

## Upcoming Events

### Time-of-Use

#### Summer Peak Hours

April 1 - October 31  
3pm - 7pm, Monday - Friday

### Hurricane Season

June 1 - November 30  
Download a FREE copy of PWC's Annual Storm Guide from faypwc.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, 2020. Visit us online for details.

### Annual Public Works

#### Art Exhibit

#### The Arts Council -

#### Downtown Fayetteville

FREE Admission  
Opens June 24\*  
theartscouncil.com

\*date subject to change, please check website for updated information

### Independence Day (observed)

#### PWC Offices Closed

Friday, July 3

## 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. You can also listen to PWC's Podcast for FREE on your favorite podcast listening service.



## PWC COVID-19 Update

### A Message from PWC CEO David Trego

North Carolina is beginning its transition to reopen our economy. PWC, being a utility, and part of the area's vital infrastructure, never closed our doors. Our employees were working to keep your water, wastewater and electric services available during this trying time. My thanks to them for keeping the lights on and the water flowing.

Thanks also go to you, our customers. Your efforts to help stop the spread of this virus has helped our state to begin opening things up ahead of many others.

As you may know, the state issued an executive order during COVID-19 to give utility customers certain protections during the economic uncertainty. It allowed residential customers, if needed, to not pay their utility bills in full for 60 days without fear of having services turned off for missing a payment. This gave all utility customers, including PWC's, much needed flexibility when we were unclear what the impact the virus would have or how state or federal government might provide economic relief to its citizens. As you may know, two weeks before the order, on March 16, PWC had already stopped cutoffs for past due bills.

If you were not able pay your PWC bill in full during April or May, what happens next?

We want to help you manage your overdue balance. Customers are allowed payment arrangements for up to six (6) months for past due balances accumulated during the effective period of the Executive Order and no late fees because of the past due balance. If needed, how do you take advantage of this?

- Payment arrangements are not automatic. If you need a payment plan (are unable to pay the total amount due), you must call PWC before the past due date on your June bill. We can let you know how much is currently due and how much can be part of a payment arrangement so you can plan and budget.
- Since PWC customers are billed at different times of the month, your past due date may be different than your friends or neighbors. So, you need to call PWC to set up payments that are specific to your bill. If you don't call, it is assumed that you do not need assistance and plan to pay in full.
- Once your plan is made, it is very important to make all payments before your past due date. Accounts not paid on time, are subject to cutoff and no longer qualify for the 6-month payment provision of the Executive Order.

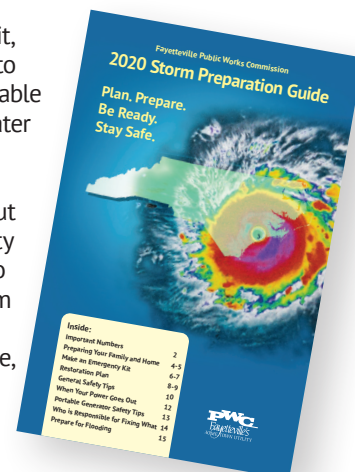
Lastly, I again want to thank our customers for how you've helped our community and thank you in advance for staying diligent in the coming weeks as we all work together to get through these trying times.

## 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 2020 Storm Preparation Guide at local libraries and many places around Fayetteville or download it from PWC's website. You'll find useful 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.



## Ways to Pay During Covid-19

We offer numerous payment options that do not require face-to-face contact, including online, phone, Western Union, and our new self-service payment station located in the drive-thru lane at our 955 Old Wilmington Road Payment Center. This new option accepts cash, checks, cards and money orders. Payments are applied to your account immediately and provides you a receipt. Our Online Account Manager provides you payment options along with current and historical account data, billing and usage information. These options are also available through our mobile app which is available for free for both Apple and Android phones. Look for the PWC logo in your app store.

## Time-of-Use: Summer Peak Hours 3 pm - 7 pm

Summer Peak Hours (April - October)



### 3PM-7 PM Weekdays

Time-of-Use Summer Peak hours will run through October. Rates for electricity used during off-peak hours cost 35% less than on-peak and occur 20 hours of the week-day and all day on weekends and holidays.

## Solar Panels Going Fast

Stop waiting...sign up for PWC's Community Solar Program today! 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](https://www.faypwc.com) for details about our Community Solar Program, including information about our solar farm and subscriptions details.



## 6 Ways to Make Your Home Office (or Classroom) Energy Efficient



Working from home, even on a temporary basis, may increase your energy use. It means that you're spending more time using a computer, lights and other appliances at home instead of in your workplace or at school. But by improving the energy efficiency of your home office equipment, you can save on energy costs without hampering your productivity.

1. Make sure computers and other office equipment are turned off when they're not in use for an extended period.
2. Many electronic devices continue to use standby power even after they're turned off. Connect your office equipment to an advanced power strip, which will automatically shut off power to unused devices.
3. Set office equipment, such as printers and scanners, to automatically switch to sleep mode when not in use. In addition to saving energy, the equipment will stay cooler, which will help to extend its useful life.

4. Use a laptop computer instead of a desktop. Laptops use less than one-third the energy of a typical desktop computer.
5. Adjust the thermostat to the unoccupied setting. This avoids wasting energy by conditioning the entire house while you're occupying only a small portion of it. Consider using a ceiling fan to maintain comfort. You can reverse its direction to clockwise in winter, which pushes warm air down.
6. Use task lighting with energy-efficient lamps. A desk lamp uses less energy than whole-room lighting.

When purchasing new office equipment, make sure it's ENERGY STAR® qualified. ENERGY STAR-certified products use less energy than standard models. According to the U.S. Department of Energy, if every home office product purchased in the U.S. were ENERGY STAR qualified, Americans would save an estimated \$75 million a year in energy costs.

Information provided by *ElectriCities of NC*

## Avoid the Dangers of Backflow

Many of us are spending more timestaying at home. If any of your outdoor projects involves water, remember to avoid the dangers of backflow.

**What is backflow?** Most of the time water flows "forward" from the water distribution system into your residence. Backflow occurs when water from your home "flows back" into the water supply. Backflow can also be caused when water from a garden hose "flows back" into your home. If water flowing backwards contains hazardous chemicals or bacteria, it can cause an unhealthy or dangerous situation.

**How does it happen?** Backflow can occur because of something as simple as an ordinary garden hose. As an example, you are washing your car and the phone rings. You leave your garden hose in a bucket of soapy water. While you are on the phone, a water main breaks down the street and the water pressure quickly has a significant drop, creating a vacuum. Like sucking on a straw, the vacuum could pull the soapy water into your home's water system. At the same time, your spouse or child gets a glass of water from the kitchen faucet. What should be a refreshing drink actually ends up being contaminated by the effects of backflow. Significant water pressure drops are uncommon, but they can happen.

Here are some precautions you can take to safeguard your family:

- Never submerge hoses in buckets, pools, spas, tubs or sinks.
- Always keep the end of the hose away from possible contaminants.
- Don't drink from your garden hose.
- Don't use spray attachments (pesticide applicators, portable pressure washers, drain openers or radiator flush kits) without a backflow prevention device. Devices are available for less than \$10 at most home improvement stores.

Information courtesy of *Greenville Utilities Commission* and find more on our website: <https://www.faypwc.com/about-backflow-prevention/>



## Attention PWC Water Customers

Fayetteville PWC's annual Water Quality Report as required by the EPA is now available. This report is a snapshot of last year's water quality. Included are details about your sources of water, what it contains, and how it compares to standards set by regulatory agencies. Read it online at <https://www.faypwc.com/water-quality-report/>. To request a copy by mail, please call 910-223-4009.