Sustainability Report
2013

Public Works Commission of the City of Fayetteville, NC
• Developed PWC’s AMI (Advanced Metering Infrastructure) plan - Connect - and selected Sensus USA to make infrastructure changes and install advanced meters beginning in 2014.

• Conducted an LED (Light Emitting Diode) Street lighting Pilot Project as part of a small-scale test of converting street lights city-wide to LED lighting. LEDs provide higher quality light and will reduce energy use and operational costs as well as help PWC meet State mandates for Renewable Energy (Senate Bill 3).

• Introduced customer incentive programs that will assist residential customers with saving energy, water and money throughout their homes. These programs include the High Efficiency Toilet (HET) Program, the Refrigerator Incentive Program (RIP), and the LED Seasonal Light Program.

• Began the Home Efficiency Audit Program (HEAP) that provides customers a professional home efficiency check-up that shows them where they are losing or wasting energy. A home energy audit is performed by a PWC certified Home Efficiency Rating Specialist.

• Partnered with Douglas Byrd High School’s Green Academy to teach students about the utility industry and the role it plays in sustainability. The Academy is the only Program of its kind in the State and focuses on teaching its students about sustainable energy, solar power, green technology, energy conservation and ways to make clean energy with a minimal impact on the environment.

• Dedicated 6.4 acres of land at Carver Street that adjoins the existing PWC-owned forested buffer that protects Glenville Lake to former property owner, Mr. Charles Lebanon Easley. Mr. Easley was a WWII Veteran, member of the Triple Nickel Brigade, and a long time community member. The project supports a natural wetland area that helps settle out the storm water pollutants before reaching Glenville Lake.

• Partnered with Cumberland County governmental organizations and the Environmental Protection Agency on Ozone Advance, a county-wide collaborative effort to encourage expeditious emission reductions in ozone attainment areas. This helps Cumberland County continue to meet the National Ambient Air Quality Standards for ground-level ozone.

• Utilized funding from the NC Forest Service’s Urban and Community Forestry grant program to initiate the Tree Power program - Focusing on increasing awareness of the importance of planting and protecting trees in urban areas. PWC supported local tree planting projects; provided free seedlings and sponsored educational seminars to teach planting the ‘right tree in the right place’ to avoid tree and utility lines conflicts.

• Received the ElectriCities Public Power Award of Excellence in Energy Efficiency for 2013. The Energy Efficiency award recognizes efforts made by cities with energy-efficient building programs, energy education, energy audits and participation in NC GreenPower.

• Replaced 10 older vehicles and pieces of equipment with units that have significantly reduced emission discharge or are more economical/fuel efficient including five older heavy duty diesel trucks, three full sized pick-up trucks, a farm tractor and construction backhoe.

• Surpassed 27% participation in PWC’s electronic billing program. As of December 2013, over 27,000 customers are enrolled in eBill, electing to receive their bill electronically, reducing printing and mailing cost.

• Distributed 7,000 Energy Saver Calendars, over 1,000 Compact Fluorescent Light bulbs (CFLs) and participated in over 10 community events that help educate residents on conservation of our natural resources and sustainability.
# 2013 Sustainability Report

## Commitment to Sustainability

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<th>Section</th>
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<td>PWC Board</td>
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## Operations

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## Customer Partnerships

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## Community Initiatives

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**Updated March 2014** This report was developed by the PWC Communications/Community Relations Office as an annual summary of sustainable practices in PWC’s daily operations. Copies of this report are available on the PWC website www.faypwc.com.
Fayetteville PWC provides municipal electric, water, and sanitary sewer services to customers in Fayetteville and surrounding Cumberland County.

Since 2009, the four-member PWC Board has included sustainability as one of six strategic goals. *Sustainable Environmental, Economic and Community Growth* remains one of PWC’s top priorities.

In this goal, the Board’s objectives include:
- Continuing PWC’s policies to support responsible community growth, quality of life and community sustainability.
- Maximizing use of PWC’s infrastructure and services for sustainability.
- Collaborating with economic partners for community sustainability and economic growth.

The Board has supported activities and projects to support this goal that include: actions to meet North Carolina Renewable Energy Mandates, adoption of PWC’s Smart Grid strategy, support for the construction of PWC’s LEED certified Customer Service Center and purchase of Hybrid vehicles.

Throughout the community, PWC’s Board and staff members support sustainability through their service in leadership roles. In 2011, PWC joined Fayetteville State University, Fort Bragg, the City of Fayetteville, the Chamber of Commerce and Sustainable Sandhills in forming the Sustainable Community Foundation.

The Foundation’s goal is to attract sustainable economic development to the community as well as develop a degree or certification program at FSU in environmental sustainability. The Foundation considered developing a sustainable business park on PWC property adjacent to the PWC Operations Campus.

PWC staff members also serve in leadership roles on the Cumberland County Air Quality Stakeholders Group, the Fayetteville Recycling Task Force, Sustainable Sandhills and the Fayetteville Beautiful Committee.

Annually, the Board has also supported sustainable practices such as endorsing the Plug-In program for vehicles, encouraging customers and employees to participate in Earth Day activities, and encouraging customers to participate in the “Be Aware of Our Air” clean air campaign.
The American Public Power Association (APPA) awarded PWC its 2012 Energy Innovator Award for PWC’s development of the “Voltage Drop Calculator”, a tool that has the potential of helping customers and utilities save on energy costs.

Staff of the Electrical Engineering department developed the “Voltage Drop Calculator” to simplify the evaluation of the impact customer equipment has on the electric system. PWC is sharing the tool with smaller municipal electric systems across the country that may not have the resources to provide similar services.

The Energy Innovator Award recognizes municipal utility programs that have demonstrated advances in the development or application of creative, energy-efficient techniques or technologies that provide better service to electric customers or projects that increase the efficiency of utility operations or resource efficiency.

The award was one of four presented by APPA in 2012 and the 2nd time PWC has been recognized. PWC also received an Energy Innovator Award in 2010 for its Smartworks/Consert project.
PWC received the Public Power Award of Excellence in Energy Efficiency for 2013. The Energy Efficiency award recognizes efforts made by cities with energy-efficient building programs, energy education, energy audits and participation in NC GreenPower. PWC earned the designation with the following activities:

- PWC is a designated “Green Business,” which requires demonstration of energy-efficient practices in our daily operations.

- PWC offers and promotes the Energy Depot’s online Energy Audit services. PWC also partners with the local “Green Business” program to provide energy and water audits to participating businesses.

