



Your PWC Connections

JUNE/JULY 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 Relation Office.

Upcoming Events

Hurricane Season

June 1 - November 30

Father's Day

Sunday, June 15

Fayetteville After 5 Festival Park

Friday, June 20, July 18, Aug. 15
faydogwoodfestival.com/

4th Friday - Downtown

Friday, June 27, July 25, August 22
theartscouncil.com

Independence Day PWC Offices Closed

Parade at 10:00 am
Friday, July 4

Hope Mills Independence Day Celebration

Parade at 10:00 am
Friday, July 4

4th of July Celebration Main Post Parade Field

Friday, July 4
fortbraggmwr.com/july4th/

PWC on the Air

Join host, Wendy Riddle, for *Your PWC Connections*, any-time on PWC's website or watch on FayTV 7 (Time Warner Cable Government Access Channel 7). Check local listings for dates and times.

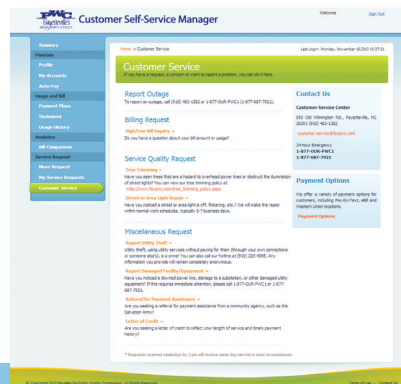


Coming Soon: PWC Launches New System for Enhanced Services

Beginning July 7, 2014, PWC will upgrade its computer systems which will mean some changes for customers.

The most exciting change is the launch of Your Online PWC Account Manager which will provide new and improved on-line services that are easier to access and navigate!

- ▲ Simplified registration and login
- ▲ View multiple accounts at one time
- ▲ View your utility use in graphs for the last 12 months.
- ▲ Compare your monthly bills
- ▲ View and sort your PWC bills and payments for the last 12 months
- ▲ Convenient online requests for new services or when transferring or moving.



Other Important Notes

With our new system, you will receive your new PWC account number on bills mailed after July 7, 2014. Please refer to your new account number when using phone services to check your account information, make a payment, or requesting an extension. Please note, if you pay through your bank's BillPay system, you will need to update your PWC account number. If you are a bank draft customer, no updates are needed.

During the transition to our new system, customers may also experience delays when calling to speak with a PWC representative or visiting our Customer Service Center to pay your bill. Please remember, we experience our highest volumes on Mondays, Fridays and at the first of the month. You may consider calling later in the day as our call center is open until 8 pm Monday through Friday. To avoid delays that may occur when paying in person, you may consider using one of many alternate PWC payment options listed on the back of your PWC bill.

PWC appreciates your understanding for any temporary inconveniences as we enhance our customer service with new technology.

