

PWVC CONNECTIONS

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

Upcoming Events

Celebrate Public Power
Fayetteville PWC is going to celebrate all month long!
www.publicpower.org/event/public-power-week

National Energy Awareness Month
www.energy.gov/energysaver

National First Responders Day
Thursday, October 28th

Winter Peak Hours Begin
Monday, November 1st
See below for details

Veteran's Day Parade
November 6th
Hay Street, Fayetteville
<https://www.fayveteransparade.com/>

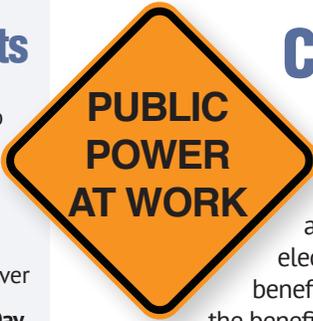
PWC Connections : The Podcast
Listen to PWC's bi-weekly Podcast for FREE on your favorite podcast listening platform. Get your questions answered about your utility services, learn more about PWC, and get the scoop on hot topics!



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.



Celebrate Public Power

Fayetteville is a public power community and that's powerful! With PWC as our local, community owned electric system, our community benefits. PWC operates solely for the benefit of its customers who have a voice through local leadership (they're customers, too!) We're accountable and responsive to the community, not remote shareholders.

Our employees are your friends and neighbors, and our electric revenue remains in our backyard, building a strong, reliable electric system that helps our community grow and prosper. Also, because we are local, we can provide the fastest possible response to our customers.

PWC is the 37th largest Public Power utility in the nation with over 84,000 customers. We've proudly powered Fayetteville for 116 years! And that's cause for celebrating Public Power and the Power of Community! To learn more about the Power of Community, visit faypwc.com/public-power-at-work

Did You Know?

- PWC residential electric rates are among the lowest in the state of all of electric providers, and rates for all customer classes are below the state average.
- PWC is the only municipal electric system in North Carolina to own its own Generation Plant and the first in the state to build a Community Solar/Battery Storage project.
- The American Public Power Association (APPA) honored PWC with its Scattergood System Achievement Award in 2014 and 2019. PWC was recognized for sustained achievement and customer service and is the highest honor awarded annually to APPA members.
- PWC has earned FIVE Reliable Public Power Provider (RP3) awards from the APPA for providing consumers with the highest degree of reliable and safe electric service. PWC received Diamond Level awards, the highest RP3 designation, all five times.



Time-of-Use Winter Peak Hours Start November 1st

Beginning November 1st, PWC will make the switch to Winter Peak Time-of-Use Rates. Winter Peak will run through March. Rates for electricity used during Off-Peak hours will cost 35% less than Peak and will occur 20 hours on weekdays and all day on weekends and PWC observed holidays.

Winter Peak Hours 6am – 10am

Here are a few tips for use during Peak times:

- Turn your thermostat down in cool weather.
- Wash and dry laundry and run your dishwasher during Off-Peak hours.
- Use cold water settings for laundry.
- Unplug electronics that aren't in use.
- Consider purchasing "smart" appliances.



Winter Peak Hours (November - March) for PWC Electric Customers



6-10 AM Weekdays

Visit our Customer Incentive Program page online for a complete list of programs, and to find out how much money you can earn in bill credits!

Go Paperless!

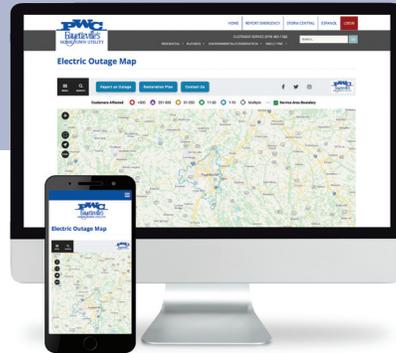
Avoid Mail Delays

Paperless billing isn't just good for the environment – it also gives you one less thing to manage. Log in to PWC's *Online Account Manager* to enroll in eBill, or call Customer Service at 910-483-1382! eBill 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. To learn more about eBill visit www.faypwc.com/faq_ebill/.



Have a Plan: Hurricane Season Goes Through November 30th

It's been an active hurricane season, and Fayetteville PWC encourages you to be prepared. Fayetteville PWC has a proactive plan of operations in the event of severe weather and we encourage you to be prepared too. It's a good idea to have an emergency plan in place for your family, which includes knowing where to meet if you get separated and stocking your emergency kit ahead of time. Become familiar with safety tips and emergency preparation information on our website and be sure PWC has your current phone number so our emergency system can identify you if you call.



Information is power! Don't forget to sign up for power outage and restoration notifications at faypwc.com, and check out our Electric Outage Map to view near real-time details about what's going on in our service area.

Beat the Peak as the Weather Changes



Our Conservation Specialists are experts in saving you cash year-round. Did you know that heating your home uses more energy and costs more money than any other system in your home -- typically making up about 29% of your utility bill.

Use PWC's 24/7 Self-Service Pay Station

PWC's 24/7/365 Self-Service Pay Station is located in the far right drive-thru lane at PWC's Customer Service Center - 955 Old Wilmington Road. The Pay Station accepts payments made by cash, check, credit or debit card and money order. Payments made at the Pay Station are immediately applied to the account. Change isn't returned, so any over-payments to an account will be applied as credit.



No matter what kind of heating system you have in your house, you can save money and increase your comfort by properly maintaining and upgrading your equipment. By combining proper equipment maintenance and upgrades with recommended insulation, air sealing and thermostat settings, you can save about 30% on your energy bill while reducing environmental emissions.

Remember to change your air filter monthly, keep drapes and shades on south-facing windows open during the day to allow the sunlight to enter your home and closed at night to reduce the chill you may feel from cold windows for more savings.

info courtesy of energy.gov

Shop Holiday Lights and Save with LED Seasonal Light Incentive Program

PWC's Seasonal Light Incentive Program offers electric customers up to \$40 in bill credits when they make the switch to LED bulbs! For complete program details, a link to the application and list of Frequently Asked Questions, visit PWC's website or contact the Customer Programs Call Center at 910-223-4600. The Seasonal Light Incentive Program runs October 1, 2021 – December 31, 2021.*



**PWC reserves the right to cancel or amend the program at any time during the program period.*