- PWC provides energy efficiency tips to customers through its bi-monthly “PWC Connections” newsletter, a monthly TV show, newspaper and radio advertising, and an extensive website, including an online library of conservation videos. PWC also uses its community outreach program to promote conservation.

- PWC participates in NC GreenPower, a program administered by an independent, nonprofit organization established to improve North Carolina’s environment through voluntary contributions toward renewable energy.
PWC’s Fleet maintenance continues its commitment to reducing emissions and lowering fuel consumption. In 2013 the following vehicles and equipment were replaced:

- Five older heavy duty diesel trucks were replaced with units that have significantly reduced emission discharge diesel engines.
- Three full sized pick-up trucks were replaced with more economical/fuel efficient vans.
- Two spark-ignited propane forklifts were replaced with zero emission electric forklifts.
- One diesel directional board was replaced with a zero emission solar powered message board.
- One farm tractor and one construction backhoe were conformed to Tier 4 emission standards which included an advanced engine and fuel control to enhance greater emissions reduction.

PWC plans to replace five more heavy duty diesel trucks in 2014 with reduced emission diesel engines.

PWC is currently operating seven hybrid vehicles including two hybrid electric bucket trucks and five Hybrid cars/SUVs and continues to evaluate and monitor the industry innovations to determine when and where proven technologies can be implemented into PWC operations successfully. This includes evaluating PWC operations to incorporate more Alternate Fuel Vehicles (AFVs), Compressed Natural Gas (CNG) Vehicles and Plug-In Electric Vehicles (PHEVs).
PWC is putting waste to work. Since 1987, PWC has been recycling bio-solids from its water reclamation facilities. Under a state-monitored Land Application Program, recycled bio-solids are at work on over 3,000 acres of farmland, including PWC’s 750-acre farm in eastern Cumberland County. The land application program also extends into other counties, including Robeson and Harnett. PWC anticipates adding another 1,000 acres of permitted farm land in FY2013.

The recycling process has several components:

- The stabilized bio-solids generated by both water reclamation facilities are transported by large tanker trucks to various permitted farm sites. All site conditions must be met before any application can occur.

- Specialized equipment at the farm sites evenly distributes the bio-solids either by subsurface or surface application.

- The bio-solids are applied at agronomic rates, the required nitrogen rate, so crops such as corn, soybeans, sorghum, coastal Bermuda and small grains can uptake the proper amount of fertilizer found in the bio-solids and grow to its fullest potential.

- Research and compliance inspections by state regulatory agencies have shown this process to be a beneficial and environmentally friendly way to recycle bio-solids.

**PWC Farm Crops**

Crops are harvested at the PWC farm so the recycling process can begin again. In FY2013 the farm generated over $38,000 in revenue and produced over 400 bales of Bermuda hay, 1,305 bushels of milo, and 395 bushels of soybeans.
The Connect Program is a six-year, two-phase, program where technology is utilized to deliver utility services thru two-way metering communications, computer-based remote control, and automation. The program represents how both the electric and water utility industries are evolving rapidly using new technology and changing the standards of how we do business. Connect is a PWC company-wide initiative that will ultimately be the driving force in achieving our mission of providing information to customers and helping them to make informed choices.

Phase 1 of the project will last 4 years and involves the construction of advanced infrastructure utilizing existing water towers, fiber and a communications network. Additionally, advanced “smart” meters will be installed for approximately 83,000 electric customers and 97,000 water customers.

Sensus USA, Inc. has been contracted to provide a “turnkey” solution which will include the design and construction of infrastructure, procurement and installation of Sensus water meters as well as procurement and installation of commercial & industrial electric meters. PWC is purchasing Landis & Gyr residential electric meters and Sensus will be responsible for the installation of the meters.

The installation schedule for the meters will be as follows:

<table>
<thead>
<tr>
<th>Year Deployed</th>
<th>Electric Meters</th>
<th>Water Meters</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>10,000</td>
<td>6,000</td>
</tr>
<tr>
<td>2015</td>
<td>40,000</td>
<td>48,000</td>
</tr>
<tr>
<td>2016</td>
<td>30,000</td>
<td>34,000</td>
</tr>
<tr>
<td>2017</td>
<td>2,566</td>
<td>9,048</td>
</tr>
<tr>
<td></td>
<td>82,566</td>
<td>97,048</td>
</tr>
</tbody>
</table>

In addition to the infrastructure and advanced meter installation, PWC is currently implementing Meter Data Management and updating its Customer Information System and Enterprise Asset Management to fully support Connect. PWC is also looking toward the future and identifying other projects that the new technology can support in.

**PWC Future Connect Projects**
- Distribution Automation (DA)
- Substation Automation (SA)
- Direct Voltage Control (DVC)
- Load Control Management System (LCMS)
- Geographic Information System (GIS)
- Core Telecommunications
- Information Technology & Cyber Security
- Demand Side Management (DSM)
PWC promotes sustainability through numerous internal activities including an employee intranet site. The website provides information and resources to encourage employees to be good environmental stewards. Components of the website include:

- ‘Swap Shop’ to promote re-use of material between departments.
- A carbon footprint calculator

PWC also began a Lunch @ Work program in 2010. Lunch@Work has not only brought healthy food options for a reasonable price to our employees but also reduces our carbon footprint by cutting down on transportation to and from local restaurants.
PWC operates its own Fleet Management department and provides fleet maintenance services to the City of Fayetteville (COF) vehicles. PWC Fleet Management has a comprehensive Preventive Maintenance (PM) program which provides clean burning engines/fluids for both PWC and COF. In addition, PWC has implemented several programs to aid in minimizing negative impact from unnecessary emissions and fuel use:

- GPS Modules are installed on all PWC vehicles and will provide system generated reports that assist management in identifying and minimizing unnecessary idling of vehicles.

- PWC requires all vehicle operators to perform a pre-trip inspection of their assigned vehicle each day. The pre-trip inspection helps to identify various problems that can be resolved prior to operating. Items such as low air pressure in tires can create inefficiencies and produce more emissions. Leaking fluids can also be identified to prevent environmental hazards.

