

PWC CONNECTIONS

Your Link to News & Information from the Fayetteville Public Works Commission Dec 2018/Jan 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

Christmas

PWC Offices Closed

Monday, December 24

Tuesday, December 25

New Year's

PWC Offices Closed

Tuesday, January 1

Martin Luther King's Birthday

PWC Offices Closed

Monday, January 21

4th Friday

Downtown Fayetteville

Friday, January 25

Friday, February 22

theartscouncil.com

Fayetteville Home Design & Remodeling Show

Crown Complex

Clip the included coupon to save on the price of admission

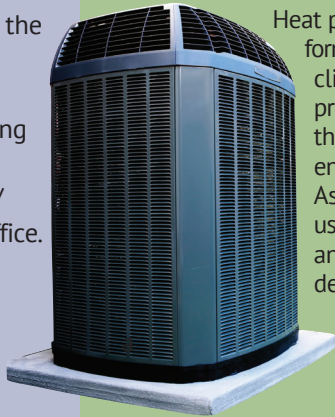
Friday, February 22-Sunday, February 24

National Engineers Week

February 17 - 23



Make Heat Pumps Work for You



Heat pumps are the most efficient form of electric heating in moderate climates like ours in this region, providing three times more heating than the equivalent amount of energy they consume in electricity. As much as half of the energy used in your home goes to heating and cooling. So making smart decisions about your home's Heat Pump/HVAC system can have big effect on your utility bills—and your comfort.

How Heat Pumps Work

Instead of making heat, a heat pump extracts it from the outside. Your refrigerator is a good example of a one-way heat pump. It removes heat from the air inside the refrigerator and moves it to the coils on the outside (back or bottom) of the refrigerator.

Cost Cutting Tips for your Heat Pump & Winter Energy Usage

- We recommend setting your thermostat temperature as low as you can in the winter. 68° is usually a good temperature. Instead of raising the temperature in your home, use sweaters, jackets, or blankets for extra warmth. While 68° is recommended, just remember that the colder it is outside, and the higher your thermostat is set, the longer and harder your system will have to work to achieve your desired temperature.

- When you are asleep or out of the house, turn your thermostat back 10° to 15° for eight hours and save around 10% a year on your heating and cooling bills. A smart or programmable thermostat can make it easy to set back your temperature.

- Many heat pumps have auxiliary electric heat that kicks in automatically if it gets too cold and your heat pump "needs help." Today's "smart" electronic thermostats allow heat to rise gradually when you turn it back up and avoid the auxiliary heat, which is much less efficient. If you have a non-electronic thermostat, only change your temperature one or two degrees at a time to keep the auxiliary heat from kicking in.

- Open curtains on your south-facing windows during the day to allow sunlight to naturally heat your home, and close them at night to reduce the chill you may feel from cold windows.

- Keep your fireplace damper closed unless a fire is burning. Keeping the damper open is like keeping a window wide open during the winter; it allows warm air to go right up the chimney.

Keep in mind that your system will continue to run, when you're away from home, unless you turn your breaker off. However, if you're going away during cold weather, you should keep low heat on (you can turn it down to 50° or below) to avoid freezing pipes.

Naughty or Nice Holiday Safety List

As you make your lists and check them twice, here is one to keep your holiday celebrations safe and wonderful.

Naughty

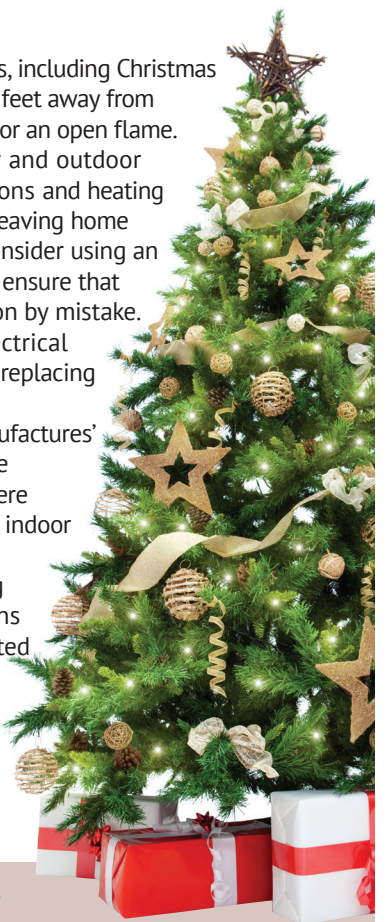
- Never attempt to extend the length of an extension cord by connecting it with another extension cord. Use an extension cord that is long enough to meet your needs.
- Never use frayed or damaged cords or light strands.
- Never run an extension cord under a rug or positioned so that its pinched by furniture.
- Never decorate a tree that is in contact with a power line and keep ladders away from power lines when handling outdoor decorations.
- Never place electrical decorations near water.

Nice

- Water your Christmas tree daily to keep it hydrated and reduce your risk of fire.
- Make sure all lights and decorations have the UL seal – and be sure anything electrical put outdoors is labeled for outdoor use.

- Keep all decorations, including Christmas trees, at least three feet away from heating equipment or an open flame.
- Turn off all indoor and outdoor electrical decorations and heating equipment before leaving home or going to bed. Consider using an automatic timer to ensure that lights are not left on by mistake.
- Always unplug electrical decorations before replacing bulbs or fuses.
- Always follow manufactures' instructions and use products as they were intended regarding indoor or outdoor use.
- Remember to plug outdoor decorations into outlets protected by Ground Fault Circuit Interrupters (GFCIs) to prevent shock.