Do Your Part, Be Water Smart

Save Money with PWC's New Rain Sensor Incentive Program

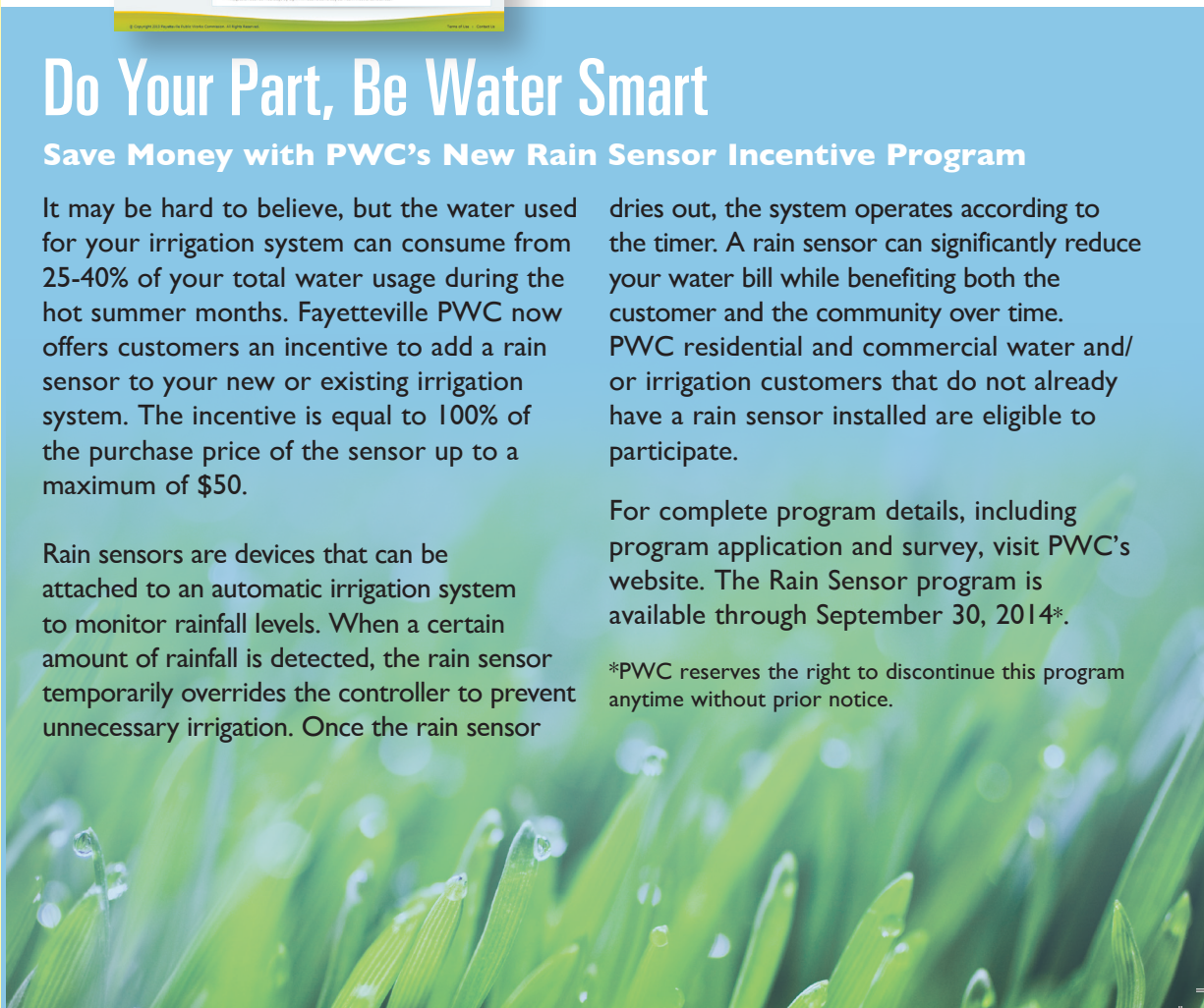
It may be hard to believe, but the water used for your irrigation system can consume from 25-40% of your total water usage during the hot summer months. Fayetteville PWC now offers customers an incentive to add a rain sensor to your new or existing irrigation system. The incentive is equal to 100% of the purchase price of the sensor up to a maximum of \$50.

Rain sensors are devices that can be attached to an automatic irrigation system to monitor rainfall levels. When a certain amount of rainfall is detected, the rain sensor temporarily overrides the controller to prevent unnecessary irrigation. Once the rain sensor

dries out, the system operates according to the timer. A rain sensor can significantly reduce your water bill while benefiting both the customer and the community over time. PWC residential and commercial water and/or irrigation customers that do not already have a rain sensor installed are eligible to participate.

For complete program details, including program application and survey, visit PWC's website. The Rain Sensor program is available through September 30, 2014*.

*PWC reserves the right to discontinue this program anytime without prior notice.



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 a scheduled or emergency interruption of service. PWC requires the customer and customer's physician to complete a Medical Priority application, which can be found on the PWC website, faypwc.com/programs_residential.aspx.

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.

