity use this winter.

Prevent frozen pipes

- Locate your main water shut-off valve before an emergency.
- Prevent your pipes from freezing by keeping the wind from blowing through openings in the unheated portion of your house.
- Seal up all air leaks in the crawl space or basement, including access doors, air vents and drafty cracks.



- Insulate pipes in unheated parts of your home.
- Drain sprinkler water lines.
- Detach garden hoses and shut off water supply to those faucets.

Reducing your Energy Use

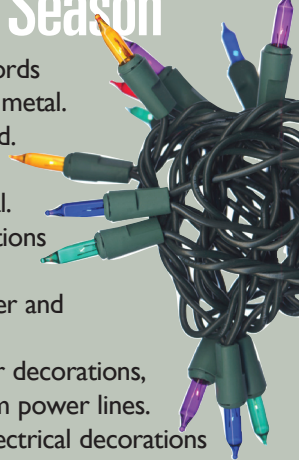
- Keep draperies and shades on your south facing windows open during the day to allow the sunlight to enter your home and closed at night to reduce the chill you may feel from cold windows.
- When the fireplace is not in use, keep the flue damper tightly closed.
- Seal up all air leaks in the crawl space or basement, including access doors, air vents, and drafty cracks.
- Close or cover foundation vents to keep the cold air out.
- Regularly change your filters for your home's heating system.

Wishing You a Safe and Happy Holiday Season

Have a safe and happy holiday when you keep these safety tips in mind while decorating for the holidays:

- Make sure all lights and decorations have the UL seal; 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.
- Make sure lights aren't touching paper or metal.
- Keep electrical decorations away from water.
- Miniature lights are safer and use less power.
- 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.



Seasons Greetings

PWC Offices will be closed Dec. 24 and 27 so we can spend the holidays with our families. We will re-open on Dec. 28. PWC will observe the New Year's Holiday on December 31st and re-open on January 3rd. 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 have a wonderful holiday. From our PWC family to yours, Happy Holidays.

Recycle Your Christmas Tree

The tree you've enjoyed all holiday season can help forever "green" the Cape Fear Botanical Garden. Through the Grinding of the Greens, PWC, Progress Energy and The City of Fayetteville partner to recycle trees as mulch for the Garden's beds and paths. If you live in the City, just put your tree out for pick-up by the morning of Jan. 3rd. Or take your tree to the Cape Fear Botanical Garden anytime before 9am on Saturday, Jan. 8th. Trees will be turned into mulch that morning so be sure to get there early!



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.

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.

2011 Carolina Home Show scheduled Feb. 25, 26, 27

Visit the PWC exhibit at the 2011 Carolina Home and Garden Show at the Crown Expo Center, Feb. 26, 27, 28. Be sure to visit the PWC booths and register to win prizes, including credit on your PWC bill. Complimentary Compact Florescent Light bulbs and water saving kits (one per household) while supplies last. Visit www.carolinahomeshow for more information.

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 websites (www.cityoffayetteville.org).



Stay Connected through Nixle and Twitter

PWC customers can now receive important advisories, updates and official information by text message and email through Nixle and Twitter. Register for Nixle notifications from PWC or other local organizations such as the Fayetteville Police Department, by simply going to nixle.com to sign up. You can also follow FAYPWC on Twitter.



Want to Reduce Your Energy Use?

Visit PWC's website (www.faypwc.com) and use the Energy Depot on-line energy audit feature. Complete the Energy Profile questionnaire at the Energy Depot section of our website. Based on the information you supply, Energy Depot will provide you with cost-saving advice specifically for you. Taking this advice can help save on your energy bills for years to come.

The Energy Depot also has other conservation tools:

- Energy Calculator - Quickly estimate annual energy use and cost of home systems and appliances.

- Energy Comparison Tool - Helps you choose replacements for home heating/cooling systems or water heaters. Use this to choose a new appliance during the *Cash for Appliances* program!
- Energy Library - A collection of information about home energy saving topics and energy efficiency tips.



Eco@Home Tip

Upgrading your old refrigerator is one of the best energy-saving moves you can make. According to the American Council for an Energy-Efficient Economy, a typical new refrigerator with a top-mount freezer and automatic defrost uses about half the energy of a comparable 1990 model. Since refrigerators account for a big share of your home's energy consumption – about 14 percent for most models – a new fridge will save you money, too.

If you would like more money-saving tips, subscribe to Eco@Home, a quarterly publication that helps you use energy more efficiently - saving money and benefitting 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.

Web Search Available for Sewer Installation Schedule



PWC has a search feature on its website (faypwc.com) that enables residents in the Phase V annexation area to determine when

sewer installation is scheduled for their property. Links for the search feature http://www.faypwc.com/quick_annex_PhaseV-address_search.html are available on the PWC homepage. Residents can also view maps of the installation projects.

On behalf of the City of Fayetteville, PWC manages the installation of sewer services for properties within annexed areas. Sewer services have been installed to approximately 1500 properties in the Brentwood, LaGrange, Arran Lakes and Summer Hill neighborhoods. New projects to install 500 services in the LaGrange and Summer Hill are getting underway and expected to be complete in late 2011.

Make MLK Jr. Holiday a Cumberland County Day of Service

The United Way of Cumberland County and the Fayetteville Cumberland County Ministerial Council Inc. will sponsor the Cumberland County Day of Service on the Martin Luther King, Jr. holiday, January 17, 2011. Please join volunteers from across our community to join thousands nationwide who

will be answering the call to make the holiday a day **on** rather than a day **off**. Please join your neighbors for four hours of community volunteering. To be a part of this community service effort, please contact cumberland-countydayofservice@gmail.com.



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