



Your Link to News & Information from the Fayetteville Public Works Commission June/July 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

Hurricane Season
June 1 - November 30

4th Friday Downtown Fayetteville
Friday June 22, July 27 & August 24
theartscouncil.com

Fayetteville After 5 Festival Park
Friday, June 8, July 13 & August 10
faydogwoodfestival.com

Swamp Dogs Green Night J.P. Riddle Stadium
Friday, June 29, 7:05 pm
goswampdogs.com

National Smart Irrigation Month
July 1 - 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, 2018. Visit us online for complete details.

Independence Day PWC Offices Closed
Wednesday, July 4



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).



Have a Plan in Place for Hurricane Season

We're always hopeful we can avoid weather's wrath. However, if needed, PWC has an aggressive and pro-active plan for operations in the event of a hurricane, other severe weather or emergency situation. Our crews stand ready to swing into action, as soon as it's safe, and we're prepared to work around the clock to restore your service. We also encourage you to be prepared as well.

Plan ahead for all the members of your family:

- Battery-powered radio
 - Flashlight
 - Extra batteries
 - 3-day supply of water for each person in your household
 - Non-perishable foods
 - Manual can opener
 - Medications and a first-aid kit
 - Cash (ATMs and card readers may not work)
 - Portable battery charger for cell phones and tablets
 - Plastic sheeting (tarp), garbage bags and containers with plastic lids
 - Change of clothes
 - Personal hygiene items
- Other important reminders*
- Have an emergency plan for infants, elderly, pets and those with special needs.
 - Become familiar with safety tips and emergency preparation information on our website – select Outage Central on the PWC home page.



- During a power outage, remember to keep your refrigerator and freezer doors closed as much as possible to maintain the cold temperature. A refrigerator **should** keep food cold for about four hours if the door is kept shut. A **full** freezer **should** hold its temperature for up to 48 hours.
- Be sure PWC has your current phone number so our emergency system can identify you if you call. You can update your information on our website, or call Customer Service at 910-483-1382 between 8am-8pm.
- To report a power outage or an emergency, such as a tree limb on a power line or a water main break, call our emergency hotline 24/7 at 1-877-OUR-PWC1.

Medical Priority Program

Power can be more than a convenience; for some people it is a medical necessity. PWC provides a Medical Priority Program to customers who require life-sustaining equipment which is dependent on electric and/or water service. Sign up to receive early advisement and priority restoration consideration in the event of a scheduled or emergency interruption of service. PWC requires the customer and customer's physician to complete a Medical Priority application which can be found on the Residential Programs page on the PWC website.

Hot Deals and Cool Savings from PWC

- ✓ **ENERGY STAR® HVAC (Heat Pump) Incentive Program**
On average, 50% of household costs go towards heating and cooling. So, if you're in the market for a new heat pump and duct work, PWC can help offset some of the costs. But hurry, this hot deal ends December 31, 2018*. You can earn a \$300 bill credit if you purchase and install a 16+ SEER (or greater) ENERGY STAR heat pump. Install a 16+ SEER (or greater) unit and replace your total duct system. You can earn a \$200 to \$400 bill credit depending on the improvements made. Complete program details online. The program started on April 1, 2018.
- ✓ **Doing Laundry and Loading the Dishwasher Has Never Been More Fun**
PWC electric customers who replace their inefficient washing machines, clothes dryers and/or dishwasher with an ENERGY STAR certified model can earn a bill credit of \$30 per appliance. Replace all three and that's \$90 in your pocket**! Purchasing new ENERGY STAR qualified dishwasher can save 500 to 800 gallons per year compared to using an average model. ENERGY STAR washing machines save more than 3,000 gallons of water, per year! This program is valid until further notice.
- ✓ **Light Up with LEDs**
Purchase a minimum of eight ENERGY STAR labeled LEDs (Light Emitting Diode) bulbs and earn a bill credit incentive of 50% of the purchase price not to exceed \$100. Mix and match your LEDs to suit your needs! LEDs are more efficient because they use 70% - 90% less energy and produce less heat, which also cuts energy costs, compared to traditional incandescent bulbs. Plus, LEDs last 8-25 times longer than incandescents. This program is valid until further notice.
- ✓ **Rain Sensor Incentive Program**
Purchase and install a new rain sensor between May 1 and October 31, 2018 and earn a credit on your PWC utility bill equal to the purchase price – up to \$50 – of the rain sensor. Keep in mind that a PWC conservation specialist may contact you to verify installation.

