

PWC CONNECTIONS

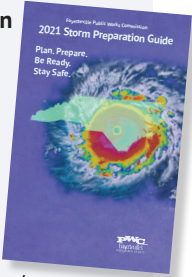
Your Link to News & Information from the Fayetteville Public Works Commission May 2021

Upcoming Events

Memorial Day
PWC Offices Closed
Monday, May 31st

Hurricane Season Begins

June 1st - November 30th
Visit PWC's Storm Central Page for details, and get your FREE copy of PWC's Annual Storm Guide www.faypwc.com/storm-central



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.



Use PWC's energy Forecast Tool and Temp Tracker for Lower Utility Bills

Fayetteville PWC's Energy Forecaster helps show how weather impacts utility bills and shows you ways you can control some of the cost of your energy bill. It forecasts the weather for the next seven days AND estimates your energy bill for the same period of time using our local weather and PWC electric rates.

Costs are estimated for a default residence, but by using the "My Home" tab you can tailor Energy Forecast to your home by defining the size, number of people living there, type of heating and cooling system, your thermostat settings, etc. You can also make adjustments to the thermostat settings in Energy Forecast to see how it affects energy cost*.

You can also see how extreme temperatures affect your energy usage by using the TempTracker 365 System. NC Public Power's TempTracker 365 gathers, tracks and stores daily high and low temperatures in



your area. With a click of a button, you can produce a monthly calendar showing temperatures for the last three years. It's a great way to see which days, weeks or months were extremely hot or cold, causing your heating or cooling system to run longer.

faypwc.com/energy-forecast/

**Results are approximations and actual results may vary.*

Exercise Caution Around Electricity

May is National Electrical Safety Month and Fayetteville PWC has some great tips that will keep you and your family safe around electricity:



Outlets: Check for outlets that may have any loose-fitting plugs, which can overheat and lead to a fire. Replace any missing or broken wall plates. Teach children to not insert any objects into outlets and use outlet covers if you have very young children.

Cords: Make sure cords are in good condition, not frayed or cracked. Be sure they are placed out of traffic areas and never nail or staple a cord to the wall. When unplugging an object, pull by the plug and not the cord.

Extension Cords: Check to see that cords are not overloaded. Only use extension cords on a temporary

basis, as they are not intended to be used as permanent household wiring.

Plugs: Make certain your plugs fit your outlets. Never remove the ground pin (the 3rd prong) to make a three-prong fit a two-conductor outlet. Instead, purchase an adaptor.

Light Bulbs: Check the wattage of all bulbs in light fixtures to make sure they are the correct size for the fixture. Never leave light bulb sockets empty and replace burned-out bulbs immediately.

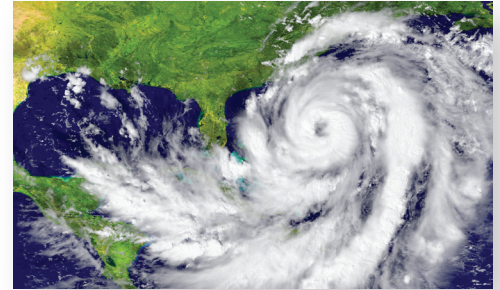


Attention PWC Water Customers

Fayetteville PWC's annual Water Quality Report, as required by the EPA, is now available. This report is a snapshot of last year's water quality. Included are details about your sources of water, what it contains and how it compares to standards set by regulatory agencies. Look for it online at www.faypwc.com. To request a copy by mail, please call 910-223-4009.

Check Out This Month's Tip from Our Conservationists!

Our Conservation Specialists are experts in saving water and energy year-round. They also make safety and preparation a top priority and want you to be prepared for the upcoming hurricane season. Hurricane Preparedness Week is observed in May, so it's a good idea to get an emergency plan in place for your family now – before a hurricane potentially makes landfall.

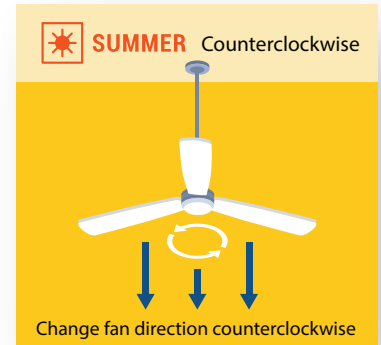


Pick up a FREE copy of PWC's Annual 2021 Storm Preparation Guide at your local library, call 910-223-4009 to request a copy by mail, complete the request form on PWC's website, or download it from PWC's website. Get detailed information about PWC's new Outage Management Notification System. Plus, get useful tips including a packing list for your Emergency Supply Kit, information on how to safely operate a portable generator, storing water for emergencies, surviving flash floods and information about PWC's Medical Priority Program. There's also vital information from Cumberland County, the City of Fayetteville and the Red Cross.

Energy Saving Tip: Keep Cool with Ceiling Fans

Running a ceiling fan while your A/C is on will allow you to raise your thermostat about 4°F while experiencing the same level of comfort. Just make sure your ceiling fan is rotating counter-clockwise. This will ensure the air is blowing straight down. Remember to turn off the fan (and lights) when you leave the room to save energy! And remember to service your HVAC system this season.

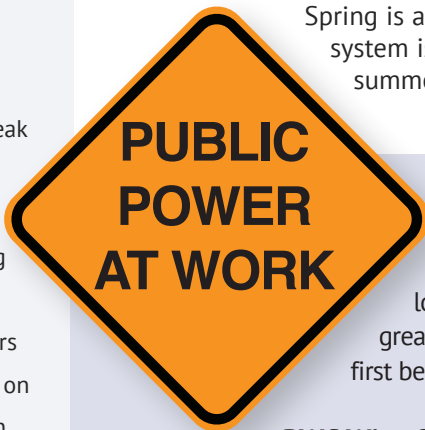
Spring is a great time to ensure your system is ready for the upcoming hot summer months.



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 will 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



Public Power at Work!

As a Public Power community, Fayetteville benefits from having its own local municipal electric system. PWC provides the benefits of local leadership, greater reliability and faster response and puts our customers and community first because we operate for benefit of our community, not shareholders.

PWC Wins State-wide Awards for Excellence

Fayetteville PWC recently received four Public Power Awards, given by Electricities of North Carolina Inc., honoring public power communities across the state for outstanding performance.

PWC was awarded the following Public Power Awards of Excellence:

- **Grid Modernization** – focuses on promoting investment in public power communities' electric distribution systems and in technology to ensure safety and reliability, as well as exceeding customer expectations.
- **Continuous Improvement** – recognizes cities and towns that constantly review and enhance all aspects of public power while focusing on cost reduction and increased efficiencies in current and future operations.
- **Workforce Development** – honors communities that promote a workforce plan to attract, develop and retain the necessary human talent to provide safe, reliable power and lead public power forward.
- **Value of Public Power** – highlights communities that communicate the value of electric system ownership to key stakeholders.