Info courtesy of esfi.org



Don't Toss Your Christmas Tree - Recycle it

Give your holiday tree a proper send-off. Rather than tossing it in the trash, recycle it*. You'll be doing our local parks a big favor! For 25 years Fayetteville PWC, the City of Fayetteville and Duke Energy Progress have partnered to recycle trees as mulch. Fayetteville-Cumberland County Parks and Rec will use the mulch for beds and paths. If you live within city limits, please put

your tree out for pick-up by the morning of January 7, 2019. Or drop off your tree at the Community Garden (intersection of Vanstory and Mann Streets) any time before 8:30am on Saturday, January 12th.

**Remove all tinsel, lights, tree stands and ornaments.*

Save the Date You're Invited to a FREE Community Powered Event



The 5th Annual Power & Water Conservation Expo is scheduled for Friday, March 22 and Saturday, March 23 at SkyView on Hay in Downtown Fayetteville. The expo is **FREE** and open to the public. Learn about Time-of-Use Rates (coming May 2019), new customer incentive programs, including Community Solar, and get tips on ways to save on your energy and water bill. Fill up your complimentary reusable tote with handy conservation items like LED bulbs, tree seedlings, and Fat Trappers! Look for additional details about the Power and Water Conservation Expo in the Feb/March edition of this newsletter, on PWC's social media pages, and website.

Check Out PWC's YouTube Channel for Cool (and Informative) Videos



Subscribe to our YouTube channel for videos about key PWC programs and services. It's another way we're reaching out to customers in our community to keep you informed. Visit us online at faypwc.com for additional news and information, and remember to like us on Facebook and Twitter!

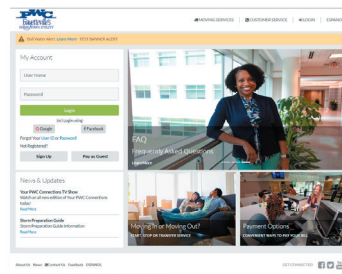
PWC On the Air

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).

New Online Account Manager Now Available!

Fayetteville PWC's new Online Account Manager is now available and offers several new features we hope will enhance your online experience. The new portal makes it easier to view your account on mobile devices, save payment info with the *My Wallet* feature, see links for service requests and incentive programs and offers other new options to enhance your online experience.

Please update your bookmark to my.faypwc.com if you have the previous portal address saved. If you are an existing user, you will need to create a new password. Log-in using your existing credentials and you will be prompted to verify your account information and change your password. You will need your 10-digit account number to verify your account. We hope you enjoy the new features our Online Account Manager has to offer!



Why Is My Bill So High?

Changes in habits and consumption can have an effect on your PWC bill. There are a few contributing factors that can increase your usage that you may not be aware of.

Weather

Weather is the biggest reason for fluctuations in your bill. On average, a large portion of your electric bill is made up of heating and cooling costs. Throughout the year, one month's bill can differ greatly from another. When the temperature outside rises or falls, your system works hard to



heat or cool your home. That is why weather can affect your electric bill, even if you leave your thermostat on a constant setting. Your lifestyle can also cause an unusually high bill. If you find yourself gradually adjusting the thermostat to be more comfortable, you may receive a higher bill the following month.

NOTE: See heat pump article on front page.

Longer Billing Period

Our bill cycles can range from 28-32 days. If your bill is a little higher this month, compare the number of billing days in your billing cycle last month vs. this month. If your billing cycle consisted of 28 days last month and 32 this month, the four extra days of consumption can result in a higher than expected bill.

Previous Balance Added to Current Billing Period

When you notice a higher than normal bill, check for your previous balance. If you did not pay your last bill in full by the previous month's due date, the remaining balance will be added to your current amount due making it higher than normal.

A Full House – Family Gatherings, Holiday Parties and School Breaks

Many people don't realize it, but house guests can have a major impact on your utility bill. When you have a guest, even if it's just a child home from school, you tend to consume more energy and water. By adding one extra person for any period of time, you'll add more showers, loads of laundry, cooking, dishes and electric usage. All of these things add up, especially if guests stay for several days over the Thanksgiving and Christmas holidays.

Stay Connected to Conservation in 2019

Get energy and water saving tips year round with PWC's very own 2019 *Connected to Conservation* wall calendar. In addition, the calendar will provide you with tips to make the transition to Time-of-Use rates (coming May 2019) easier, and keep you updated on local community events like the *Annual Power and Water Conservation Expo* in March!

You can pick up your complimentary copy (while supplies last) at PWC's Customer Service Center located at the corner of Eastern Boulevard and Old Wilmington Road. Energy Savers wall calendars will also be available at City Hall (433 Hay Street). To request a calendar by mail, please call 910-223-4009.



Get \$2 off

The Fayetteville Home Design and Remodeling Show is February 22-24, 2019 at the Crown Expo Center. Be sure to visit PWC's booth for tips on how to lower your water and energy consumption. Plus, speak with conservation experts about ways to save at home and take home **FREE** useful conservation items like LED bulbs.

Show Hours:

Friday: Noon – 7pm
Saturday: 10am – 7pm
Sunday: 11am – 5pm
Friday: Seniors (65+) get in **FREE***
Sunday: Military Day – Active and Retired Military and their spouses get in **FREE***

www.fayettevillehomeshow.com

Adults: \$8 | Children 12 and under **FREE** with paying adult

**ID required for Senior and Military discounts. One coupon per person*

HOME DESIGN & REMODELING SHOW

