

PWC CONNECTIONS

Your Link to News & Information from the Fayetteville Public Works Commission Oct./Nov 2018

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

Dogwood Fall Festival
Festival Park

Friday, October 26 and
Saturday, October 27
faydogwoodfestival.com

Veteran's Day Observance
PWC Offices Open
Monday, November 12

Thanksgiving
PWC Offices Closed
Thursday, November 22
and Friday, November 23

Dickens Holiday
Downtown Fayetteville
Friday, November 23
theartscouncil.com/dickensmain.php

Hope Mills
Christmas Parade
Downtown Hope Mills
Saturday, December 1
at 3:00pm

Fayetteville
Christmas Parade
Downtown Fayetteville
Saturday, December 8
at 11:00am



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).



ALL NEW: Enhanced Online Account Manager and Upgraded Website

Look for it this Fall

Fayetteville PWC's new and improved Online Account Manager will offer several new features to enhance your customer experience.

- Easily viewed on any device.
- Quick Links to request service and view incentive programs without logging in.
- "My Wallet" feature allows you to add, edit, save, and view your payment information.
- Account Summary page provides a general overview of your bills, payments, usage, and payment history.

- No convenience fees if paying by ACH (using bank routing and account number) or reduced fees if paying by debit/credit card.
- "Pay as Guest" option.
- Use your social media accounts for easier log-in.

We're also improving our main website – www.faypwc.com – with a new color scheme, updated menuing, and easier viewing on mobile devices. In addition, our eBill format is getting an upgrade that includes total amount due and prior balance, plus a direct link to online payment (no more PDF!).



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 are your friends and neighbors. Our electric revenue remains in our back yard, 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. The award recognized PWC for sustained achievement and customer service and is the highest honor awarded annually to APPA members.
- PWC has earned four 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.
- PWC recently received Public Power Awards of Excellence for Grid Modernization, Value of Public Power, Continuous Improvement, and Workforce Development.



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 Seasonal Light Incentive Program runs October 1, 2018 – December 31, 2018*.

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



Save the Date!

Beginning May 2019, PWC will put in place Time-of-Use Rates that are more similar to how we buy power from Duke Energy. Winter Peak will run from November to March each year. 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.

**One Year from Now –
Winter Peak Begins**



**Winter Peak
November – March
6am – 10am**

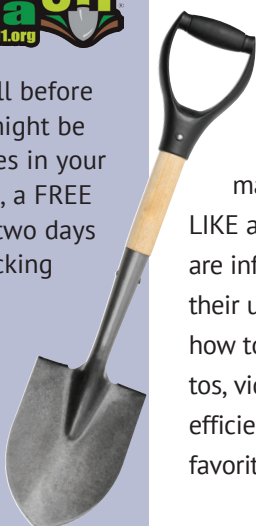
Visit Fayetteville PWC's website for more information about Time-of-Use Rates, plus tips for use during peak times – including when to run large appliances like dishwashers, or what setting you should use.

Fall is a Great Time to Plant a Tree

Trees can help control the temperature in your home, making it more energy efficient to save you money. Plant a deciduous tree (one that loses its leaves in the winter) on the west side of your house to provide shade in the summer and allow the heat of the sun to come through in the winter.



Remember to call before you dig! There might be buried utility lines in your yard. Call NC811, a FREE service, at least two days in advance of picking up a shovel!



Stay Connected to Conservation Year Round

Get energy and water saving tips year round with PWC's 2019 *Connected to Conservation* wall calendar. You can pick up your complimentary copy (while supplies last) starting Monday, December 3 at PWC's Customer Service Center located at the corner of

Eastern Boulevard and Old Wilmington Road. *Connected to Conservation* wall calendars will also be available at City Hall (433 Hay Street). To request a calendar by mail, please call 910-223-4009.



Preparing Your Water Pipes for Cold Weather



When the temperature drops, many homeowners face the expense and inconvenience of frozen water pipes. Make sure you're not one of them by taking a few simple precautions before the weather gets too cold.

Insulate pipes or faucets in unheated areas

It's best to wrap water pipes in unheated areas (such as the garage or crawl space) before temperatures plummet. You can find pipe wrapping materials at any hardware or building supply store.

Seal off access doors, air vents and cracks

Winter winds whistling through overlooked openings can quickly freeze exposed water pipes. Remember – DO NOT plug air vents used by your furnace or water heater.

Find the master shutoff valve

Usually located where the water line enters your home, near the water heater or washing machine, the master shutoff valve turns off the water to the entire house. Paint it a bright color and make sure everyone in the household knows where it is.



Disconnect and drain outdoor hoses

Detaching the hose allows water to drain from the pipes so an overnight freeze doesn't burst the faucet or the pipe it's connected to.

What if it's too late?

During an extended cold spell, your pipes can freeze even if you take all the proper precautions. If you think you know where the freeze occurred and want to try thawing it yourself, the easiest tool to use is a hair dryer with a low heat setting. Do not use an open flame. Using the hair dryer, wave the warm air back and forth along the pipe. If you don't have a hair dryer, you can wrap the frozen section with towels and pour hot water over them.

Be careful when heating the pipe. It may already be broken and not just leaking because the water is frozen. When you thaw it out, the water could come gushing out. Be ready to run for the master shutoff valve if necessary.

Information from the American Water Works Association

Get Social with Fayetteville PWC

Did you know that Fayetteville PWC has thousands of followers between Facebook, Twitter, Instagram, Pinterest, YouTube and LinkedIn.

Are you one of them? If you aren't, you may want to login and click the FOLLOW, LIKE and SUBSCRIBE buttons! PWC's followers are informed regularly about news related to their utility services. Tips are shared often on how to lower utility bills. PWC also posts photos, videos and infographics about conservation, efficiency, safety and more! Find us on your favorite social network today!

If you have already clicked the LIKE button on Facebook and appreciate the service you've received, consider leaving us a review (5 stars preferred!) or recommendation!



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