



# Your PWC Connections

OCT/NOV 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

### 4th Friday - Downtown

Fri., Oct. 28, Nov. 25  
7 pm-10 pm

### Heroes Homecoming 50+ Events Honoring Vietnam Veterans Presented by Fayetteville Cares

Nov. 4-13  
[www.heroeshomecoming.com](http://www.heroeshomecoming.com)

### 45th Annual Holly Day Fair - Crown Center

Thurs.-Sun., Nov. 3-6

### Veteran's Day Parade - Downtown Fayetteville

Sat., Nov. 12 - 11 am

### Veterans Day - PWC Open

Fri., Nov. 11

### Thanksgiving - PWC Closed

Thurs.-Fri., Nov. 24-25

### Dicken's Holiday - Downtown Fayetteville

Fri., Nov. 25  
[www.theartscouncil.com](http://www.theartscouncil.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](http://www.faypwc.com)



## Here's a Plug for Public Power

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 100 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 and helping Fayetteville/Cumberland County grow and prosper. Also, because we are local, we can provide the fastest possible response to our customers.

Serving over 78,000 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 35<sup>th</sup> largest public power system (of 2011) 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. (Standard & Poor's Bond Rating Report -2007)

- PWC is the only municipal electric system in North Carolina to own its own Generation Plant.

- PWC is one of only three Public Power utilities nationally to have earned three consecutive Diamond Level of the Reliable Public Power Award - the highest level of reliability recognized by the American Public Power Association.

- PWC has received the 2011 Public Power Awards of Excellence for Service Excellence, Energy Efficiency, Financial Stability and Creating a Competitive Business Environment.



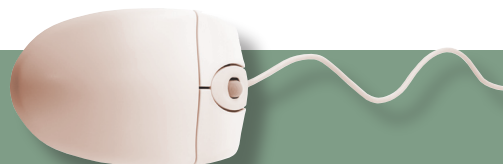
## eBill is Quick as a Click

eBill is PWC's new free, secure electronic billing service that is environmentally friendly and convenient to use. With eBill, you can view and pay your bill quickly and safely without paper.

When you sign up for eBill, your monthly bill will be delivered to you as a secure PDF email attachment summary of your charges just like

the paper copy you currently receive. It also allows you to easily pay your bill using a link in your monthly email, with a no-cost electronic payment option.

Visit PWC online at [www.faypwc.com](http://www.faypwc.com) to enroll today.



## [www.faypwc.com](http://www.faypwc.com) New Online Look

The PWC website, your one-stop source for PWC information, has a new, improved look. Whether its tips for reducing your bill, monitoring your monthly usage or paying your bill, you'll find it online with our new cleaner, simple design that puts the information at your fingertips.

### What's new?

- Conservation & Environment Menu
- How do I? Guide to your Frequently Asked Questions
- Media Center including PWC Connections TV show, informative videos, Publications & News
- Easily follow PWC with the Facebook and Twitter interface on the home page

### Other helpful features:

- Account access and bill payment
- Energy Depot Online Energy Audit
- Annexation Utility Installation Schedule and Project Updates
- Surplus Auction
- Employment Information



Save Time and Gas!  
Try other PWC pay  
Options

**Western Union** - now including area Food Lion stores  
**eBill** - PWC's newest no-cost payment option  
**Automatic Bank Draft** - Makes your payment on your due date  
**Your Bank's BillPay Service** - free at most banks  
**SpeedPay by Phone** - 1-866-735-7743  
Visit [www.faypwc.com](http://www.faypwc.com) or see the back of your bill for details.

Energy Savings  
All-Year Round  
Complimentary  
2012 Energy Saver  
Calendar Available in  
December

Get energy saving tips year round, with the 2012 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.

Stay Connected  
with PWC



Keep up with the latest news, advisories, updates and official information when you follow PWC on Facebook, Nixle and Twitter. Become a fan at [www.facebook.com/faypwc](http://www.facebook.com/faypwc) and look for details at [www.faypwc.com](http://www.faypwc.com).

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](http://www.faypwc.com)) and the City of Fayetteville's websites ([www.cityoffayetteville.org](http://www.cityoffayetteville.org)).



# 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.

## Tips for Saving Energy and Working Safely This Fall

The average American family spends about \$1,300 a year on utility bills. As cooler fall weather approaches, you could find yourself spending more to stay warm than you really need to. Energy-saving tips can help you make small but meaningful changes that will keep the cold air out and save you some cash.

**Seal Leaks:** Add weather stripping around your entry doors. Heat can easily leak out through the spacing surrounding the doorway. This instantly eliminates 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. They also will inspect your flue, vent systems and pipes to make sure everything is connected and free of rust.

**Furnace:** Every year, you should schedule an appointment with a 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's rated 90 percent or higher in energy efficiency. Replacing an old furnace with a more energy-efficient one can result in up to 30 percent savings. Be sure to look for the Energy Star label.

**Insulation:** Installing insulation could be the cheapest way to make the most impact when it comes to energy savings. Lay insulation in the basement, attic and crawl space. You also can blow insulation into the inside of your exterior walls to retain heat during colder months.

**Windows:** 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. Make sure your windows are locked to help keep heat inside. (source: [ehow.com](http://ehow.com))

## Save on Energy Star Appliances during Tax Free Weekend



Get a double savings when you purchase Energy Star Appliances during Tax Free Weekend Nov. 4-6, 2011. All Energy Star qualified products will be exempt from sales tax when purchased between 12 am, Nov. 4 and 12 midnight on Nov. 6.

Energy Star is the trusted, government-backed symbol for energy efficiency helping us all save money and protect the environment through energy-efficient products and practices. The Energy Star label was established to make it easy for consumers to identify and purchase energy-efficient products that offer savings on energy bills without sacrificing performance, features, and comfort. Energy Star qualified products include washers, dryers, refrigerators, freezers, ceiling fans, air conditioners and even thermostats.

So when purchasing an Energy Star item during Tax Free Weekend – you not only save at the time of purchase but you'll be saving energy and money for years to come.



This newsletter is printed on Recycled paper containing 20% post consumer waste.