- In efforts to better manage the overall requirements of the PWC Fleet and lower company fuel cost, PWC is implementing new Fleet utilization guidelines. This includes placing underutilized vehicles into a motor pool where they can be monitored and maintained by Fleet Management. PWC will also continue to pursue the replacement of vehicles that use excessive amounts of fuel with more economical vehicles that can perform the same mission.
PWC is a participating member of the Sustainable Sandhills Green Business Program. The program is an effort between Sustainable Sandhills, Sustainable Fort Bragg and PWC to recognize and certify outstanding green businesses in our community. A green business not only conserves energy and minimizes their impact on the environment, but also sets a positive example for their clients and community. As a “Green Business,” PWC and participating members agree to:

- Reduce solid waste disposal and promote recycling.
- Become energy and water efficient.
- Purchase products that are less harmful to human health and the environment.
- Help improve water quality in the creeks, rivers, and lakes of the community.
- Help improve indoor and outdoor air quality.
- Educate customers, employees and other businesses about green business practices.

As a participant, PWC completed a series of required measures in the areas of Awareness, Purchasing, Transportation, Solid Waste, Chemical Use and Pollution Prevention, Water Efficiency & Urban Runoff, Landscaping, and Energy Efficiency, in addition to choosing to implement optional measures relevant to PWC’s approach to becoming green.

Sustainable Sandhills administers the program by performing on-site verification visits, and they reaffirm the results annually. Results are calculated in:

- General: Pounds of styrofoam avoided, volume of hazardous cleaning products avoided, transportation fuel usage avoided, and CO2 emissions avoided.
- Solid Waste: Tons of solid waste diverted
- Energy: Energy use (kilowatt-hours) conserved or avoided.
- Water: Gallons of water conserved or avoided.

PWC is a member of the Local Government U.S. Green Building Council (USGBS).
PWC is a member of the Carolina Recycling Association (CRA) whose mission is to conserve resources by advancing waste reduction and recycling throughout the Carolinas. The CRA supports legislation that positively affects solid waste policies and advances the state’s waste reduction and recycling.

PWC’s enhanced internal recycling program is a strong component of PWC’s Sustainability strategic goal.

The program, which officially began on Jan. 28, 2008, includes recycling newspaper, magazines, catalogs, aluminum cans, plastic bottles, and office paper. Because the majority of office waste is recyclable, trash containers at workstations have been converted to recycle containers and all other trash is disposed of in existing trash cans located in department’s kitchenettes or break rooms.

By recycling, PWC is helping to cut greenhouse gas emissions (which contribute to global warming), conserve natural resources, and reduce pollution by reducing the need to make new products.

Initially, the program included buildings located within the Operations Complex. Now, the recycling program is provided for employees at all PWC Plant Facilities and for our tenants at the Robert C. Williams Business Center.

In addition to its internal recycling, PWC recycles used tires and used transformer and vehicle oils.

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### Recycling Guide: Where does it go?

<table>
<thead>
<tr>
<th>Office Paper</th>
<th>Magazines/Newspapers</th>
<th>Plastic</th>
<th>Cardboard*</th>
<th>Trash</th>
</tr>
</thead>
<tbody>
<tr>
<td>At workstations</td>
<td></td>
<td></td>
<td></td>
<td>Kitchenettes only</td>
</tr>
<tr>
<td>- all copy paper</td>
<td>- newspapers</td>
<td>- bottles/jars</td>
<td>- cardboard boxes (for food)</td>
<td></td>
</tr>
<tr>
<td>- accounting paper</td>
<td>- magazines</td>
<td>- food containers</td>
<td>- file folders (no hangars)</td>
<td></td>
</tr>
<tr>
<td>- business cards</td>
<td>- catalogs</td>
<td>- boxes</td>
<td>- food boxes</td>
<td></td>
</tr>
<tr>
<td>- card stock</td>
<td>- computer “brown” paper</td>
<td>- plastic wrap</td>
<td>- manila envelopes</td>
<td></td>
</tr>
<tr>
<td>- mail envelopes (including windows)</td>
<td>- glossy paper</td>
<td>- padded envelopes</td>
<td>- brown paper bags</td>
<td></td>
</tr>
<tr>
<td>- map paper</td>
<td>- photo paper</td>
<td>- no bubble wrap</td>
<td>*real estate or leftover trash may be disposed of in the designated trash receptacle</td>
<td></td>
</tr>
<tr>
<td>- post-its</td>
<td>- wax/resistant envelopes</td>
<td>- power lines</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- receipts</td>
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<table>
<thead>
<tr>
<th>Printer Ink/Toner Cartridges</th>
<th>Aluminum</th>
<th>Electronics*</th>
<th>Aerosol Cans</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collection bins on Elec. Construction path</td>
<td>Collection bins in kitchenettes</td>
<td>Contact Warehouse</td>
<td>Contact Warehouse or Facilities Maintenance</td>
</tr>
<tr>
<td></td>
<td>(only cans)</td>
<td>(also batteries)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Alumininum only</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Batteries</th>
<th>Tin Cans</th>
<th>Aerosol Cans</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alkaline, Lead Acid, NiCd, Li-ion, Ni-MH, and Nickel Cadmium - deliver to Warehouse or Risk Management, cell phone storage (RE)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Open food containers, soup, tuna, etc.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Scrap Metal (includes cooking metal) | |
| Contact Warehouse | |

---

FOR MORE INFORMATION CONTACT:

Charles Johnson, Facility/Construction Maintenance Manager
910-223-4361
charles.johnson@faypwc.com

FAYETTEVILLE PUBLIC WORKS COMMISSION

10
LED Street lighting

In 2013, PWC installed LED (Light Emitting Diode) street lights as part of a pilot project. The pilot project, which installed approximately 500 LED lights in nine separate neighborhoods, was a small-scale test prior to initiating a city-wide project to convert all PWC street lights to LED lighting. Industry tests have shown that LEDs have a longer life and use less energy than traditional street lights. Other benefits include a better quality and a more consistent light which will result in few dark areas between lights and better illumination of our streets. LED lighting will also help PWC meet State mandates for Renewable Energy Portfolio Standards (REPS) under Senate Bill 3.

Prior to the formal pilot, PWC tested several light fixtures including installing test lights on Robeson St. adjacent to the ASOM facility. PWC also worked with City of Fayetteville first responders for feedback on the illumination, coverage and color of the LEDs and we have included their preferences in the evaluation.

In the pilot, PWC, with City input, selected neighborhoods that covered each council district in the City and provided a representative sample of the type of areas that constitute the neighborhoods in Fayetteville. PWC developed a comprehensive communications plan to inform impacted customers that PWC was going to do the pilot in their neighborhood. This plan included: letters sent to customers, community meetings and website information on the pilot including maps of the areas impacted and FAQs.

PWC tested fixtures from the five manufacturers that were deemed to meet all the PWC and City lighting standards. As well as sought feedback from contract installers on the ease of installation of each fixture. PWC personnel also installed some fixtures.

