

# PWC CONNECTIONS

Your Link to News & Information from the Fayetteville Public Works Commission August 2021

## Upcoming Events

### Water Quality Month

August 1st - August 31st

### Labor Day

#### PWC Offices Closed

Monday, September 6th

### International Folk Festival

#### Downtown Fayetteville

September 25th-26th

[theartscouncil.com](http://theartscouncil.com)

### National Drive Electric Week

September 25th--October 3rd

[driveelectricweek.org](http://driveelectricweek.org)

### PWC Connections : The Podcast

Listen to PWC's bi-weekly Podcast for FREE on your favorite podcast listening platform. Get your questions answered about your utility services, learn more about PWC, and get the scoop on hot topics!



## 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.



## Safety Begins with Smart Planning

### What to do if Your Power Goes Out



Storm season is upon us and the likelihood for more power outages increases during this time. If your power goes out, there are several things you can do until your services are restored.

- Unplug any electrical appliances or electronics to prevent surges once the power is restored.
- Turn the AC off to prevent a surge when services come back on.
- Leave on one light so you're able to see when the power comes on.
- To keep thawing or spoiling food to a minimum, limit opening the refrigerator or freezer as seldom as possible during an outage. Food will stay frozen for up to 48 hours if your freezer is full and tightly packed and the door is kept closed.
- When the power comes back on, wait a few minutes before turning on the main switch. To give the electrical system a chance to stabilize,

turn on essential appliances first, then gradually turn on other electronics.

- If your HVAC won't turn on after a storm, you may need to restart it. If you have any doubts, or if the circuit breaker shuts off again after resetting, call a professional.
- When power is restored, check and reset your GFCIs throughout your home.

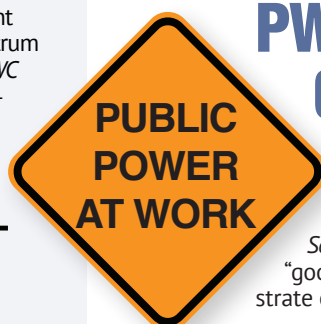
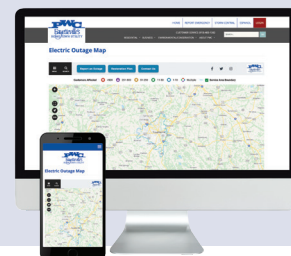
If you don't have power when it's restored to others in your area:

- Check your breaker box panel and make sure all the switches that should be on, are on, including the main breaker.
- If you have tripped the breaker, move it to the off position and then push it hard to the on position. If it doesn't click, you may have a breaker issue.
- If you have a blown fuse, it'll be visible and needs to be replaced.

Get these tips and more in the 2021 Storm Preparation Guide. Visit [faypwc.com](http://faypwc.com) for details.

## New Way to Know - New Electric Outage Map

Check power outages and restoration efforts using our new Electric Outage Map! The Outage map is a useful feature that provides up-to-date information showing all current outage locations throughout our service area. Sign up today for FREE text and/or email notifications through the PWC Online Account Manager. The map is accessible online 24/7 even without signing up.



## PWC Receives National Award for Community Service

Fayetteville PWC recently received an American Public Power Association Sue Kelly Community Service Award. The award recognizes "good neighbor" activities that demonstrate our commitment to the community.

PWC partnered with the City's downtown district to bring Prismatic – an interactive, public art installation – to light up downtown after the city reopened following the COVID-19 shutdowns. "Prismatic-Powered by PWC" celebrated and highlighted the value of public power for a month and increased foot traffic by 30 percent, lifting both the economic outlook of businesses and the spirit of Fayetteville's community.

Annually, PWC employees have a strong commitment to the United Way of Cumberland County.



In over 20 years, PWC employees have given more than \$2 million in support of United Way. With donations projected to be down in 2020 because of the pandemic, employees stepped up and increased support by 9% with a record-breaking \$156,000 campaign.

## Go Paperless

### Avoid Mail Delays

Paperless billing isn't just good for the environment – it gives you one less thing to manage. Skip snail mail – bills are sent to your email as a secure PDF attachment. It is a FREE\*, convenient, fast and secure electronic service. Customers are able to view and pay their utility bill quickly and safely using a link sent to their email. Each eBill includes a summary of charges, just like the paper copy. Login into PWC's Account Manager to enroll in eBill or call Customer service at 910-483-1382

\*Pay with checking account information for no online fee.

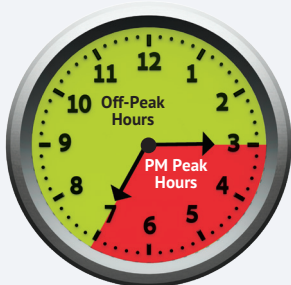
## Attention PWC Water Customers

PWC's Wastewater Collections and Treatment Systems Annual Performance Report for the for the fiscal year July 1, 2020–June 30, 2021, as required by the Clean Water Act of 1999, will be available after August 31, 2021. Read the report on PWC's website. To receive a copy by mail, please call 910-223-4009.

## Reminder: Summer Electric Peak Hours 3pm – 7pm

Time-of-Use Summer Peak hours will be in effect through October. Rates for electricity used during Off-Peak hours cost 35% less than Peak hours and will occur 20 hours on weekdays and all day on weekends and PWC observed holidays.

Summer Peak Hours (April - October)  
For PWC Electric Customers  
3pm-7pm Weekdays



## Emergency Assistance Program Available for Utility & Rent Payments



The City of Fayetteville and Cumberland County's Emergency Rental Assistance Program is now available. The goal is to distribute money received through the Consolidated Appropriations Act of 2021 to eligible residents who are unable to pay rent and utilities due to economic constraints from the COVID-19 pandemic. A total of \$10,119,409 has been allocated to the City and County and is available to support the program. Learn more: [fayettevillecumberlandRAP.com](http://fayettevillecumberlandRAP.com), RAP phone number – 1-888-495-7710



## Know the Value of H<sub>2</sub>O

August is National Water Quality Month! In a world of ever increasing prices, your tap water remains one of the best bargains around. Here are some things to consider the next time you take a sip of water.

- An 8 oz. glass of tap water can be refilled approximately 15,000 times for the same price as a six-pack of soda.
- If you spend \$1 on a 16.9oz. bottle of water, you're effectively paying more than \$7 per gallon – 3,700 times more than you'd pay for the same amount from a faucet!
- One gallon of tap water is less than half of one cent per gallon. Compare that to a gallon of milk the next time you are out shopping!
- According to the Environmental Protection Agency, per year, the average American household spends \$707 on soft drinks and other beverages, but only \$523 on water and wastewater charges.
- Your water bill pays for more than simply water. You get sophisticated water treatment, frequent testing and monitoring and a vast underground infrastructure that delivers safe, plentiful water right to your tap.

Information from the IBWA, EPA, and Water Environment Federation

## Dog Days of Summer

Our Conservation Specialists are experts at saving water and energy year-round. Take note of these tips – they'll help you save cash and lower your consumption as summer sizzles on.

- Conserve power during Summer Peak Hours (3-7pm weekdays). Do laundry, run the dish washer, etc. during Off-Peak Hours when electric rates are 35% lower.
- Keep your AC set at 78° or higher when you're away from home. A programmable thermostat will help.
- Use fans and close blinds and curtains to keep the sun out.
- Change your air filters monthly.

