

PWC CONNECTIONS

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

January 2022

Upcoming Events

Martin Luther King, Jr.'s Birthday
PWC Offices Closed
Monday, January 17th

Happy Birthday NC Public Power
In 1889, a flip of a switch in downtown Statesville created NC Public Power!
Wednesday, February 2

PWC EXPO (tentative)
February 25-26
Skyview on Hay
Faypwc.com for more info

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.



Stick to these safety, general utility and energy/water conservation tips year-around

Every January many of us decide to get healthy by eating better and exercising more. That's a great resolution, but perhaps you should consider making some positive changes to your utility usage this year too!

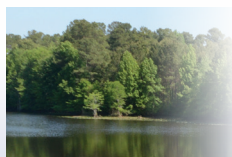
Make Money-saving Changes – Visit PWC's Customer Incentive webpage to find the program that's right for you! There's something for everyone and every budget. You could make the switch to LED bulbs, replace your HVAC system and much more! You'll save money year-around with a few key changes!

Save Time and Save Paper – Skip the snail mail and sign up for eBill! It's the convenient way to pay. For details, visit PWC online.

Pay the Easy Way – Skip the line and use PWC's 24/7/365 Pay Station, located at 955 Old Wilmington Road, to pay your utility bill. The Pay Station accepts cash, money orders, checks and credit or debit cards.

Sign up for Electric Outage Notifications – The *Outage Map* is a useful feature that provides up-to-date information showing all current outage locations throughout our service area. Sign up for FREE text and/or email notifications through the PWC Online Account Manager. The map is accessible online 24/7, even without signing up.

Monitor and Manage Your Utility Use Online – Your PWC utility usage – hourly, daily, weekly and monthly – is available through the Online Account Manager. Information is available at your fingertips 24/7.



Settlement Reached to Protect Cape Fear River Basin Water Quality

A recent settlement agreement negotiated by Fayetteville PWC and other parties sets lower limits on the City of Greensboro's discharges of 1,4-dioxane from the T.Z. Osborne wastewater treatment plant, sharper penalties for non-compliance, and increased sampling/pollution control requirements in order to improve the water quality in the Cape Fear River Basin. The original order issued by the NC Environmental Management Commission was challenged by the Fayetteville PWC and the Southern Environmental Law Center, on behalf of the Haw River Assembly, based upon their concern that the initial limits were not strict enough to protect downstream communities, including Fayetteville.

Fayetteville PWC Chairwoman, Evelyn Shaw, said, "For several years PWC staff have worked tirelessly to resolve this matter, and we are proud to have reached an agreement over this issue. We appreciate Greensboro's commitment to reducing the amount of 1,4-dioxane in the river, which will ultimately ensure PWC water customers, and water customers beyond our service area will have continued access to clean drinking water."

For more details, visit www.faypwc.com/settlement-reached-to-protect-cape-fear-basin-water-quality/

Change Your Air Filter Once a Month – Changing your air filter is a cheap and easy way to ensure your HVAC system runs efficiently – which ultimately saves you money.

Beat the Peak – Take advantage of Time-of-Use Rates to lower your electric bills by conserving and shifting consumption from Peak to Off-Peak hours. Rates for electricity used during Off-Peak hours are 35% lower than during Peak times!

Don't Pour Grease Down the Drain and Keep Wipes Out of Pipes

Dumping grease, fats and oil is not only illegal, but it can also cause sewage back-ups and flooding. Wipes labeled "flushable" don't break down in the system and can also cause blockages that lead to sewage back-ups which can damage personal and public property. Do your part to prevent such incidents.



Sign Up for Community Solar – PWC Community Solar is a shared renewable energy option and an alternate to rooftop solar. Pay a monthly subscription fee, in exchange, receive a bill credit for the value of the solar less the cost to operate. All electric customers – whether you own or rent your home – can participate as a subscriber in this program.