Following the installation, a survey was sent to customers. 97% of customers thought the quality of the LED lights was better than the lights removed; 89% were satisfied with the construction work, which included installing new poles and underground lines; and over 91% were satisfied with our communications efforts. We also received many written comments which will be very helpful for PWC going forward.

PWC is developing an schedule for converting all street lights to LED beginning in FY15.
PWC is committed to serving its customers to ensure reliable, safe electricity. Renewable energy is one path to cleaner energy, and PWC has taken great strides to remain competitive and in tune with evolving trends.

In 2007, North Carolina passed Senate Bill 3, mandating 10% of all PWC’s retail sales stem from renewable resources by the year 2018. PWC is evaluating various opportunities to meet its obligations. In 2011, PWC began funding its Renewable Energy Portfolio Fund that will offset expenses related to meeting the mandate of NC renewable energy rules.

To meet the 2012 mandates, PWC retired approximately 45,000 RECs (Renewable Energy Credits), 1500 of which were solar RECs. RECs were earned through SEPA contracts, market purchases, and energy conservation projects. PWC has remained committed to 100% compliance with Senate Bill 3; however, the legislature considered several bills that either would have eliminated or frozen the compliance requirements at current levels and, as such PWC took a cautious approach to making any long term commitments related to RECs or direct investment in renewable projects.

PWC has worked on many initiatives to meet Renewable Energy Requirements:

- PWC successfully commissioned a smart grid pilot project which included an energy efficiency and demand reduction initiative. The project included a partnership with Consert, a provider of energy management technology. Use of advanced meters and data gathering systems allow customers to access additional information and exert more control over their electrical usage. This project resulted in reduced usage at the pilot sites, enabling PWC to trade/sell excess capacity and reduce overall demand during peak periods. Over the next few years, innovative smart grid technologies will be expanded to serve customers throughout the PWC service area. PWC plans to begin implementation of its Smart Grid Strategy in 2014.

- PWC has completed a LED street light pilot program and will begin initiating a city-wide project to convert all PWC street lights to LED lighting.

- PWC joined a consortium of NC utilities to fund the generation of renewable energy from swine and poultry waste, a requirement of the mandates of Senate Bill 3.
At PWC, we have always been committed to Environmental Stewardship and sustaining our community through our efforts to preserve resources and protect the environment. Each year our operations and employees reflect that commitment as PWC works to be a community and industrial leader in sustainability.

- PWC processes approximately 28,000 lbs of hazardous/environmental waste quarterly. The project’s purpose was to construct a spill containment area specifically designed to contain spills of chemicals, oils, sewage, etc; eliminate the possibility of these materials being absorbed at the surface and ensure PWC’s compliance for the staging/storage of hazardous waste staged in the warehouse yard.

- PWC’s first scrap metals contract is identifying and establishing guidelines for the purchase, removal and sell of scrap metal for recycling used by PWC.

- PWC’s first electronic/meter recycling contract with USB Recyclers provides and furnishes PWC with recycling services for electronic service parts and components such as televisions, personal computers, computer peripherals, high technology equipment and their related parts. The program ensures PWC is disposing/discarding its e-waste in a regulatory and compliant manner; utilizes services provided by a R2 certified vendor.

- PWC’s Purchasing section has started several paperless initiatives including the distribution of bid documents, plans and drawings electronically and the scanning and storing of bid files on CDs.
PWC’s Tree Power program focuses on increasing awareness of the importance of planting and protecting trees in urban areas. In 2013, PWC worked with community partners to increase efforts of educating our community on the importance of trees, as well as the importance of proper placement in regard to utility lines. This project is partially funded by the NC Forest Service’s Urban & Community Forestry Grant.

Our partners included the Fayetteville Tree Board (a subcommittee of the Joint Appearance Commission), Cumberland County Schools (Terry Sanford High School and Seventy-First High School), and Fayetteville Technical Community College (FTCC). As part of the Tree Power program, Seventy-First High School and Terry Sanford High School hosted tree planting projects which will be maintained by school staff and student-led teams. In addition to trees, the schools received funds for educational and promotional items as well as signage and markers for the tree planting sites.

Another on-going component of the Tree Power project is educational seminars. The first was hosted by FTCC to prepare students and volunteers for tree planting activities. PWC also hosted seminars at the Home and Garden Show in coordination with the Tree Board/Joint Appearance Commission’s Arbor Day events. Participants at all seminars received educational materials, tree seedlings, and/or promotional items. PWC distributed 700 Crepe Myrtle tree seedlings during 2013 events.

Along with the tree planting projects and educational seminars, in 2013, the Tree Power program involved several other community activities including PWC sponsoring “Sustainable Saturday” at the Cameo Art House to showcase a film promoting the importance of protecting our environment & natural resources. Educational information was also shared through other special events as well as through print, online, and televised distribution opportunities (employee newsletter, customer newsletter, television show, website, etc.).

PWC will annually promote its Tree Power program and plan events & seminars to educate the community and provide complimentary tree seedlings.
Line Clearance / Vegetation Management is an essential part of power line maintenance at PWC to ensure safe, reliable electrical service. PWC employs a certified arborist to manage line clearance activities. PWC prunes or removes trees (undesired vegetation) from right-of-ways of overhead power lines for safe conductor to tree clearances.

As part of the program, PWC’s arborist identifies areas of risk and works with customers to develop the best solutions. This often means removing a tree that is threatening power lines and replacing it with one more suitable for the area. Since 2001, PWC has replaced hundreds of trees with Dogwoods, Crepe Myrtles, Wax Myrtles, Leyland Cypress, Flowering Cherry, River Birch, and Bradford pears. In addition to the tree replacement program, PWC planted 100 new dogwood trees along Fayetteville’s scenic Dogwood Trail to commemorate our 100th anniversary in 2005.

Through the Watershed program, PWC plants many trees during the year as part of routine land management. Longleaf Pines, an endangered species, have been planted at the PWC watershed properties and Poplar trees have also been planted because they have been found to remove pollutants from water tables that may be used for drinking water.

Since 2008, PWC has been a participating member of the American Public Power Association’s Tree Power program and remains committed to enhancing the community and environment by planting trees.
PWC has undertaken many initiatives to preserve and enhance water and air quality in the water supply watershed. PWC manages the property it owns around the water supply lakes for both water quality and biological integrity. PWC has worked with Fort Bragg to expand the Long Leaf Pine habitat for endangered species and place some of this land under the North Carolina Natural Heritage registry.