All program applications can be found at www.faypwc.com. Click on the red starburst bubble on the home page!
*PWC reserves the right to cancel or amend the program at any time during the program period.
**Some restrictions apply



Do You Have What it Takes?



Are you interested in becoming a Lineworker at Fayetteville PWC? Enroll in Fayetteville Technical Community College's Ground Worker/Lineworker Training Program today! The new training program is designed to train individuals interested in learning how to set and climb poles, install cross-arms, hardware, lines and transformers. Safety and teamwork will be taught throughout the course.

Contact FTCC at industrytraining@faytech-cc.edu or 910-678-8230 for more information.

Energy Saving Tip: Keep Cool with Ceiling Fans

Running a ceiling fan while your A/C is on will allow you to raise your thermostat about 4°F while experiencing the same level of comfort. Just make sure your ceiling fan is rotating counter clockwise. This will ensure the air is blowing straight down. Remember to turn off the fan (and lights) when you leave the room to save energy!

Time-of-Use Rates Begin May 2019

Beginning May 2019, PWC will put in place Time-of-Use Rates that are more similar to how we buy power from Duke Energy. Residential and small commercial customers will be on the new rate structure. Time-of-Use Rates can help customers lower their electric bills by shifting electric consumption which is designed to have on-peak periods and off-peak periods.

Rates for electricity used during off-peak hours will cost 30% less than on-peak and will occur 20 hours of the day and on week-ends and holidays.

Summer Peak April to October
3:00 p.m. – 7:00 p.m.

Winter Peak November to March
6:00 a.m. – 10:00 a.m.

In the coming months, PWC will provide additional information about Time-of-Use Rates as well as resources that can help you manage your energy consumption and benefit from the new rates.



- A right-of-way is a corridor or strip of land owned by someone else (i.e. street or railroad rights-of-way) and is adjacent to private property.

Where are Easements & Rights-of-Way located?

- Utility easements can be found on any land where permission has been granted by the owner or former owner to cross the property with utility lines.
- Public rights-of-way include the areas in and along streets and roadways where utility poles, telephone/cable boxes, water meters, etc. are placed.

Never place the following items in the Easement & Right-of-Way areas:

- Houses, garages, sheds or barns
- Decks
- Play equipment or tree houses
- Flagpoles
- Recreational vehicles that block access
- Hot tubs or pools
- Fences that block access to a utility pole, cabinet, meter box or manhole
- Antennas or satellite dishes
- Scaffolding or ladders
- Stored materials such as pipes, containers, hay bales, mechanical equipment, or flammable materials.

If you have questions about PWC utility Easements and Rights-of-Way, please contact PWC at 910-223-4342.



Most often people assume when purchasing a property the that land around your home or business, front yard, back yard and driveway is free and clear of any restrictions. That isn't always the case. There may be a right-of-way or easement through your property.

What are Easements & Rights-of-Way?

The terms "easement" and "right-of-way" are often used interchangeably because they both refer to areas of property that utilities have permission use.

- An easement is a property right (not ownership) for a permitted use that is typically granted by property owners to a utility for the purpose of installing/constructing, operating and maintaining electric, water and/or sewer lines and equipment.

Charge at No Charge!

If you own a plug-in electric vehicle (PEV) – or want to buy one – Fayetteville PWC makes it easy to keep your vehicle ready to hit the open road. You can charge your electric vehicle at one of four Level 2 (208/240 volt) charging stations for FREE!

Locations

Market Fair Mall	Honeycutt Park	Clark Park	Lake Rim Park
5084 Campground Road	352 Devers Street	Cape Fear River Trail	2214 Tar Kiln Drive
		631 Sherman Drive	

Electric Car Benefits

- **Lower operational costs** – The estimated cost of electricity needed to power a PEV is equivalent to or less than one dollar per gallon of gasoline.
- **Lower maintenance costs** – PEVs have fewer moving parts than gas-powered vehicles.
- **Zero operating emissions** – The emissions associated with PEVs come from power plants generating electricity to charge the batteries, not from tailpipe emissions.
- **Overall reduction in carbon dioxide (CO₂) emissions** – CO₂ is the principal gas associated with global warming.
- **Reduced pollution to oceans, rivers and ground water** – Decreased use of petroleum gasoline and motor oil means fewer spills.
- **Relief from urban noise pollution** – Electric motors are quiet as well as clean.
- **Cleaner air** – They help reduce fossil fuel emissions, such as CO₂ and other greenhouse gases.