

Upcoming Events

Winter Peak Time-of-Use
November 1st - March 31st
faypwc.com/time-of-use-rates/

Thanksgiving
PWC Offices Closed
Thursday, November 25th &
Friday, November 26th

Winter Weather
Preparedness Week
December 6th - December 12th

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.



PWC Recognized as a Smart Energy Provider

Fayetteville PWC has earned a Smart Energy Provider (SEP) designation from the American Public Power Association for demonstrating a commitment to and proficiency in energy efficiency, distributed generation, and environmental initiatives that support the goal of providing safe, reliable, low-cost, and sustainable electric service.



SMART ENERGY PROVIDER

American Public Power Association

The SEP designation, which lasts for two years (December 1, 2021 to November 30, 2023), recognizes public power utilities for demonstrating

leading practices in four key disciplines: smart energy program structure; energy efficiency and distributed energy programs; environmental and sustainability initiatives and customer experience. PWC joins more than 90 public power utilities nationwide that hold the SEP designation.

"We are proud to be recognized as a utility at the forefront of smart energy best practices," said Elaina Ball, PWC CEO/GM. "This SEP designation represents our dedication to offering programs that help our customers save money, reduce our collective environmental impact and support our community's responsible energy use."

Safety Tips for Holiday Lights

It's that time of year when holiday lights go up and decorations come out in neighborhoods across our community and beyond. Here are some tips to keep in mind if you're thinking about dressing up your home for the holidays:

- Keep ladders away from overhead power lines.
- As a rule of thumb, string together no more than 3 light sets.
- Use 1 long extension cord instead of linking several shorter ones.
- Keep paper and ribbon away from hot lights.
- Unplug or shut off all decorative lights before bedtime or before leaving home.
- Use Ground Fault Circuit Interrupters (GFCI) with all outdoor lighting.



For more information on energy-efficient lighting, visit faypwc.com!

LED Seasonal Light Incentive Programs



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 through December 31, 2022*.

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

Remember to visit our Customer Incentive Programs page online for even more incentive programs that can help you save money!

Reminder: Time-of-Use Winter Peak Hours Start Nov. 1st

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



6-10 AM Weekdays

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. For details, and tips on ways to Beat the Peak, visit faypwc.com/time-of-use-rates/

Go Paperless!

Avoid Mail Delays

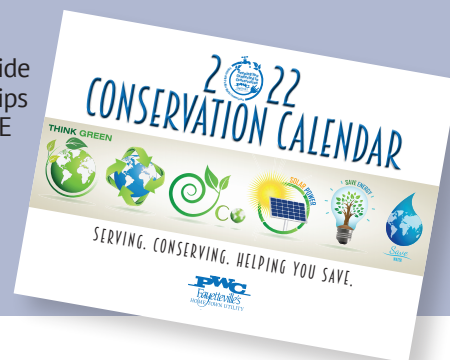
Paperless billing isn't just good for the environment – it also gives you one less thing to manage. Log in to PWC's *Online Account Manager* to enroll in eBill, or call Customer Service at 910-483-1382! eBill is a FREE, convenient, fast and secure electronic service. Customers are able to view and pay 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/.

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.

Stay Connected to Conservation in 2022

Get energy and water saving tips year round with PWC's 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 2022 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!



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 cool fall and cold winter months.

CONSERVATION CORNER

Adjust the Temperature

- When you are home and awake, set your thermostat as low as is comfortable.
- Before you go to sleep or leave the house, turn your thermostat back 10° to 15° for eight hours and save around 10% a year on your heating and cooling bills. A smart or programmable thermostat can make it easy to set back your temperature. Visit PWC online for information about our Thermostat Incentive Program. You can earn two \$80 bill credits!
- If you have a heat pump, like most homes in our region do, maintain a moderate setting or use a programmable thermostat specially designed for use with heat pumps.

Find and Seal Leaks

- Seal the air leaks around utility cut-throughs for pipes, gaps around chimneys and recessed lights in insulated ceilings and unfinished spaces behind cupboards and closets.
- Add caulk or weather stripping to seal air leaks around leaky doors and windows.

Lower Your Water Heating Costs

- Turn down the temperature of your water heater to the warm setting (120°F). You'll not only save energy, you'll avoid scalding your hands.

“Recycle Right” Year-Round for America Recycles Day

America Recycles Day is November 15, but recycling year-round is always a great idea. The plastic and paper you recycle are turned into new items; some of them right here in Fayetteville! To make the process efficient, you need to recycle correctly. Learn how to “put waste in its place” by visiting Sustainable Sandhills online.



Please Recycle:

metal cans
paper
cardboard
glass bottles and jars
plastic bottles, tubs, jugs and jars

Please DON'T Recycle:

plastic bags
electronics
aerosol cans
batteries
cloth
straws
Styrofoam
ceramic
food waste
scrap metal