

PWC CONNECTIONS

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

Upcoming Events

National Engineers Week
February 21st - February 27th

COMING SOON:
Annual Water Changeover
PWC temporarily stops adding ammonia to its water treatment disinfection process
March 1st – March 31st
Visit faypwc.com for details

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!



Reminder: Extended Customer Service Hours
7:00am-8:00pm
Monday-Friday (except PWC observed holidays)
910-483-1382

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.



Trap It, Then Toss It and Keep Wipes Out of the Pipes!

Smart food disposal and refraining from putting items labeled "flushable" down the drain can help protect our environment, our sources of drinking water and your own property. Dumping grease, fats and oil is not only illegal, but it can also cause sewage back-ups and flooding. Wipes labeled "flushable" don't break down in the system and can also cause blockages that lead to sewage back-ups and can damage personal and public property. Do your part to prevent such accidents by following these guidelines for proper food disposal. Trap your grease, fat and oil and then toss it in the garbage!

DON'T dump cooking oil, poultry fat and grease into the kitchen sink or the toilet bowl.

DON'T depend on heavy-duty drain cleaners to fix a grease clog. These cleaners do not melt the grease. Grease re-solidifies inside sewer lines and causes blockages.

DO dispose of fats, grease and oils properly. Pour cooled fat, grease and used cooking oil into a disposable container (empty plastic food containers work well) and put it in the garbage.



You can also pick up a free Fat Trapper, a reusable plastic container with foil bags, to collect grease – available anytime at the PWC Customer Service Center located at 955 Old Wilmington Road.

DO use paper towels to wipe residual grease or oil off of dishes, pots and pans prior to washing them. Always remember, the following items should NEVER be flushed down the toilet:

- Wipes labelled "flushable" (they don't break down in the system)
- Baby wipes
- Diapers
- Paper towels
- Dental floss
- Medical waste
- Kitty litter
- Feminine hygiene products



Temperature Drops Make Energy Use Go Up

Cold weather has a significant impact on winter electric bills especially when the temperature drops below 32 degrees. Our winter weather has already been significantly colder than last year with temps about 30% cooler than 12 months ago.

Outdoor temperatures are the leading cause for driving up home energy usage and bills. Learn how to lower your bill with Time-of-Use Off-Peak rates and see our Conservation Specialists Tips on the back for facts and tips that can help you save.

With our coldest temperatures occurring in the morning hours and driving up energy use, shift as much energy use (such as laundry) and take advantage of Off-Peak Time-of-Use rates!

Off-Peak hours cost 35% less than Peak and will occur 20 hours on weekdays 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





New Way to Know

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.



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 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 cold winter months.

Most customers in our area heat and cool their home with heat pumps. It's important to understand how heat pumps work to better manage your bill.

- Heat pumps pull air from outside of your home and transfer it inside to heat your home up to the desired thermostat setting. So colder temperatures make a big impact. Adjust your thermostat by no more than one-two degrees at a time to prevent your system from automatically forcing the auxiliary/emergency heat system to start running. Auxiliary heat costs three times as much to operate and comes on automatically if temperatures get to or below freezing.
- As you're adjusting your thermostat remember, the greater the difference between the outside temperature and what you set inside -- the more energy you will use and the more costly your bill will be.



Also, preventing frozen pipes when temperatures drop is key to saving you a potential headache in the future:

- Close your home's foundation vents to reduce the circulation of cold air underneath your home.
- Protect your irrigation system's backflow prevention device. Insulate the inside of the cover and protect the pipes to prevent freezing.

For more heat pump information and winter conservation tips, visit PWC online and follow PWC on social media!

Public Power at Work!

As a Public Power community, Fayetteville benefits from having its own local municipal electric system. Across the U.S., Public Power rates are traditionally lower than Investor-owned utilities and PWC electric rates are the lowest in the Fayetteville/Cumberland County area.

In May, 2020, PWC reduced electric Time-of-Use rates for residential, small and medium power customers by 4.7%.

Off-Peak electric rate per kilowatt hour was decreased from 9.1 cents to 8.4 cents and apply 148 hours or 88% during an average week (non-holiday). The rate reduction came as a result of a contract re-negotiation with Duke Energy which provided PWC customers \$33 million in savings. While the changes did not begin until January 2021, providing the savings to customers was of the utmost importance to the PWC Board. As a result, the rate decrease began in May, 2020 and customers began saving nine months sooner.

This rate decrease puts real value on what it means to our community having PWC as its hometown utility," said Evelyn Shaw, PWC Chair at the time of the action. "PWC is not-for-profit and we are able to take the savings of the new contract and give it



back to rate payers, instead of shareholders. It's one of many ways we benefit our community and demonstrates our commitment as the hometown utility.

With new contract terms, PWC expects to save \$313 million (net present value savings) through 2042, including the \$33 million savings prior to 2024 when the terms of the current agreement end.

To learn more, visit www.faypwc.com/electric-rates-to-decrease-may-1/