

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, June 28

Friday, July 26

theartscouncil.com

National Smart

Irrigation Month

July 1 - July 31

Take advantage of PWC's Rain Sensor Incentive Program and earn up to \$50 in the form of bill credit. Program ends September 30, 2019.

Visit us online for complete details.

Independence Day

PWC Offices Closed

Thursday, July 4

Fayetteville After 5

Festival Park

Friday, July 12

Friday, August 9

faydogwoodfestival.com

National 811 Day

Call Before You Dig!

Sunday, August 11

nc811.org



Reliable Public Power Provider
DIAMOND DESIGNEE



Fayetteville PWC Honored with National Award for Reliable Electric Operations

PWC has received the Reliable Public Power Provider™ (RP3) Award for providing customers with the highest degree of service. This is PWC's fifth

Diamond Level designation, having won the award in 2007, 2009, 2011, and 2016. The RP3 award recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, workforce development and system improvement. Criteria within each category are based on sound business practices and represent a utility-wide commitment to safe and reliable delivery of electricity. PWC scored

a perfect 100 in the RP3 evaluation. PWC provides electric service to over 80,000 customers in the Fayetteville/Cumberland County area, is the largest Public Power provider in North Carolina, and the 35th largest in the United States.

"Receiving an RP3 designation is a great honor. It demonstrates that a utility strives for a high level of service and is constantly looking to improve,"- said Aaron Haderle, Manager of Transmission and Distribution Operations at Kissimmee Utility Authority, Florida and chair of the Association's RP3 Review Panel. "Aside from demonstrating reliability, these designated utilities have shown commitment to system improvement, safety, and developing a strong and sustainable workforce."

Have a Plan in Place for Hurricane Season

Fayetteville PWC has a pro-active plan of operations in the event of severe weather and we encourage you to be prepared too. It's a good idea to have an emergency plan in place for your family, which includes knowing where to meet if you get separated, and stocking your emergency kit ahead of time. Become familiar with safety tips and emergency preparation information on our website, and be sure PWC has your current phone number so our emergency system can identify you if you call. This information can be updated on our website or by calling Customer Service at 910-483-1382.



Pick up a FREE copy of PWC's 2019 Storm Preparation Guide at PWC's Customer Service Center or download it from PWC's website. You'll find helpful tips including a packing list for your Emergency Supply Kit, information on how to safely operate a portable generator, storing water for emergencies, surviving flash floods, and information about PWC's Medical Priority Program. There's also vital information from Cumberland County, the City of Fayetteville and the Red Cross.

Make Electric Time-of-Use Work for You

New Graphs and Calculators Make it Easy

Login in to PWC's Customer Portal and check out these new tools to help you save! Your electric usage graph now displays monthly and daily peak and off-peak usage based on 13 months of your bill consumption. See the Usage Dashboard for more details including a Time-of-Use Calculator under Daily Use. Use the calculator to see what happens when you adjust your daily weekday routine and shift more of your electrical use to Off-Peak hours! Even minor adjustments can lower your energy cost. Visit PWC online for more on Time-of-Use Electric Rates.

Summer Electric Peak Hours 3pm - 7pm

Time-of-Use Summer Peak hours will run through October. Rates for electricity used during Off-Peak hours will cost 30% less than Peak and will occur 20 hours of the weekday and all day on weekends and holidays.



Summer Peak Hours (April - October)
3-7 PM Weekdays

Replace Your Porch Light



One of the most frequently used light fixtures in a home is an outdoor porch light. Save electricity by replacing the bulb with an LED! Consider installing a motion sensor or photocell to save even more money.



Follow Us on Social Media

We're on Facebook, Twitter, Instagram, YouTube, NextDoor, and more! PWC provides you with power outage updates, information about our programs, services, and tips to help you conserve water and energy. We also provide information about upcoming events and company news.



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).

PWC Wins State-wide Awards for Excellence

PWC also recently received four Public Power Awards of Excellence and six Excellence in Communications Awards. The Public Power awards are given by Electricities of North Carolina, Inc. and honor public power communities across the state for outstanding performance in five key areas. The Communications awards are given by NC3C (North Carolina City and County Communicators).



PWC was awarded the following Public Power Awards of Excellence:

- **Value of Public Power** – highlights communities that communicate the value of electric system ownership to key stakeholders.
- **Grid Modernization** – focuses on promoting investment in public power communities' electric distribution systems and in technology to ensure safety and reliability, as well as exceeding customer expectations.
- **Continuous Improvement** – recognizes cities and towns that constantly review and enhance all aspects of public power while focusing on cost reduction and increased efficiencies in current and future operations.
- **Workforce Development** – honors communities that promote a workforce plan to attract, develop and retain the necessary human talent to provide safe, reliable power and lead public power forward.

- **Best Use of Social Media, One Time Event** – 1st Place for PWC's Hurricane Florence Communications
- **Printed Publication** – 2nd Place for PWC's 2019 Conservation Calendar
- **Service Delivery** – 2nd Place for the Building Business Rally
- **Chris Coulson Communicator of the Year Award** – Carolyn Justice-Hinson, PWC Communications/Community Relations Officer

PWC was awarded six NC3C Excellence in Communications Awards including:



Summer Conservation Tips

Save Water and Energy and Save!

<p>Less cooking = Less AC.</p> <p><i>A simple salad can reduce your bill.</i></p>	<p>If you don't unplug chargers they keep charging you.</p> <p><i>75% of energy is wasted on chargers left plugged in.</i></p>	<p>Avoid heat buildup.</p> <p><i>Turn off unused computers. Unplug unused laptops and tablets.</i></p>
<p>Short grass doesn't cut it.</p> <p><i>Taller grass saves water.</i></p>	<p>Sidewalks don't get thirsty.</p> <p><i>Don't let your sprinkler heads waste water.</i></p>	<p>The beauty of mulch.</p> <p><i>Save hundreds of gallons of water a year by investing in a few bags of mulch.</i></p>

Information courtesy of Glendale Water and Power

Be Aware of the Air - Ozone Season is Here

In North Carolina, ozone is the most widespread air quality problem and the main component in urban smog. Ozone is unhealthy to breathe, particularly among sensitive groups: children, people with asthma and other respiratory ailments, and anyone who works or exercises vigorously outdoors.

Everyone should be concerned about the impact ozone has on our community and we can all do our part to improve air quality.

- Get fuel when it's cool. Refueling during cooler periods of the day or in the evening can prevent gas fumes from creating ozone.
- Care for your car. Regular maintenance & tune-ups, changing the oil & checking tire inflations can improve gas mileage, extend your car's life & reduce your car's emissions.
- Combine your errands into one trip. Saves time, reduces traffic congestion & air pollution.
- Share a ride or car pool. It helps reduce traffic congestion & pollution. It can also save money.
- When possible, walk or ride a bike instead of driving.