PWC has purchased either outright or financed with grant money from the Clean Water Management Trust Fund, a significant amount of forested land in the Little Cross Creek Watershed. The objective of these purchases is to preserve vegetative buffers around our water supply lakes. However, a side benefit is the preservation of almost 3,000 acres of forested land in the center of urbanized Fayetteville. This land supports Cumberland County’s efforts toward clean air by removing carbon dioxide from the atmosphere.

PWC has also enacted a forestry management plan to maximize the health and ensure long-term sustainability of this forested area. Part of the management strategy is to enhance native plant communities that will result in a balanced ecosystem. This is achieved by removing exotic invasive plants and replacing them with native trees, shrubs, and herbaceous plants.

Since 2012, PWC has planted 1,068 trees along with 445 native herbaceous plants and shrubs at several locations on the PWC watershed properties. These plantings were completed in order to stabilize eroding areas, protect and promote good water quality, restore areas back to native plant species, and promote biodiversity in both flora and fauna.

PWC also partners with NCDENR to chemically and biologically treat and remove the federally listed noxious weed known as Hydrilla growing in Mintz Pond, located upstream of the Glenville Lake Water Treatment Facility. Hydrilla is an aggressive invasive aquatic plant that can degrade water quality and clog raw water intake systems. Hydrilla also competes with native aquatic vegetation and creates breeding habitat for mosquitoes. With EPA approved chemical treatments and the introduction of sterile “triploid” grass carp, the mass of Hydrilla in Mintz Pond has been reduced. The treatments continue and are planned through the summer of 2014.
PWC has worked with various partners to create and enhance wetland areas in the Little Cross Creek watershed.

One project restored a wetland area - an old farm pond where the dam had breached and the area became infested with invasive plant species. PWC staff modified the area to enhance the wetland by planting native plants that will absorb pollutants before the water enters Mintz Pond. We have also constructed walking trails, educational signage, and a boardwalk over the wetland for educational activities.

In another partnership with the Clean Water Management Trust Fund project, PWC constructed three storm water detention basins. Two basins are located upstream of Mintz Pond and one basin is near the headwaters of Glenville Lake. These basins are enhanced wetland areas that provide treatment of the storm water before it enters the PWC water supply lakes. In addition to providing water quality benefits, the property where these wetland areas are located will be placed under a permanent conservation easement, thereby ensuring this land is preserved in its current state. As part of the construction which was completed in 2011, the upland and wetland areas of the ponds received 10,885 plantings of native herbaceous vegetation and shrubs plus 70 lbs. of wildflower seeds were planted in surrounding areas.

PWC also purchased 6.4 acres of land at Carver Street that adjoins the existing PWC owned forested buffer that protects Glenville Lake. This land was purchased from the estate of Mr. Charles Lebanon Easley, a WWII Veteran, member of the Triple Nickel Brigade, and a longtime and well-loved community member. A commemorative sign has been placed in his honor. The land is almost entirely made up of an established old growth forest with a variety of tree species including southern magnolia, red oak, tulip poplar, and pine. It also contains a natural wetland area that helps to settle out the storm water pollutants coming off of Murchison Road, Essex Place and Coley Drive prior to reaching Glenville Lake. Native wildflowers and shrubs have been planted on the tract to enhance the biodiversity as well as the installation of butterfly houses and bat houses.
PWC has the distinction of being the only municipal utility company in North Carolina to own and operate a power plant. The Butler-Warner Generation Plant is designed to operate during peak consumption hours, as an alternative to more expensive sources of power available on the open market.

Between 1976 and 1980, PWC installed eight peak-shaving gas turbine generators capable of producing a maximum of 192 megawatts (MW) of electricity. In 1988, six of these units were converted to a combined-cycle steam mode which increased generating capacity of the plant by approximately 65 MW, to a total maximum of 265 MW of generating capacity.

PWC has completed the installation of new fuel nozzles on six of the combustion turbines at the Butler-Warner Generation Plant to reduce the level of NOx emissions. These new nozzles can achieve a reduction of over 40% in the NOx emission rate when firing natural gas and similar reductions when firing fuel oil.

PWC has also completed the initial upgrade of its water injection system to provide an adequate supply of water for effective utilization of the new nozzles. This upgrade provides adequate water flow to operate all eight units on natural gas, but only provides adequate flow to fire six units on fuel oil. PWC is evaluating additional upgrades to increase water flow incrementally to meet the demand on fuel oil.

As a part of PWC’s Air Quality permit application process, PWC performs emissions testing and fuel analyses periodically to verify the continued operation of BWGP in compliance with the conditions of the Air Quality Permit.”
PWC’s 10,000 sq. ft. Customer Payment Center is one of the first buildings in Cumberland County to earn Leadership in Energy & Environmental Design (LEED) certification. LEED is the nationally accepted benchmark for the design, construction and operation of high performance green buildings. LEED is designed to promote design and construction practices that reduce the negative environmental impacts of buildings and improving occupant health and well-being. The building was designed by architect Walter Vick, AIA of the LSV Partnership of Fayetteville. System WorCx was the project’s Commissioning and LEED Consultant.

The project meets over 25 LEED standards earned it the prestigious Gold Level Certification:

- Building features, efficient geo-thermal heat pump, electrical systems, and automation systems designed to reduce energy consumption:
  - Geothermal heat pump to eliminate the use of refrigerants
  - Solar reflectant roof surface
  - Motorized louvers on building’s west side minimize energy cost by adjusting to the sunlight exposure
  - Revolving doors minimize air loss and help maintain optimal operating temperatures
- Designated parking for low emitting/ fuel efficient vehicles & carpool/vanpool vehicles
- Bioretention basin used to control storm water Run off
- Located on public bus routes
- Use of low-flow water fixtures and waterless urinals
- Use of durable, long-lasting materials minimize maintenance costs and use of cleaning chemicals
- Use of building materials include at least 20% recycled material
- Incorporates day lighting and direct/indirect lighting fixtures with lighting controls
- Lighting installations minimize light pollution from building

The Fayetteville-Cumberland County Joint Appearance Commission honored PWC’s Customer Payment Center in 2010 as a Community Appearance Award recipient. The awards program recognizes properties in Cumberland County that are improving the appearance of the community. The Commission presented eight awards and the PWC LEED building was selected in the Best Green Project category.
In 1987, PWC purchased a 65-acre tract of land and began developing a PWC Complex in order to consolidate all operating and administrative functions. This centralization of non-plant facilities lends itself to efficiency and effectiveness within manpower requirements, equipment utilization, materials management, information flow, customer service, security and control of operations.

