

PWC CONNECTIONS

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

Upcoming Events

Holiday Lights in the Garden
Cape Fear Botanical Garden –
536 N. Eastern Blvd
December 4th-6th
December 11th-13th
December 18th-23rd
5:30pm – 9pm
www.capefearbg.org

Drive-thru Christmas in the Park
Powered by Fayetteville PWC
Arnett Park –
2165 Wilmington Highway
FREE Admission
December 6th-10th
December 13th-17th
December 20th-22nd
6pm – 9pm

Christmas
PWC Offices Closed
Thursday, December 24th &
Friday, December 25th

New Year's Day
PWC Offices Closed
Friday, January 1st

PWC TV: Now Streaming!



Watch Your PWC Connections anytime on your favorite streaming device in addition to daily airings on Fay TV – the City of Fayetteville's government access channel on Spectrum Cable channel 7. Your PWC Connections is also available on PWC's Youtube channel & website. Remember to listen & subscribe to PWC Connections: The Podcast for FREE on your favorite podcast listening service too!



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.

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 used 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.

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 it's 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.

Info courtesy of esfi.org



From the PWC Family to Yours: Seasons Greetings!

PWC Offices will be closed Thursday, December 24th and Friday, December 25th. PWC will observe the New Year's Holiday on Friday, January 1st. We would like to extend a special thank you to our dedicated employees who will be working during the holidays to keep your power on, water flowing, and responding to any utility-related emergencies so that we can all enjoy the holiday.

Elaina Ball Named New PWC CEO/General Manager

Fayetteville PWC is excited to announce that Elaina Ball has been named as the utility's next CEO/General Manager. Ball is the ninth CEO/GM and first female leader in PWC's 115-year history. She will join PWC this month and succeeds David Trego who will retire on December 31st after leading PWC since 2015.

Ball comes to PWC from El Paso Electric where she served as Senior VP in Operations and Administration roles. She was responsible for 800 employees and helped El Paso set new records for annual customer satisfaction scores and earn its first J.D. Power top performing utility award in 2019. El Paso Electric is a regional electric utility that serves over 400,000 customers in a 10,000 square mile area of the Rio Grande valley.



Prior to joining El Paso Electric, Ball worked at Austin Energy, the publicly owned electric utility serving

450,000 customers in the Austin, Texas area. "Elaina has a wealth of experience in the electric industry, including generation, which is a huge asset for us," said PWC Chairman Wade Fowler. "She's been with outstanding utilities, and was highly sought after by several other organizations and we are very fortunate that she chose PWC and Fayetteville. We are excited about the future of PWC and what she brings to it."

"I'm very excited to join the great team at PWC and for our family to be a part of this community," said Ball. "PWC is a significant asset and plays a vital role in the community's success. It is known throughout both the electric and water utility industry for its excellent operations and I look forward to continuing the legacy of strong leadership at PWC and continuing that excellence of providing safe and reliable service to our customers."

Give the Gift That Keeps on Giving! Smart WiFi Thermostats



'Tis the season - this holiday season, consider purchasing a Smart WiFi Connected Thermostat for a friend or family member (or for yourself!). For the average American household, almost half the annual energy bill goes to heating and cooling.



Being smart about how you control your temperature settings will help you save money and stay comfortable in your home. A WiFi connected smart thermostat will allow you to set schedules to reduce your utility consumption during peak periods, when you are away from home and while you are sleeping.

Gain greater control over your thermostat and save on your electric bill. Find out how you can qualify for up to \$160 in bill credits for the replacement of (2) two conventional thermostats with (2) two new ENERGY STAR Wi-Fi connected smart thermostats.

Visit www.faypwc.com/residential-programs/

** PWC reserves the right to amend or discontinue this program at any time without prior notice*

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!



Check Out This Month's Tip from Our Conservationists!

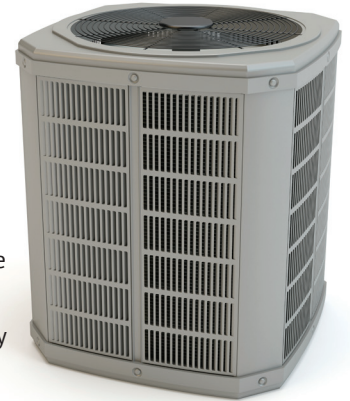
Our Conservation Specialists are experts in saving water and energy year-round, and their tips will help you save energy, save money, and stay comfortable during the cool fall and cold winter months.

Make Heat Pumps Work for You

Heat Pumps are the most efficient form of electric heating in moderate climates like ours. Heat pumps use little electricity because instead of "making" heat, the system's refrigerant absorbs heat from the air outside (even when it's cold, outside air contains a certain amount of heat) and releases it to warm your home.

With cold weather looming, these useful tips will help you save power and money on your bills as you heat your home.

- Keep your heat at 68° when you're home. Turn it down at night or when you're out. A programmable thermostat will help. Read about our new Thermostat Incentive Program in the margin!
- Turn up your heat gradually – no more than two degrees at a time – to keep your heat pump's auxiliary heat from coming on. Auxiliary heat costs three times as much to operate, but keep in mind that auxiliary heat will come on automatically if temperatures get to or below freezing.
- If your heat pump is more than 10 years old, consider replacing it with a more efficient ENERGY STAR® certified system. PWC customers can take advantage of our incentive program and earn up to \$400 for installing an ENERGY STAR heat pump, plus additional credits for replacing duct work and/or improving insulation.



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/

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 Peak and will occur 20 hours of the weekday and all day on weekends and PWC observed 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

