

PWC CONNECTIONS

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

Upcoming Events

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

Fix-a-Leak Week
March 15th - March 21st

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!



Winter Time-of-Use Hours
6:00am-10:00am
Winter Peak TOU Hours end Wednesday, March 31st
Summer Peak TOU Hours begin Thursday, April 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.



Leaks Can Run, but They Can't Hide

Fix-a-Leak Week is March 15-21, 2021

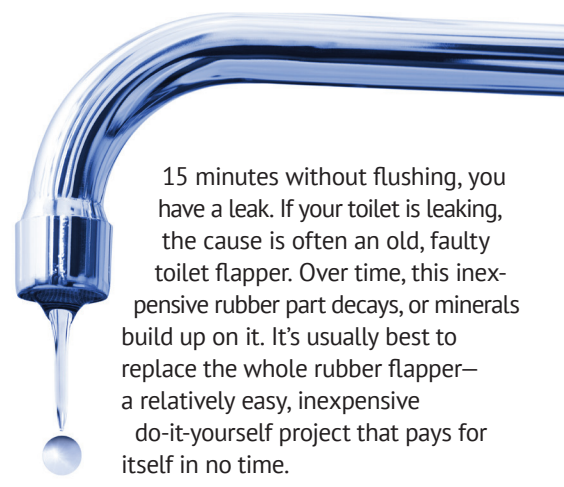
Did you know that an American home can waste, on average, more than 10,000 gallons of water every year due to running toilets, dripping faucets and other household leaks? Nationwide, more than 1 trillion gallons of water leaks from U.S.

homes each year. That's why we're reminding you to check your plumbing fixtures and irrigation systems each year during Fix-a-Leak Week.

Common types of leaks found in the home include worn toilet flappers, dripping faucets and other leaking valves. All are easily correctable. One way to find out if you have a toilet leak is to place a drop of food coloring in the toilet tank. If the color shows up in the bowl within



We're Chasing Leaks for Fix a Leak Week
EPA WaterSense



15 minutes without flushing, you have a leak. If your toilet is leaking, the cause is often an old, faulty toilet flapper. Over time, this inexpensive rubber part decays, or minerals build up on it. It's usually best to replace the whole rubber flapper—a relatively easy, inexpensive do-it-yourself project that pays for itself in no time.

Leaky faucets can be fixed by checking faucet washers and gaskets for wear and replacing them if necessary. Most leaky showerheads can be fixed by ensuring a tight connection using pipe tape and a wrench. If you are replacing a showerhead, look for one that has earned the WaterSense label.



Get Smart! Put Your Thermostat to Work for TOU Summer Peak Hours

Summer Peak Hours: 3pm-7pm, Weekdays

PWC will make the switch to Summer Peak Time-of-Use Rates on April 1. Rates for electricity used during Off-Peak hours cost 35% less than Peak and will occur 20 hours on weekdays and all day on weekends and PWC observed holidays.

Make Time-of-Use Rates work for you! Here are a few tips for use during Peak times

Heating and Cooling account for a large portion of your electric use:

- Turn your thermostat up in warm weather.
- Minimize the use of appliances and use fans to make the temperature feel about 4° cooler.

Water Heaters are the next highest energy user:

- Avoid using large amounts of hot water.
- Use cold water settings for laundry.

In General:

- Wash and dry laundry, and run your dishwasher during Off-Peak hours.
- Consider purchasing "smart" appliances.
- Take showers/baths during Off-Peak hours.

Take advantage of our PWC Incentive Programs to help with TOU and Beat the Peak!

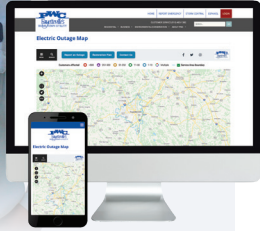
- Smart Thermostat
- Ecobee Peak Savings Program
- Aquanta Peak Savings Electric Water Heater Program
- www.faypwc.com/residential-programs/

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

New Incentives To Beat the Peak!

Springtime is a great time to enroll in PWC's Ecobee Peak Savings Program for Smart Thermostats and/or PWC's Aquanta Peak Savings Pilot Program for Electric Water Heaters. Learn more by visiting our Customer Incentives webpage! <https://www.faypwc.com/residential-programs/>



LAST CALL: 2021 PWC Wall Calendars

PWC's annual *Connected to Conservation* wall calendars are going fast and only a few remain. Get your FREE calendar while supplies last! The calendar provides information about Time-of-Use rates, PWC programs, tips to save you money and more! 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 month of March.

Saturday, March 20, marks the beginning of spring and the end of a long winter. With the start of a new season comes a fresh opportunity to find ways to save energy and money.

Here are just a few simple things you can do to improve the energy efficiency and comfort of your home as warmer temperatures arrive:

1. Service your air conditioner - Easy maintenance such as routinely replacing or cleaning air filters can lower your cooling system's energy consumption by up to 15%. Also, the first day of spring could serve as a reminder to check your air conditioner's evaporator coil, which should be cleaned annually to ensure the system is performing at optimal levels.



2. Open windows - Opening windows creates a cross breeze, allowing you to naturally cool your home without switching on air conditioners. This is an ideal tactic in spring when temperatures are mild.

3. Cook outside - On warmer spring days, keep the heat out of your home by using an outdoor grill instead of indoor ovens.

Info courtesy of energy.gov

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 traditionally has higher reliability and faster response times when emergencies happen.

PWC has been recognized by the American Public Power Association (APPA) as a Diamond Level Reliable Public Power Provider (RP³). The award recognizes APPA member utilities that achieve excellence in the areas of reliability, safety, training and system improvement. For our customers, that means we have fewer outages and shorter outages when they do occur. Because all of our operations are focused right here, we can provide the fastest possible response times. This is especially important during storm outages or other emergencies, as our crews are local and always ready to respond.



As a Public Power community, we also benefit from the support of hundreds of fellow-municipal electric providers. Crews from our neighboring towns and states stand ready to assist when emergencies happen, and we are proud to return the favor. In late February, PWC crews assisted the City of High Point restore services following a winter storm, and in October 2020, crews helped the residents of Morganton when Tropical Storm Zeta caused widespread damage and power outages.