Follow PWC's Year-Round Outdoor Watering Schedule

PWC water customers are reminded to follow the year round Odd-Even schedule for outdoor watering. It's a simple step that goes a long way to conserve our precious water supply.

Odd-Even Schedule for Outdoor Watering

Even

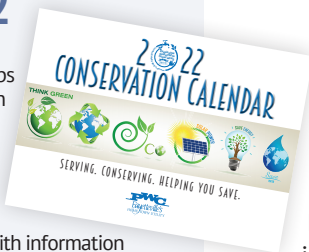
Water Monday, Wednesday, Saturday
if street address ends in an even number

Odd

Water Tuesday, Thursday, Sunday
if street address ends in an odd number

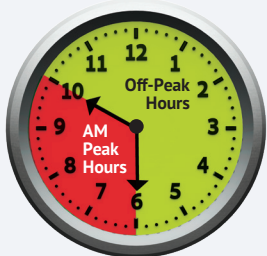
Stay Connected to Conservation in 2022

Get energy and water saving tips year-round with PWC's annual *Connected to Conservation* wall calendar. The calendar provides 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 be available at your nearest library!



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

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

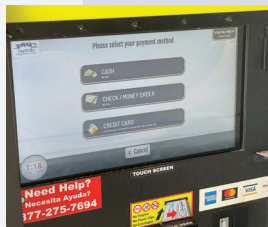


6-10 AM Weekdays

Winter Peak Time-of-Use Rates run through March. Rates for electricity used during Off-Peak hours cost 35% less than Peak and 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/

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 cash, money orders, checks and credit or debit cards. 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.



Commissioner Donald L. Porter Joins PWC Board

Retired Col. Donald L. Porter was appointed to the PWC Board in December 2021 and will serve as Secretary for the 2021-2022 year.

Porter resides in Fayetteville and replaces Darsweil Rogers who completed eight years on the PWC Board in the fall of 2021.



A native of Norfolk County, VA, and a graduate of Norfolk State University, Porter had a 30-year distinguished military career that included a series of important assignments in the maintenance and logistics fields. Porter served as Chief of Staff (Forward) of the Joint Logistics Support Command during Operation Uphold Democracy in Haiti and prior to retiring in 1999, he served at Fort Bragg as Assistant Chief of Staff, G4, and then commanded the XVIII Airborne Corps Materiel Management Center.

Following his military service, Porter served more than 20 years as executive director of the Raeford/Hoke County Economic Development Commission. In addition, he has been active in the Fayetteville/Cumberland County community, serving as Chairman of the Fayetteville State University Board of Trustees (2013-2015), the Cape Fear Valley Health Board of Trustees and the BB&T Advisory Board. He also served on the Cumberland Community Foundation and Airborne Special Operations Museum Boards.

In April 2021, Porter was appointed by Gov. Roy Cooper to serve as a citizen member of the state Judicial Standards Commission. He is also a member of the Alpha Phi Alpha Fraternity, Cape Fear Chapter 100 Black Men of America and Lewis Chapel Missionary Baptist Church.

PWC Completes \$94 Million Bond Issuance

Secures Historic Low Interest Rate for Funding Utility System Improvements

PWC has issued \$94.79 million of revenue bonds at an interest rate of 2.278%, the lowest rate ever achieved by PWC outside of state lending. Citigroup Global Markets Inc. was the successful purchaser of the bond series and the PWC funding closed on Nov. 4, 2021.

PWC issued their Series 2021 Bonds to fund improvements to its electric, water and wastewater utilities, including \$22 million to fund continued work to retrofit utilities in the City of Fayetteville's Phase V annexation area.

"The low cost of borrowing helps PWC maintain highly-reliable utility services and demonstrates the strength of Fayetteville's utility system and its management," said CEO/GM Elaina Ball. "When we can fund continued system improvements through low-cost borrowing, it ensures we can continue to provide reliable utility services while also managing our customers' costs."

For more details on projects funded by the Bond issuance, visit faypwc.com.