Facilities at the PWC Complex include the Operations Center, Administration Building, Customer Payment Center, Fleet Maintenance, Electronic Fuel Islands, Warehouse and Storage Yard, Electric Meter Shop, Apparatus Repair Shop, Water Meter Shop and Vehicle/Small Equipment Storage Sheds.

Located at 955 Old Wilmington Road, the PWC campus was designed by LSV Partnership of Fayetteville and was built to be environmentally responsible with numerous features that maximize the use of natural resources.

**Operations Complex Design Features:**

- Consolidation of warehousing and operation facilities improved efficiencies and reduced emissions.
- Building locations and landscape design were established to maximize open areas, conserve waterways, save trees, and control stormwater runoff.
- Energy-efficient windows and exterior aluminum shades were installed purposefully to take advantage of natural light and maximize heating/cooling savings.
- Structural, mechanical, and electrical systems were designed to allow for interior flexibility which results in cost-effective modifications with material minimization over time.
- Durable, long-lasting materials, such as the exterior precast panels, terrazzo floors, wallpaper, and porcelain tiles were used to minimize maintenance costs and the use of chemicals.
- “Cool Roofs” (white reflective single-ply membranes) were installed for energy efficiency and recycle capabilities.
- An energy management system was installed to maximize efficient operation and energy usage for the HVAC systems and some interior lights.
- Compact fluorescent light bulbs are installed throughout facilities where possible.
- Water efficient fixtures, featuring low water use toilet fixtures and faucets, were installed.
PWC serves a diversified commercial and industrial customer base. PWC addresses with Commercial and Industrial customers’ energy and water consumption concerns, with a focus on helping customers improve energy efficiency. PWC created a new Customer Programs division that assists and educates our commercial and residential customers with saving energy and money throughout their businesses and homes. Customer Program activities include:

- New Customer incentive programs were implemented in 2013. These programs include the High Efficiency Toilet (HET) Program, the Refrigerator Incentive Program (RIP), the LED Seasonal Light Program, the Home Efficiency Audit Program (HEAP) and the Green Academy Program.
- PWC owns an Ultraprobe 100, a device that helps find and identify air compressor leaks and failing motors, two major sources of wasted electricity for industrial customers. The equipment is used by Key Accounts staff and is loaned to Key Account customers.
- PWC works with its Key Accounts and large commercial consumers to educate them on areas in which they can improve their efficiency and reduce operating costs. PWC partners with North Carolina State University’s Energy Solutions Department to deliver the most current and innovative energy efficiency information to these special accounts. The department has the ability to conduct an in-depth audit with detailed analysis and reports to assist the large energy consumer while helping businesses achieve their own sustainability goals.
- PWC staffs an information center for small, medium commercial and industrial accounts making purchase decisions or simply trying to determine how much energy a piece of equipment or appliance will use. Staff members field questions on HVAC units for office buildings and motors for small industrial accounts.
- PWC conducts an ongoing systematic review of commercial accounts. These reviews identify commercial accounts that based on either a sudden change in its energy/water consumption or load factor, warrant special attention. These audits and efforts assist customers in finding faulty equipment that negatively impacted utility costs.
- PWC has an inter-connection program for residential and commercial customers who are installing a renewable generation system of 10 kw or less with the intent of selling excess power back to PWC.
Electronic bill (eBill) was introduced in 2011 as a payment option for PWC customers. The environmentally-friendly bill option emails monthly bills and offers a no-fee on-line option.

In addition to the convenience eBill provides customers, the option helps reduce the number of paper bills printed and mailed. It is estimated for every typical 38,500 paper bills:

- 1 ton of paper is used.
- 2 tons of trees are destroyed.
- 16,450 gallons of water are used.
- 1,941 pounds of solid waste are generated.
- 60 pounds of air emissions are spewed out.
- 5,058 pounds of greenhouse gases are emitted.

By December 2013, over 27,000 customers had enrolled in eBill and over 500,000 eBills have been delivered.
PWC demonstrates energy conservation through its operations and customer education:

- PWC’s Home Efficiency Audit Program (HEAP) provides customers the opportunity to receive a professional home efficiency check-up that shows them where they were losing or wasting energy.

- The Refrigerator Incentive Program (RIP) and Seasonal Lighting Incentive program offers customers credits on their PWC bills for replacing their refrigerator with a new Energy Star model or replacing old strings of holiday lights with energy efficient LED string lights.

- PWC’s website has extensive conservation material, including the Energy Depot online energy audit and informational videos for online viewing.

- Over 7,000 customers received PWC’s annual Energy Saver Wall Calendar.

- PWC provides energy conservation tools at community events including thermostat cards for regulating their home’s temperature; air filter whistles to warn customers when air filters need to be changed; insulation for switch and outlet plate covers to reduce air loss; and CFL light bulbs that use 75% less energy than incandescent bulb.

- PWC received a $50,000 grant from the APPA’s DEED program (Demonstration of Energy Efficient Developments). The grant funded PWC’s Volt/VAR Optimization project to improve the efficiency of the PWC electric system. PWC is partnering with Siemens who will provide the equipment for the program.

- PWC’s Customer Service Center is a LEED Gold Certified building designed to maximize energy-efficiency and educate customers about conservation and sustainability.

- PWC maintained its Green Business Certification from the Sustainable Sandhills. The program assists businesses in reducing the costs of energy and water use and solid waste disposal, and to promote the certified businesses’ achievements to the public. PWC is also a Green Business partner, providing utility audits for businesses working to earn their certification.
According to the Department of Energy, the typical U.S. family spends close to $1500 a year on home utility bills. A large portion of that cost is wasted. Many things contribute to high utility costs in the home. Replacing outdated construction materials such as insulation, windows, leaky ducts, inefficient appliances, HVAC systems, water heaters, irrigation systems, and toilets that do not meet energy saving standards, can help the customer further identify ways to conserve and save.

Based upon this information, PWC has developed and implemented the Home Efficiency Audit Program (HEAP). This Program provides PWC customers with the opportunity to receive a professional home efficiency check-up that show them where they were losing or wasting energy.

For a fee of $75, a home energy audit is performed by one of two PWC’s Conservationists. The audit includes a visual and technical inspection to check the efficiency of the home’s HVAC system and the duct work, attic and floor insulation, windows and doors for energy leakage. Technical tests include a door blower test to further check for air leaks, an infrared camera test to detect heat loss, and a duct blast test to check for leaks in the home’s duct system.

