



Your PWC Connections

OCT/NOV 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

Reading Rocks Walk-a-Thon Festival Park

Saturday, October 18 at 9:00 am
ccs.k12.nc.us

Dogwood Fall Festival Festival Park

Thursday, October 23 –
Saturday, October 25
faydogwoodfestival.com

47th Annual Holly Day Fair Crown Expo Center

Thursday, November 6 –
Sunday, November 9
hollydayfair.com

Veteran's Day Parade Downtown Fayetteville

Saturday, November 8 at 10:00 am
ccveteranscouncil.org/

Veteran's Day PWC Offices Open

Tuesday, November 11

Thanksgiving PWC Offices Closed

Thursday, November 27
& Friday, November 28

Dickens Holiday Downtown Fayetteville

Friday, November 28
theartscouncil.com/dickens
main.php



PWC on the Air

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



Here's a Plug for Public Power



PUBLIC POWER
AN AMERICAN TRADITION THAT WORKS

More than 2,000 cities and towns in the United States light up their homes,

businesses and streets with "public power" electricity that comes from a community-owned and operated utility. PWC is a public power electric provider that has served our area for over 108 years.

Some of the nation's largest cities – Los Angeles, San Antonio, Seattle and Orlando – are Public Power communities. Owned by the city of Fayetteville, PWC operates for the benefit of our local customers and our community. Our employees are your friends and neighbors, and our electric revenue remains in our community, building a strong, reliable electric system that helps Fayetteville-Cumberland County grow and prosper. Also, because we are local, we can provide the fastest possible response to our customers.

Serving nearly 80,000 electric customers, PWC is committed to providing reliable electric services to our customers and continuing a strong public power tradition.

Did You Know?

- PWC is the largest municipal power system in the state of North Carolina and the 35th largest

- public power system in the United States.
- PWC residential electric rates are among the lowest in the state of all electric providers, and rates for all customer classes are below the state average.
- PWC is the only municipal electric system in North Carolina to own its own Generation Plant.
- The American Public Power Association (APPA) honored PWC with its Scattergood System Achievement Award in 2014. The award recognized PWC for sustained achievement and customer service and is the highest honor awarded annually to APPA members.
- PWC has earned three Reliable Public Power Provider™ (RP₃) awards from the APPA for providing consumers with the highest degree of reliable and safe electric service. PWC received Diamond Level awards, the highest RP₃ designation.
- PWC annually receives the Public Power Awards of Excellence for Service Excellence, Financial Stability, Energy Efficiency and Competitive Business Environment.

Light up the Holidays with Long-lasting LEDs

They're the brightest idea to hit the holidays in years and you've undoubtedly seen more and more of them on store shelves as the holiday season draws near: LED lights!

If you haven't done so already, consider making the switch to the energy-efficient lights. They come in a variety of shapes and colors and according to the U.S. Department of Energy, LED holiday lights are beneficial because they:

- Use less energy compared to traditional incandescent holiday lights;
- Are cool to the touch (a reduced fire hazard making them safer for you and your family);
- Shine brighter; and last up to 100 times longer than incandescent lights. Which means the first set of LEDs you buy may be the last ones you'll ever need because they last up to 25,000 hours!



Consider Taking Advantage of PWC's Seasonal Light Program

The program offers PWC electric customers up to \$40 in bill credits if they make the switch to LEDs! For complete program details, a link to the application and a list of FAQs, visit www.faypwc.com. The Seasonal Light Program runs from October 1 - December 24*.

*PWC reserves the right to cancel or amend the program at any time during the program period.

Safety Tip from the Field



Hi! I'm Justin and I'm an Electric Substation Technician at Fayetteville PWC. Substations are located throughout our community to help distribute a safe and reliable electricity supply to homes and businesses. Substations come in different sizes, carry different voltages and are all extremely dangerous if not respected properly. I want to share some helpful safety tips that will keep you and your loved ones out of harm's way:

- Always observe all danger signs around substations and never attempt to gain access.
- Never enter the fenced area around an electric substation. Obey the warning signs alerting you to the high voltage area and stay away. If something such as a ball, kite or other item goes inside the fence, call PWC immediately at 1-877-OUR-PWC1 (687-7921).
- Don't attempt to break into a substation for any reason. Significant damage can occur which will ultimately impact electric customers. Contact local police if you see anyone trying to enter a substation unlawfully.

