

# PWC CONNECTIONS

Your Link to News & Information from the Fayetteville Public Works Commission October 2020

## Upcoming Events

**Energy Awareness Month**  
October 1st - October 31st  
[www.energy.cgov](http://www.energy.cgov)

**Switch to Winter Time-of-Use**  
November 1st (see below)

**Veterans' Day**  
**PWC Offices Open**  
November 11th

**Thanksgiving**  
**PWC Offices Closed**  
Thursday, November 26th &  
Friday, November 27th



## 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.



## Celebrate Public Power

Fayetteville is a public power community and that's powerful! With PWC as our local, community owned electric system, our community benefits. PWC operates solely for the benefit of its customers who have a voice through local leadership (they're customers, too!) We're accountable and responsive to the community, not remote shareholders.



Our employees are your friends and neighbors, and 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.

PWC is the 37th largest Public Power utility in the nation with over 84,000 customers. We've proudly powered Fayetteville for 115 years! And that's cause for celebrating Public Power and the Power of Community!

To learn more about the Power of Community, visit [faypwc.com/public-power-at-work](http://faypwc.com/public-power-at-work)

### Did You Know?

- 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 and the first in the state to build a Community Solar/Battery Storage project.
- The American Public Power Association (APPA) honored PWC with its Scattergood System Achievement Award in 2014 and 2019. PWC was recognized for sustained achievement and customer service and is the highest honor awarded annually to APPA members.
- PWC has earned five Reliable Public Power Provider™ (RP<sup>3</sup>) awards from the APPA for providing consumers with the highest degree of reliable and safe electric service. PWC received Diamond Level awards, the highest RP<sup>3</sup> designation.

*"Fayetteville PWC has been a shining example of public power. They run a top-notch operation with a keen focus on their customers while staying active in state advocacy. On the national level, they have been active in our association for more than five decades and are recipients of almost every award, honor and designation that we offer—in the areas of system improvement; community service; safety; reliability; communications; energy efficiency and environmental stewardship, research and development, and the list goes on. We are proud to count PWC as a member of our association, and their community should be proud to be powered by them."*

Joy Ditto, CEO  
American Public Power Association

## Time-of-Use Winter Peak Hours Start November 1st

Beginning November 1st, PWC will make the switch to Winter Peak Time-of-Use Rates. Winter Peak will run through March. Rates for electricity used during Off-Peak hours will cost 35% 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 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 page online for a complete list of programs, and to find out how much money you can earn in bill credits!

Winter Peak Hours (November - March) For PWC Electric Customers

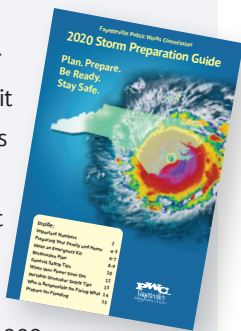


6am - 10am Weekdays

## Have a Plan: Hurricane Season Goes Through Nov. 30th

It's already been an active hurricane season, and Fayetteville PWC encourages you to be prepared.

Pick up a FREE copy of PWC's 2020 Storm Preparation Guide at your local library, complete the request form on PWC's website, or download it from PWC's website. To request a copy by mail call 910-223-4009.



## New From PWC for Your Convenience

### New Customer Service Phone Hours

7:00am-8:00pm  
Monday-Friday  
Except PWC observed holidays

### New PWC Mailing Address for Utility Payments

Please mail utility payments directly to PWC's financial vendor, Wells Fargo at:

P.O. Box 71113  
Charlotte, NC  
28272-1113

Make checks payable to PWC. Other pay options are available, faypwc.com/payooptions/

# 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, 2020 – December 31, 2020\*

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



## It's Not Too Early to Shop & Save

### Purchase Energy-Efficient Holiday Gifts and Tips!

Thanks to Covid-19, some of us may decide to get a jump on our Christmas shopping earlier than usual, especially if we plan to purchase items online and will have to rely on timely deliveries. Before you purchase all the latest and greatest gadgets for your friends and family this holiday season, take some time to consider gifts that deliver the best "bang for the buck" when it comes to energy savings! Here are some of our top picks for gifts that keep on giving, as well as a few tips to save energy around the house:



**Cordless Power Tools** – cordless screwdrivers, drills and saws, as well as yard tools like lawn mowers and leaf blowers equipped with ENERGY STAR® battery chargers, use about 30 percent less energy than their corded counterparts.

**Programmable Thermostat** – A programmable thermostat can save nearly \$200 per year in energy costs. Some can even "learn" your family's schedule to provide more personalization. Perhaps best of all, many smart thermostats now allow you to adjust your climate controls, remotely, from a smart phone. Take advantage of Fayetteville PWC's Programmable Thermostat program – visit PWC online for details!



**Motion-Sensor Power Strips** – A power strip may seem like a boring gift, but you can now purchase models that switch on and off as you enter or leave the room. This keeps electronics from wasting energy when not in use and eliminates the need to hit the red power button all the time.

**Pressure Cookers** – Pressure cookers are, by far, the most energy-efficient way to cook. Not only do they heat up faster, they can cut energy by as much as 70 percent.

### Energy-Saving Tips:

- Plug holiday decorations into a programmable timer. You can avoid forgetting to turn them off and using unnecessary power.
- Switch to LED light strands. They use about 80 percent less energy than conventional strands and last much longer. Take advantage of PWC's Annual LED Holiday Lights Incentive Program!
- Don't be afraid to place more than one dish in the oven at a time. Just be sure to leave room around each one for heat to circulate.



For more energy saving tips, visit [www.faypwc.com](http://www.faypwc.com).  
Information from Orlando Utilities Commission