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 and tune-ups, changing the oil and checking tire inflations can improve gas mileage, extend your car's life and reduce your car's emissions.
- Combine your errands into one trip. Saves time, reduces traffic congestion and air pollution.
- Share a ride or car pool. It helps reduce traffic congestion and pollution. It can also save money.
- When possible, walk or ride a bike instead of driving.

Visit nccleanair.org for information on efforts to improve our air quality.

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-PWC | 24-Hour Emergency

Visit Us Online

Pay the easy way at: www.faypwc.com



Reliable Public Power Provider

Hurricane Season is Here and PWC is Ready, Weather or Not!



Hurricane season is June 1 - November 30 and PWC wants you to be prepared for potential storms or other emergencies that cause utility outages. Here are some tips to better prepare you and your family:

Must Do:

- ◆ Have an emergency plan if someone in your household relies on electrically powered life support.
- ◆ Keep emergency supplies such as flashlights and extra batteries in a place that's easily accessible in the dark.
- ◆ When storing water, be sure to use clean containers.
- ◆ Locate the main electric fuse box, water service main and natural gas main. Learn how and when to turn these utilities off.

Put a Family Emergency Kit Together

- ◆ A three-day supply of water (one gallon per person per day) and food that won't spoil.

- ◆ One change of clothing and footwear per person, and one blanket or sleeping bag per person.
- ◆ A first aid kit that includes your family's prescription medications.
- ◆ Emergency tools including a battery-powered radio, flashlight and plenty of extra batteries.
- ◆ An extra set of car keys and a credit card, cash or traveler's checks.
- ◆ Sanitation supplies.
- ◆ Special items for infant, elderly or disabled family members.
- ◆ An extra pair of glasses.
- ◆ Keep important family documents in a waterproof container.

For more information visit our website at faypwc.com/hurricane_preparedness.aspx

Clip and Save Conservation Tips

Energy and water-saving ideas to help save money and lower your monthly utility bill

Sweltering Summer Tips

- Set your thermostat to 78 degrees when home and consider raising your thermostat temperature to around 88 degrees when you're away at work or know you'll be gone for a while. According to the Department of Energy, setting your thermostat back 10-15 degrees for 8 hours a day can save you about 5% to 15% on your electric bill for the year, or about 1% for each degree of setback.
- Use ceiling fans to cool you down and give your A/C a break. Just make sure the fans are rotating counter clockwise to produce a downward flow.
- If you're a pool owner - set your heater to 78 degrees to use about 40% less energy and invest in a sturdy pool cover to reduce evaporation of water and chemicals.

Waste Not Water Tips

- Install an efficient showerhead and save on both energy and water costs.
- Shorten your showers. Even a few minutes per shower really adds up.
- Set water-heater thermostat to 120 degrees.
- Use cold water in wash and rinse cycles. Run full loads in clothes washer, dryer, and dishwasher.

Twist and Save

- Consider installing CFLs and LED bulbs. They use less electricity and last much longer than incandescent light bulbs.

More Ways to Save This Summer

- Dust off the old grill! Barbecuing outdoors avoids heating up your kitchen which often causes us to blast the AC.
- Cook with a microwave, toaster oven, or slow cooker, all of which use less electricity than an oven and prevents your kitchen from turning into a sauna.
- Use smart power strips to stop the idle current drawn from your outlets when electronics are not in use.

Save with Customer Incentives

Take advantage of PWC's Customer Incentive Programs! You'll earn bill credits and reap the benefits of lower energy and water consumption!

- Heat Pump Incentive Program - earn up to \$500 if you replace your heat pump and duct system.
- High Efficiency Toilet Program - earn a bill credit equal to 25% of the retail purchase price.
- Home Efficiency Audit Program - for a small fee, a PWC Conservation Specialist will perform an audit on your home. Make the recommended changes and earn incentive bill credits, plus a refund on the audit fee!
- Rain Sensor Program - earn up to \$50 if you install a rain sensor into your irrigation system.
- Refrigerator Incentive Program - purchase a qualified Energy Star® refrigerator and earn a \$50 bill credit.

Visit PWC online at http://www.faypwc.com/programs_residential.aspx for complete program details.



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