To learn more about electrical safety visit faypwc.com.

Make a Difference — Give to Project: People Who Care

During the cooler fall and 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 28302

Funds are administered by the Salvation Army to help those most in need with their energy bill. Please call 910-223-4009.

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.

Conserve Energy as the Weather Gets Cooler

The average American family spends approximately \$1,300 a year on utility bills. As cooler autumn

weather approaches you may find yourself spending more to stay warm than you really need to. Energy saving tips can help you make small yet meaningful changes that will keep the cold air out and save you money.



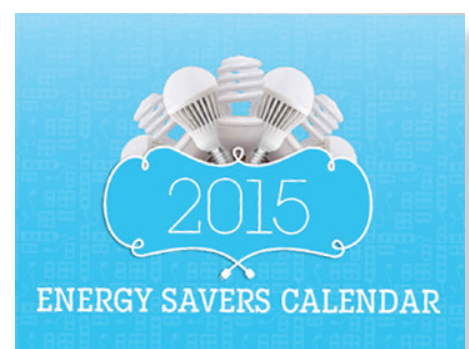
- **Seal Leaks:** Heat gets sucked away through drafty windows, electrical outlets, light switches and other interior openings. Install foam gaskets behind outlets and switches to keep heat inside. Close unused outlets with plastic safety caps. Use caulk to seal openings around windows, and make sure your windows are locked to keep heat inside.
- **Add weather stripping** around your entry doors. Heat can easily leak out through the spacing surrounding the doorway. This will instantly eliminate cold drafts.
- **Chimney:** Fall is the perfect time to inspect the chimney in preparation for the first fire of the season. Hire a professional chimney sweep once a year to clean away soot and creosote, which can cause a fire. Chimney sweeps will also inspect your flue, vent systems, and pipes to make sure everything is connected and free of rust.
- **Furnace:** You should schedule an appointment with a licensed heating and air conditioning technician to inspect your furnace before you need to turn it on to heat your home. The technician will make sure that there are no gas leaks and that everything is in working order. Be sure to replace filters regularly. If you need a new furnace you should consider buying one that is rated 90% or higher in energy efficiency. Replacing an old furnace with a more energy-efficient model can result in up to 30% savings! Visit www.faypwc.com to learn more about PWC's Heat Pump Incentive Program that can earn you a credit on your bill if you purchase a qualified Energy Star heat pump.
- **Insulation:** Installing insulation can be the cheapest way to make the most impact when it comes to energy savings. Be sure to lay insulation in the basement, attic, and crawl space. You can also blow insulation into the inside of your exterior walls to retain heat during colder months.



Information referenced from ehow.com

Energy Savings All Year Round

Get energy saving tips year round with the 2015 Energy Savers wall calendar. You can pick up your FREE copy (while supplies last) starting Monday, December 1 at the PWC Customer Service Center located at the corner of Eastern Blvd. and Old Wilmington Rd. Energy Savers wall calendars are also available at City Hall (433 Hay St.). You may also call 910-223-4009 to request a calendar by mail.



F R O M T H E C I T Y

City Rolls Out Employee Recognition Program

Do you know a city employee who deserves special recognition? Recently the City of Fayetteville began a program to recognize excellence in their workforce. Citizens, as well as employees, can nominate full-time, part-time or temporary City employees for the Core Values Award (CVA). Winners will be selected twice a year to be honored at the Service Awards Ceremony held in January and July.

The Core Values are part of the City's Strategic Plan each year which says that employees will serve with RESPECT: responsibility, ethics, stewardship, professionalism, entrepreneurial spirit, commitment, teamwork. Nominations are based on showing how an employee or group of employees excelled on the job in one or more of these.

Details about the program and Core Values, plus the nomination form can be found on the City's website, www.cityoffayetteville.org. The form can be submitted by email or printed and mailed in. In addition, there are drop boxes in recreation centers. The first deadline for nominations is November 30.

The program was created by employees for employees with representatives from all departments and a member of City Council. Citizens are part of the team that recognizes excellence, so don't wait, get started on nominations today.



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