

# PWVC CONNECTIONS

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

## Upcoming Events

**Winter Peak Time-of-Use**  
November 1st - March 31st  
[faypwc.com/time-of-use-rates/](http://faypwc.com/time-of-use-rates/)

**Christmas**  
**PWC Offices Closed**  
Thursday, December 23rd &  
Friday, December 24th

**New Year's Eve**  
**PWC Offices Closed**  
Friday, December 31st

### 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.



## Naughty or Nice Holiday Safety List

*As you make your lists and check them twice, here is one to keep your holiday celebrations safe and wonderful.*

### Nice

- Water your Christmas tree daily to keep it hydrated and reduce your risk of fire.
- Make sure all lights and decorations have the UL seal – and be sure anything electrical put outdoors is labeled for outdoor use.
- Keep all decorations, including Christmas trees, at least three feet away from heating equipment or an open flame.
- Turn off all indoor and outdoor electrical decorations and heating equipment before leaving home or going to bed. Consider using an automatic timer to ensure that lights are not left on by mistake.
- Always unplug electrical decorations before replacing bulbs or fuses.
- Always follow manufacturer's instructions and use products as they were intended regarding indoor or outdoor use.

- Remember to plug outdoor decorations into outlets protected by Ground Fault Circuit Interrupters (GFCIs) to prevent shock.

### Naughty

- Never attempt to extend the length of an extension cord by connecting it with another extension cord. Use an extension cord that is long enough to meet your needs.
- Never use frayed or damaged cords or light strands.
- Never run an extension cord under a rug or positioned so that it's pinched by furniture.
- Never decorate a tree that is in contact with a power line and keep ladders away from power lines when handling outdoor decorations.
- Never place electrical decorations near water.

Info courtesy of [esfi.org](http://esfi.org)

## From the PWC Family to Yours: Seasons Greetings!

PWC Offices will be closed Thursday, December 23rd and Friday, December 24th. PWC will observe the New Year's Holiday on Friday, December 31st. We would like to extend a special thank you to our dedicated employees who will be working during the holidays to keep your power on, water flowing, and responding to any utility-related emergencies so that we can all enjoy the holiday.

## 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](http://faypwc.com), or call 910-223-4009 to request a copy by mail. The complementary calendars will also be available at your nearest library!



## Christmas in the Park Powered by PWC

Fayetteville-Cumberland Parks & Recreation's annual holiday event, *Christmas in the Park Powered by PWC*, begins on December 5 in Arnette Park. This festival of lights, is a beautiful combination of holiday-themed displays, and natural woodland spanning 100 acres adjacent to the Cape Fear River. Visitors will remain safely in their vehicle and drive through the park.

**Arnette Park, 2165 Wilmington Hwy, Exit 100 off Hwy 87.**  
**FREE Admission**

**Christmas in the Park**  
6:00 - 9:00 PM each day  
December 5 - 9, 12 - 16, & 19 - 21

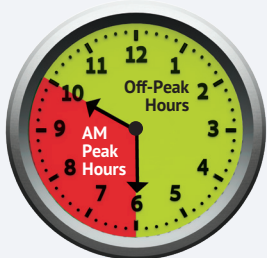
## Holiday Lights in the Garden

Celebrate the holidays at the Cape Fear Botanical Garden with festive lights throughout the Garden. The whole garden will be transformed into a Winter Wonderland. Santa Claus, s'mores, entertainment and more will be offered through the holiday season. All displays are outdoors with safety measures in place. Safety measures are also in place for Santa's interaction with our guests. Tickets can be purchased online!

**Select Nights**  
December 3 - 5, 10 - 12, & 17 - 23  
from 5:30 - 9:00 PM.

## Reminder: Time-of-Use Winter Peak Hours in Effect

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



6-10 AM Weekdays

On November 1st, PWC made the switch to Winter Peak Time-of-Use Rates. Winter Peak runs 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/](http://faypwc.com/time-of-use-rates/)



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.

### Make Heat Pumps Work for You

Heat Pumps are the most efficient form of electric heating in moderate climates like ours. Heat pumps use little electricity because instead of "making" heat, the system's refrigerant absorbs heat from the air outside (even when it's cold, outside air contains a certain amount of heat) and release it to warm your home.

With cold weather looming, these useful tips will help you save power and money on your bills as you heat your home.

- If your heat pump is more than 10 years old, consider replacing it with a more efficient ENERGY STAR® certified system. PWC customers can take advantage of our incentive program and earn up to \$400 for installing an ENERGY STAR heat pump, plus additional credits for replacing duct work and/or improving insulation.
- Keep your heat at 68° when you're home. Turn it down at night or when you're out. A programmable thermostat will help.
- Turn up your heat gradually – no more than two degrees at a time – to keep your heat pump's auxiliary heat from coming on. Auxiliary heat costs three times as much to operate, but keep in mind that auxiliary heat will come on automatically if temperatures get to or below freezing.

## CONSERVATION CORNER

## “Why is My Bill So High?”

Changes in habits and consumption can have an effect on your PWC bill. Many customers think the worst when they see a higher-than-average utility bill, but there are a few contributing factors that can increase your usage that you may not be aware of.

### Weather

Weather is the biggest reason for fluctuations in your bill. On average, 55-60% of your electric bill is made up of heating and cooling costs. Throughout the year, one month's bill can differ greatly from another. When the temperature outside rises or falls, your system works hard to heat or cool your home. That is why weather can affect your electric bill, even if you leave your thermostat on a constant setting. Your lifestyle can also cause an unusually high bill. If you find yourself gradually adjusting the thermostat to be more comfortable, you may receive a higher bill the following month.

### Longer Billing Period

Our bill cycles can range from 28-32 days. If your bill is a little higher this month, compare the number of billing days in your billing cycle last month vs. this month. If your billing cycle consisted of 28 days last month and 32 this month, the four extra days of consumption can result in a higher-than-expected bill.

### Previous Balance Added to Current Billing Period

When you notice a higher than normal bill, check for your previous balance. If you did not pay your last bill in full, the remaining balance will be added to your current amount due making it higher than normal.

### A Full House – Family Gatherings, Holiday Parties and School Breaks

Many people don't realize it, but house-guests can have a major impact on your utility bill. When you have a guest, even if it's just a child home from school, you tend to consume more energy and water. By adding one extra person for any period of time, you'll add more showers, loads of laundry, cooking, dishes and electric usage. All of these things add up, especially if guests stay for several days over the Thanksgiving and Christmas holidays.