The audit results are recorded and presented to the customer in a full report, complete with photographs. Additionally, the Conservationist educates the customer on other energy savings tips and reviewed the customer’s 12 month usage history with PWC.

It is estimated that energy improvements and upgrades can save the average consumer up to $45 per month in utility usage. This figure is a 5%-30% improvement following an assessment. For customers who perform Program improvements, incentives are offered. The incentives include a bill credit of the $75 audit fee for having a HVAC service performed by a licensed contractor; a bill credit of the audit fee and a $200 bill credit for replacing the existing ductwork in the home; and/or a bill credit of the audit fee and a $125 bill credit for upgrading or replacing attic insulation from R-19 or lower to R-38 or higher.

The implementation of this Program supported PWC’s sustainability efforts. It offered the customer incentives to change their energy and water usage behaviors and rewarded customers who made recommended changes that helped offset their improvement costs. This ultimately saved the customer money and contributed to our conservation initiatives.
PWC has developed customer incentive programs that will assist and educate our residential customers with saving energy and money throughout their homes. These programs include the High Efficiency Toilet (HET) Program, the Refrigerator Incentive Program (RIP), the LED Seasonal Light Program, and the Home Efficiency Audit Program (HEAP).

- The Pilot HET Program rewarded customers with a $100 bill credit incentive for replacing their older, inefficient toilet with a 1.6 gallon per flush or lower toilet. The majority of customers that have participated in the Program have realized significant savings and reduced their water consumption. The program has been adopted as a permanent program which now will give customers a credit equal to 25% of the purchase of the HET.

- The RIP offers customers a bill credit incentive of $50 for replacing their older refrigerator with a new, ENERGY STAR® qualified model. The incentive credit is contingent upon proper recycling of the older refrigerator. PWC audits the home before and after the purchase to ensure that Program guidelines are followed.

- During the holiday season, customers could earn up to $40 in bill credit incentives for purchasing LED seasonal lights to replace less efficient incandescent seasonal lights. LED lights shine brighter, last longer and use up to 90% less energy than incandescent lights.

- The HEAP is helping residential customers identify areas of energy loss and waste in their home. PWC’s Conservationist Auditors conducted various tests on the home using technical equipment to measure the amount of energy being lost. While the technical audits come with a $75 charge, the customer is reimbursed for their audit fee and/or other bill credit incentives by completing various improvements or check-ups on their home.

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FAYETTEVILLE PUBLIC WORKS COMMISSION
Since 2004, PWC has offered its customers the opportunity to participate in a voluntary environmental program called NC GreenPower.

Through this program, customers can purchase blocks of green power (cleaner energy generated through renewable energy resources such as wind, solar and organic matter). A customer’s tax-deductible contribution adds more green power to North Carolina’s power supply, resulting in a healthier environment. Through NC GreenPower, all renewable energy resources used are located in our state. Over 600 producers of renewable energy now exist in North Carolina through the NC Green Power program.

NC GreenPower is an independent nonprofit organization established to improve North Carolina’s environment through voluntary contributions toward renewable energy. A landmark program approved by the N.C. Utilities Commission, NC GreenPower is the first statewide green energy program in the nation run by a nonprofit organization and supported by all of the state’s utilities.

For each $4 monthly investment made to NC GreenPower, 100 kilowatt hours (kWh) of green power will be added to the North Carolina power grid. Over a year, a customer’s investment to add green energy to our power supply will have the same impact of not driving a car for 74 days or planting 150 full-grown trees.

PWC customers continue to participate in the voluntary NC GreenPower program. Customer contributions invest in green power production in North Carolina.

In FY2013, PWC customers have provided 1,039 units or 1,039,000 kWh to the program. NC GreenPower has nearly 12,000 participants across the state and over 600 producers of renewable energy now exist in North Carolina as a result of the program.
**Year-Round Outdoor Watering Schedules:** The City of Fayetteville’s Water Shortage Ordinance includes year-round odd/even irrigation schedules, allowing the use of automatic irrigation and sprinkler systems three (3) days a week based on a customer’s address. Hand watering is allowed on any day. The Ordinance focuses on proactive measures to water conservation to lessen the impact of water crisis.

**WaterSense:** PWC is a member of the Environmental Protection Agency’s WaterSense Program.

**Water Wise Landscaping:** Throughout its Operations Complex, PWC utilizes the techniques of water wise landscaping. Water wise landscaping was also used in the creation of the Fountainhead Spring Park, located on Fountainhead Lane. The site is the location of one of Fayetteville’s early sources of water.

**Water Wise Demonstration Garden:** The “At Home in Carolina” Water Wise Garden is available to the public as an important educational tool for water conservation. Sponsored by PWC, the Cape Fear Botanical Garden and Urban & Community Forestry Program, the project was developed to demonstrate water wise gardening techniques in our region. Water wise gardening is quality gardening that uses water efficiently, without sacrificing beauty or function. The garden was designed by Little & Little Landscape Architecture/Planning of Raleigh. The staff of the Cape Fear Botanical Garden provides scheduled tours of the garden, describing techniques and plant selection. Literature on water wise gardening is also available.
Community Partnerships

Sustainable Community Foundation (SCF): PWC is a founding member of the SCF. The mission of the SCF is to “leverage partners’ strengths to be the leader in sustainability initiatives through public/private partnerships that enhance education, the economy, the environment, and the community.” A long-term SCF goal focuses on the creation of an economic hub for sustainable development through partnerships with business, military, education, non-profit, and/or government agencies.

Sandhills Area Land Trust (SALT): PWC is a member of this community-based nonprofit organization that offers assistance and education related to protecting land and natural resources in the face of ever-growing development. SALT operates in Cumberland, Moore, Hoke, Scotland, Richmond, and Harnett Counties to protect land, water, natural open space, and farmlands.

Sustainable Sandhills (SS): PWC is a member of SS, a nonprofit organization that focuses on the eight county region surrounding Fort Bragg. SS raises awareness of issues related to our environment, economy, and quality of life through programs ranging from recycling to green business to eco-tourism. PWC is a SS partner in its Green Business Program and holds a position on the SS Board of Directors.

