

PWC CONNECTIONS

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

Upcoming Events

Time-of-Use Winter Peak Starts
November 1st- March 31st
6am -10am, Monday-Friday

Veterans Day
PWC Offices Open
Wednesday, November 11th

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

Hurricane Season Ends
Monday, November 30th



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/payoptions/

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.



Public Power at Work

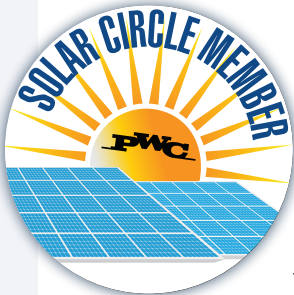
As a Public Power community, Fayetteville benefits from having its own local municipal electric system. In addition to the benefits of local leadership, greater reliability and faster response, PWC provides a significant financial benefit to our community. Annually, PWC has over a \$100 million impact on our local economy; providing local jobs and purchasing local goods and services, while making contributions to the City of Fayetteville to support the General Fund.

The *2019-2020 PWC Annual Financial Report* was presented in October and noted, in 2020, PWC contributed \$17+ million to support the city's general fund including a payment in lieu of taxes (\$11 million), streetlight services (\$3.9 million), economic development (\$1.2 million) and COVID-19 Emergency funds (\$1 million). Over the last 5 years, PWC's total impact to the city's general fund was over \$77 million.



"When you hear PWC described as Fayetteville's Hometown Utility, it goes well beyond providing safe, reliable utility services," said Wade Fowler, PWC Chairman, following the financial presentation. "PWC is an asset to our community in many ways. In addition to last year's payment in lieu of taxes, we invest in making our community stronger by supporting the city with over \$5 million of streetlight services, economic development support, and even COVID-19 Emergency funds, that would not have been possible, without having local ownership/control."

To learn more, visit www.faypwc.com/financials/



Join PWC's Solar Circle!

If you're a PWC electric customer – homeowner or renter - and haven't subscribed to our Community Solar Program, there are still a few panels left!

Current subscribers became members of our Solar Circle and were invited to "Solar Sunday" in October for an exclusive tour of PWC's Solar Farm. Solar Circle members were treated to a special day to learn more about Community Solar and were able to get an up-close look at the panels, battery backup and more!



Interested? Here's how it works: Customers pay a monthly subscription fee and in exchange, receive a bill credit for the value of the solar-less the cost to operate. All electric customers – whether you own or rent your home – whether residential or non-residential – can subscribe. To get started, log in to PWC's Online Account Manager. From the Account Overview page, look for the Community Solar Enrollment link under Customer Enrollments and complete the application.

Time-of-Use Winter Peak Hours 6am – 10am

Time-of-Use Winter Peak hours run through March 2021. Rates for electricity used during off-peak hours cost 35% less than on-peak and will occur 20 hours of the weekday and all day on weekends and holidays. For details, and tips on ways to make Time-of-Use Rates work for you, visit faypwc.com/time-of-use-rates/

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



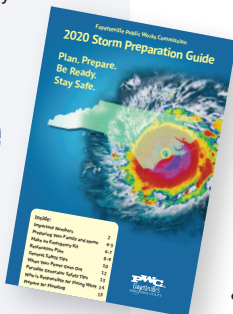
6am -10am Weekdays

Stay Connected to Conservation in 2021



Get energy and water saving tips year round with PWC's award-winning annual Connected to Conservation wall calendar. The calendar will provide you with information about Time-of-Use rates, PWC programs, tips to save you money, and more! The 2021 wall calendars are FREE (while supplies last)! Fill out the calendar request form at faypwc.com, or call 910-223-4009 to request a copy by mail. The complementary calendars will also be available at your nearest library!

Hurricane Season Isn't Over Yet



One month to go in the 2020 Hurricane season! Let's not let down our guard. The PWC 2020 Storm Preparation Guide can help! These tips are good for hurricanes, ice storms, thunderstorms, and other inclement weather situations.

Pick up a FREE copy 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.



Lower Your Water Heating Costs

- Turn down the temperature of your water heater to the warm setting (120°F). You'll not only save energy, you'll avoid scalding your hands.

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.



Safety Tips for Holiday Lights

It's that time of year when holiday lights go up and decorations come out in neighborhoods across our community and beyond. Here are some tips to keep in mind if you're thinking about dressing up your home for the holidays:

- Keep ladders away from overhead power lines.
- As a rule of thumb, string together no more than 3 light sets.
- Use 1 long extension cord instead of linking several shorter ones.
- Keep paper and ribbon away from hot lights.
- Unplug or shut off all decorative lights before bedtime or before leaving home.
- Use Ground Fault Circuit Interrupters (GFCI) with all outdoor lighting.

For more information on energy-efficient lighting, visit faypwc.com.



PWC is on Your Side

Monthly Conservation Tip

Our Conservation Specialists are experts in saving water and energy year-round, and their tips will help you save energy, save money, and stay comfortable during the cool fall and cold winter months.

Adjust the Temperature

- When you are home and awake, set your thermostat as low as is comfortable.
- Before going to bed or leaving 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. Visit PWC online for information about our Thermostat Incentive Program. You can earn two \$80 bill credits!
- If you have a heat pump, like most homes in our region do, maintain a moderate setting or use a programmable thermostat specially designed for use with heat pumps.

Find and Seal Leaks

- Seal the air leaks around utility cut-throughs for pipes, gaps around chimneys and recessed lights in insulated ceilings, and unfinished spaces behind cupboards and closets.
- Add caulk or weather stripping to seal air leaks around leaky doors and windows.