

PWC CONNECTIONS

Your Link to News & Information from the Fayetteville Public Works Commission October/November 2019

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

Energy Awareness Month
October 1 - October 31

Time-of-Use
Winter Peak Starts
November 1 - March 31
6 am - 10 am, Monday - Friday

Thanksgiving
PWC Offices Closed
Thursday, November 28 &
Friday, November 29

Dickens Holiday
Downtown Fayetteville
Friday, November 29
theartscouncil.com

Hope Mills Christmas Parade
Downtown Hope Mills
Saturday, December 7
at 3:00 pm

Fayetteville
Christmas Parade
Downtown Fayetteville
Saturday, December 14
at 11:00 am



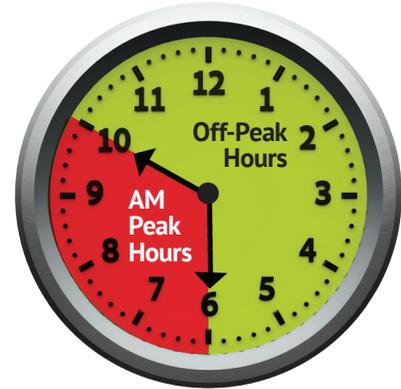
Time-of-Use Winter Peak Hours Start November 1

Beginning November 1, PWC will make the switch to winter Peak Time-of-Use electric rates. Morning winter Peak hours will run through March. 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 PWC observed holidays.

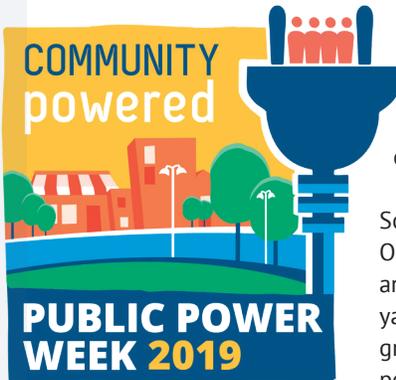
Winter Peak Hours 6am – 10am

Here are a few tips for use during on-peak times:

- Turn your thermostat down in cool weather – heat at 68°.
- Wash and dry laundry and run your dishwasher during Off-Peak hours.
- Use cold water settings for laundry.
- Unplug electronics that aren't in use.
- Consider purchasing "smart" appliances. Visit our Customer Incentive Program web page for a complete list of programs and to find out how much money you can earn in bill credits!



Power to the People! 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 more than 110 years, and operates for the benefit of our local customers and our community.

Some of the nation's largest cities – Los Angeles, San Antonio, Seattle and Orlando – are Public Power communities. Our employees and commissioners are your friends and neighbors, and our electric revenue remains in our backyard, building a strong, reliable electric system that helps our community 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 of 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 and 2019. The award recognized PWC for sustained achievement and customer service and is the highest honor awarded annually to APPA members.
- PWC has earned five 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.

LED Seasonal Light Incentive Programs

PWC's Seasonal Light Incentive Program offers electric customers up to \$40 in bill credits when they make the switch to LED Bulbs! For complete program details, a link to the application, and list of Frequently Asked Questions, visit PWC's website or contact the Customer Programs Call Center at 910-223-4600. The program runs October 1, 2019 – December 31, 2019*.

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

What If We Could Capture the Sun ...

Soak up the sun with Fayetteville PWC by taking advantage of our new community solar program. Community solar is a low cost, low risk way for customers to invest in solar technology because it eliminates the expense of purchasing, installing, and maintaining panels on your home or business. PWC electric customers, both renters and homeowners, are eligible. Visit www.faypwc.com for details about our community solar program, including information about our solar farm and subscription information! Visit PWC's website for details.



Stay Connected to Conservation in 2020

Get energy and water saving tips year round with PWC's annual Connected to Conservation

will calendar. The calendar will provide you with information about Time-of-Use rates and keep you updated on local community events like the annual Power and Water Conservation Expo in March. Pick up your FREE copy starting December 1

(while supplies last) at PWC's Customer Service Center. Calendars will also be available at City Hall (433 Hay St.) and your nearest library. To request a copy by mail, please call PWC at 910-223-4009.



Track Your Daily Energy and Water Use Online mypwc.com

Fayetteville PWC's Online Account Manager is your one-stop shop for all things related to your PWC account! Login in to the Portal to see how much energy or water you've used on any given day. This new feature has been added to the Usage Dashboard – an area that displays monthly, daily, and hourly usage for electric and water services.

Other features include:

- General overview of your bills payments, and usage
- View billing history from previous bill statements (PDF)
- Time-of-Use Calculator that helps you see how changing your usage from Peak to Off-Peak hours can help you save!
- Comparison graphs help you view/compare usage for the past 3 years for electric, water, irrigation and wastewater service
- Manage multiple accounts using a single User Name and Password
- "My Wallet" feature allows you to save, add, edit and view your payment information
 - No convenience fees if paying by using your bank account and routing number
 - "Pay as Guest" option allows you to pay your bill without having a portal account
- Coming Soon – PWC Mobile App with all these features in the palm of your hand



PWC On the Air

You can watch *Your PWC Connections* anytime on PWC's website and YouTube Channel, or watch nightly on Fay TV (Spectrum Cable channel 7). And now listen to *PWC Connections: The Podcast* on most standard podcast apps.

