

## 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

- 4th Friday**  
**Downtown Fayetteville**  
 Friday, April 26  
 Friday, May 24  
[theartscouncil.com](http://theartscouncil.com)
- Dogwood Festival**  
**Festival Park**  
 Visit PWC's booth  
 Saturday, April 27 and  
 Sunday, April 28
- Time-of-Use Summer Peak Hours Begin**  
 May - October  
 3pm - 7 pm,  
 Monday - Friday
- NCAMES Lineworkers Rodeo**  
**Coalition Blvd.**  
 FREE & Open to the Public  
 May 16, 2019
- Public Works Art Exhibit**  
**The Arts Council**  
 FREE Admission  
 Opens May 24  
[theartscouncil.com](http://theartscouncil.com)
- Memorial Day**  
**PWC Offices Closed**  
 Monday May 27



## The Time for Time-of-Use Has Arrived!

Beginning in May, PWC will put in place Time-of-Use Rates that are similar to how we buy power from Duke Energy. Summer Peak will run through October. Rates for electricity used during off-peak hours will cost 30% less than on-peak and will occur 20 hours of the weekday and all day on weekends and holidays.

**Summer Peak Hours 3pm – 7pm**  
 Make Time-of-Use Rates work for you!  
 Here are a few tips for use during on-peak times.

Heating and Cooling account for a large portion of your electric use:

- Turn your thermostat up in warm weather – A/C at 78° still feels great!
- Minimize the use of appliances and use fans to make the temperature feel about 4° cooler.

Water Heaters are the next highest energy user:

- Avoid using large amounts of hot water.
- Use cold water settings for laundry.



**Beginning May – Oct.**  
**PM Peak Hours: 3 – 7 PM\***  
\*weekdays only

In General:

- Wash and dry laundry and run your dishwasher during off-peak hours.
- Consider purchasing “smart” appliances.
- Take showers/baths during off-peak hours.
- Unplug electronics that are not in use.

**Fayetteville PWC gives you the power to save on your utility bills! With PWC Power Tools, you have many ways to conserve power – as well as resources that track your utility usage so you can take more control.**

Tools in Your Tool Box include:

- 1. Smart Thermostat Incentive Program**  
 Earn an \$80 bill credit for installing an ENERGY STAR, Wi-Fi connected, “smart” thermostat.
- 2. HVAC Incentive Program**  
 Earn up to \$800 in bill credits for replacing two HVAC units with two new ENERGY STAR units.
- 3. Insulation Replacement Incentive Program**  
 Earn up to a \$250 bill credit by increasing the R-value of the insulation in both your attic & crawlspace.
- 4. Ductwork Replacement Incentive Program**  
 Earn a \$200 bill credit for replacing HVAC ductwork that is more than 15 years old.
- 5. ENERGY STAR Appliance Incentive Program**  
 Earn a bill credit of \$30 for every appliance you replace; refrigerators, clothes washer, dryer and/or dishwasher.
- 6. LED Lighting Incentive Program**  
 Earn up to a \$100 bill credit when you purchase at least 8 LED bulbs.
- 7. Home Efficiency Audit Program (HEAP)**  
 Get a personalized, comprehensive audit of your home for \$40. Or, schedule a less intensive complimentary walk-through audit.
- 8. Peak Savings Pilot Program**  
 Customers who participate will receive a Wi-Fi enabled thermostat. Earn up to \$36 in bill credits a year for your participation. Peak Savings events will occur on the hottest/coldest days of the year, when PWC will briefly adjust your thermostat settings as needed when the demand for electricity is high.
- 9. On-line Energy Use Calculators**  
 Calculate your savings with Time-of-Use Rates, ENERGY STAR appliances and LED lights. Just fill in the info about your home and usage to see how much you can save.
- 10. PWC's New & Improved Customer Web Portal**  
 PWC's customer web portal provides you with easy access to your account information. Take advantage of the My Wallet feature for stored payment info and no convenience fees when using your bank account and routing number.
- 11. New Bill Design**  
 PWC's new bill design is coming soon! Look for easy-to-understand details about your overall usage, a breakdown of your On and Off-Peak usage, as well as graphs of your usage history over the past 13 months.





# Attention PWC Water Customers

Fayetteville PWC's annual Water Quality Report as required by the EPA will be available on May 1, 2019. This report is a snapshot of last year's water quality. Included are details about your sources of water, what it contains and how it compares to standards set by regulatory agencies. Look for it online at [www.faypwc.com](http://www.faypwc.com). To request a copy by mail, please call 910-223-4009.

# Did You Know PWC Trims Trees for Safety?

To increase reliability, Fayetteville PWC works every day to keep tree branches off of power lines. That's because tree limbs/branches are among the most common causes of power outages. Line Clearance/Vegetation Management is an essential part of power line maintenance at PWC. This department is responsible for pruning or removing undesired vegetation from right-of-ways of overhead power lines. PWC routinely surveys, plans and performs the maintenance work necessary to clear power lines. Furthermore, this department is responsible for keeping the R/W clear of obstructions and vegetation so PWC's facilities can be safely & readily accessible by PWC personnel. If you need to report a vegetation problem that involves interference with power lines (or water/sewer lines) call us at 910-483-1382, or submit the information online via PWC's new and improved customer web portal. Remember, only specially trained professionals should trim vegetation near power lines.

# PWC On the Air

You can watch *Your PWC Connections* anytime on PWC's website and YouTube Channel, or watch nightly on Fay TV (the City of Fayetteville's government access channel on Spectrum Cable channel 7).



# People Who Care for Their Community

Fayetteville PWC received state recognition for their support of the United Way when selected as a winner of the Spirit of North Carolina Award. The awards are sponsored annually to provide statewide recognition for outstanding commitment and support to communities through local United Way involvement.

This year, PWC employees pledged \$137,013 and will impact the lives of thousands in Cumberland County! This is PWC's 13th Spirit of North Carolina Award. PWC was also the recipient of the Excellence in Community Spirit Award for exceeding the Spirit of North Carolina Award standards of excellence. A panel of 24 judges from United Way organizations across the state determined winners.



- Think before you water and don't just water because it is your watering day.
- Adjust your sprinklers to water only the landscaping in your yard, and be sure not to overwater. One inch of water is usually enough.
- Always remember to turn off your sprinklers when it rains.
- Take advantage of PWC's Rain Sensor Program to avoid unnecessary watering.
- Don't water when it's windy or during the hottest times of day.

# PWC's Rain Sensor Incentive Program Returns

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.

Fayetteville PWC's Rain Sensor Program runs from May 1, 2019 – October 31, 2019\*. Water customers may purchase and install any new rain sensor to qualify for the incentive\*\*. A bill credit of up to \$50 will be applied to utility bills after the rain sensor is installed, and a PWC Conservationist may contact you to verify installation. For complete Program details and application visit PWC's website and click the "Incentives" link on the home page.

\*PWC reserves the right to cancel or amend the Program at any time  
\*\*Limit one Rain Sensor Incentive per account

# PWC Presents "Public Works"

Join Fayetteville PWC for 4th Friday on May 24th at the Arts Council's largest art show of the year during National Public Works Week! "Public Works" features unique works from local artists of all ages. Make your vote count and help select this year's winner. For more information, including info on how you can submit your very own work of art, visit [www.theartscouncil.com](http://www.theartscouncil.com).

In addition to viewing amazing artwork in the gallery, you'll have an opportunity to get a close look at some of the tools and equipment we use every day to ensure that our customers have reliable water and wastewater services. Plus, meet some of the water construction employees who make it happen every day!