Cape Fear River Assembly (CFRA): PWC works with the CFRA to achieve its mission of providing for the highest quality of life possible for the residents of the Cape Fear River Basin, through the proper management of the Cape Fear River, its tributaries, and adjacent land uses. The group uses scientific study coupled with economic analyses to provide the information needed to make the best possible decisions regarding this river system and its uses. CFRA works to provide for a better informed public and thereby improved stewardship of the river system as a resource and develop of policies will bring into effect the benefits of the information and education.
Community Projects

Methodist University Bio-Retention Ponds: PWC sponsors four bio-retention areas at Methodist University. The areas are part of the university’s system to mitigate the negative impact of new construction. The system reduces the impact of storm water and stream erosion south of the campus where PWC sewer infrastructure is located. Bio-retention areas are landscaped with a variety of habitat and are also used as a living laboratory for the science department.

Community Garden: PWC provided water hookup for 4.5 acre, 100-plot Community Garden serving Fayetteville’s Hope VI grant redevelopment project.

Cape Fear Botanical Garden - Water Wise Demonstration Garden: - Annually, PWC partners with the Garden to encourage public visitation to the Water Wise garden sponsored by PWC. The Water Wise garden demonstrates conservation techniques that can be incorporated into home landscaping.

CCS Go Green Initiative: PWC partnered with the Sustainable Sandhills (SS) to support the Cumberland County Schools Go Green Initiative. Through PWC funding, SS works with individual schools to assist them in improving sustainable practices such as conservation and recycling. The results include reducing operating costs at the schools and expanding sustainable education to the students and their families.

Kidsville News: PWC provides content on conservation and sustainable practices in Kidsville News. This children’s newspaper reaches of 37,000 students a month.

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FAYETTEVILLE PUBLIC WORKS COMMISSION
PWC has partnered with Cumberland County Schools and Douglas Byrd High School’s Green Academy to teach students about the utility industry and the role it plays in sustainability. The partnership was established in 2013 and will be an ongoing effort between the school system and PWC for several years to come. The Green Academy is the only Program of its kind in the state of North Carolina. The Academy focuses on teaching its students about sustainable energy, solar power, green technology, energy conservation and ways to make clean energy with a minimal impact on the environment.

Customer Programs has provided the Green Academy students with lectures, demonstrations and exercises to promote their knowledge of the utility industry and conservation. Students have learned about the science of energy as it relates to buildings, utility metering and ways that they can be more efficient in order to reduce their energy bills and lifetime environmental footprint.

A monthly award is given to the student that saves the greatest percentage of energy in their home. Each month, students discuss the ways that they worked to reduce their utility consumption. The students use the knowledge gained from PWC and their fellow students to lower their family’s utility bills by altering their consumption behaviors. Students have been engaged and invested in the project while showing a concern for the future of the environment.

The Green Academy and PWC partnered with Electricities to implement the E-Tracker Project. This project required additional engagement by the Green Academy students to monitor their energy consumption with relation to changing weather conditions. The students were given a detailed history of their electricity consumption for the previous twelve months and tracked their daily usage and weather conditions for thirty days. The students were also provided with a Kill-A-Watt meter in order to track the consumption of at least five appliances in their homes. This project is giving the students a better idea of how their homes were using energy.

PWC has also provided guest speakers that address the areas of electricity production, water treatment and distribution. Additionally, guest speakers have opened the students’ eyes to employment opportunities within the utility industry such as line worker, conservationist, utility management or executive positions.
Participation in community events supports PWC’s leadership efforts in sustainability. During 2013, PWC coordinated, participated and helped promote the following sustainable efforts:

- 4th Friday- promoted conservation of natural resources
- Fayetteville Dogwood Festival
- Cumberland Community Action Program (CCAP) Energy Expo
- Carolina Home Show
- Sustainable Tree Planting- hosted seminars at 2013 Home Show & 2013 Arbor Day ceremony.
- Sustainable Saturday-Showcased documentary about the importance of protecting our natural environment.
- Grinding of the Greens Christmas Tree Recycling Program
- Swamp Dogs “Green Night”
- Fayetteville Beautiful Fall and Spring Community Cleanup

Distributed 1,835 compact fluorescent light bulbs in 2013
Provided 800 tree seedlings
Cumberland County has reduced its ozone emissions significantly since 2002; however, proposed EPA emission standards show Cumberland County could once again be non-attainment as early as 2016.

The Ozone Advance is a collaborative effort between Cumberland County governmental organizations and the Environmental Protection Agency to encourage expeditious emission reductions in ozone attainment areas to help Cumberland County continue to meet the National Ambient Air Quality Standards for ground-level ozone.

Participation in the Ozone Advance program is voluntary and strategies are locally selected and implemented. The EPA has noted that Cumberland County’s Ozone Advance program is one of the best locally-led paths toward the EPA’s Office of Air Quality Planning and Standards has received. EPA is adding Cumberland County’s program to its short list of model plans EPA will refer other areas to.

The Program was developed by Sustainable Sandhills, the Air Quality Stakeholders and Combined Air Quality Team and has received the endorsement of Cumberland County and its nine municipalities and includes strategies and initiatives from each as well as Fort Bragg, FTCC, Fayetteville State University and the Fayetteville Public Works Commission. PWC strategies included in the Advance Ozone program include:

- Advanced Metering Infrastructure
- Led Street Lighting
- Fleet Management
- Alternate Fuel/Hybrid Vehicles and Equipment

The program is designed as a ‘living document’ and updates and additional strategies will be added in annual submissions to the EPA.

PWC is also active on the Air Quality Stakeholders Committee. Carolyn Justice-Hinson serves as vice Chair of the committee and PWC regularly supports and promotes Air Quality efforts.
PWC’s customer communications educate the public on conservation and sustainability throughout the year.

PWC distributes the Energy Saver conservation calendar at the customer payment center and City Hall each year. The calendar features monthly tips for conserving energy and water.

PWC’s website has extensive conservation material, including the Energy Depot online energy audit and informational videos for online viewing. A Conservation/Environmental section was created in the redesigned PWC website several years ago. The menu offers prominent information on conservation, environmental programs, renewable energy and other PWC practices that demonstrate its commitment to sustainability.

PWC has a year-round conservation advertising program that includes TV, radio and print advertising. The campaign’s theme is “Stop. Think. Conserve.”

PWC produces “PWC Connections,” a monthly TV show that includes “Conservation Corner” segments. The show also features “The Green Way”- a sustainability feature. Over the past year, stories have included:

- Fixing Leaks
- High Efficiency Toilet Incentive Program
- Ft. Bragg Green Roof
- Home Efficiency Audit Program
- Easley Watershed Protection Area
- Solar Lighting Incentive Program
- Air Conditioning Tips
- Ozone Season
- Air Quality Poster Winners