

Upcoming Events

Fayetteville PWC's 117th Anniversary

Celebrating 117 Years as a Reliable Public Power Provider!
Friday March 4th
faypwc.com/history

NC Lineman Appreciation Day
Monday, April 18th

Good Friday

PWC Offices Closed

Friday, April 15th
Visit faypwc.com for details

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.



Coming Up: Time-of-Use Summer Peak Hours Return April 1

Summer Peak Hours: 3pm-7pm, Weekdays

PWC will make the switch to Summer Peak Time-of-Use Rates on April 1. Summer Peak will run through October. Rates for electricity used during Off-Peak hours cost 35% less than Peak and will occur 20 hours on weekdays and all day on weekends and PWC observed holidays. Beat the Peak and make Time-of-Use Rates work for you! Here are some useful tips to use during Peak times!

Heating and Cooling account for a large portion of your electric use:

- Turn your thermostat up in warm weather.
- Minimize the use of appliances and use fans to make the temperature feel about 4° cooler.

Water Heaters are the next highest energy user:

- Avoid using large amounts of hot water.
- Use cold water settings for laundry.

In General:

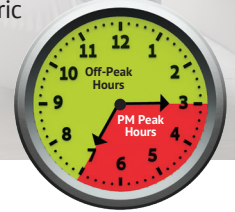
- Wash and dry laundry and run your dishwasher during Off-Peak hours.
- Consider purchasing "smart" appliances.
- Take showers/baths during Off-Peak hours.

Take advantage of our PWC Incentive Programs to help with TOU and Beat the Peak!

- Smart Thermostat
- Ecobee Peak Savings Program
- Aquanta Peak Savings Electric Water Heater Program
- www.faypwc.com/residential-programs/

Summer Peak Hours (April - October)
For PWC Electric Customers

3pm-7pm Weekdays



Plan Now - Be Prepared Later

Never Too Early to Prepare for Severe Weather

North Carolina severe weather preparedness is observed each March to raise awareness about the importance of preparing for disasters and emergencies that could happen at any time. Warmer weather is quickly approaching, so now is the right time to prepare for potential severe weather. Consider learning about severe weather safety and coming up with a safety plan for you and your family – here are a few tips to help:

Plan ahead for all the members of your family:

- Battery-powered radio
- Flashlight
- Extra batteries
- 3-day supply of water for each person in your household
- Non-perishable foods
- Manual can opener
- Medications and a first-aid kit
- Cash (ATMs and card readers may not work)
- Portable battery charger for cell phones and tablets
- Change of clothes
- Personal hygiene items
- Plastic sheeting (tarp), garbage bags and containers with plastic lids



Other important reminders

- Have an emergency plan for infants, elderly, pets and those with special needs
- Become familiar with safety tips and emergency preparation information on our website – select Storm Central on the PWC home page
- Be sure PWC has your current phone number so our emergency system can identify you if you call. You can update your information on our website, or call Customer Service at 910-483-1382.
- Stay Informed! Signup to receive text or email electric outage notifications and updates through PWC's On-line Account Manager

Medical Priority Program

Power can be more than a convenience, for some people it is a medical necessity. PWC provides a Medical Priority Program to customers who require life-sustaining equipment which is dependent on electric and/or water service. Sign up to receive early advisement and priority restoration consideration in the event of a scheduled or emergency interruption of service. PWC requires the customer and customer's physician to complete a Medical Priority application which can be found on the Storm Central page on the PWC website.



REMINDER: Annual Water Changeover This Month

Each year, PWC is required to temporarily stop adding ammonia to its water treatment disinfection process by the NC Department of Environmental Quality. Beginning Tuesday, March 1, 2022, PWC will stop the addition of ammonia and will resume adding it to the water treatment process on Friday, April 1, 2022.

Because of the change, during March some water users may experience chlorine odor. Some users of water may also experience periods of discolored water a result of the system maintenance during this process. PWC will “flush” water out of the system by opening fire hydrants and allowing water to flow freely. Water customers should be aware that during March, there could still be traces of ammonia in the water that would need to be removed prior to the water being used in fish aquariums and ponds, kidney dialysis and some commercial manufacturing of food and beverage.

Did You Know?

Cumberland County is currently offering financial assistance to pay water bills! Funds are available to eligible residents who are unable to pay their water utilities due to economic constraints. Call 910-677-2983 for details and to apply by phone or visit the County online for details.

*while funding is available

Download the PWC App



PWC's mobile app is available for

iPhone and Android. Download the FREE app and track your energy and water use in the palm of your hand! Other features include a 1-click pay option to pay your utility bill, a “My Wallet” feature that securely stores your banking information so you can easily pay without having to look at your account or debit/credit card info. Usage graphs and past utility statements are also available.



Leaks Can Run, But They Can't Hide!

It may be hard to believe, but the average American home can waste, on average, more than 10,000 gallons of water every year due to running toilets, dripping faucets and other household leaks! Nationwide, more than 1 trillion gallons of water leak from U.S. homes each year. That's why we're reminding you to check your plumbing fixtures and irrigation systems each year during Fix a Leak Week which will occur March 14 – March 20, 2022.

Common types of leaks found in the home include:

- Worn toilet flappers
- Dripping faucets and other leaking valves.

All are easily corrected:

- To find out if you have a toilet leak, place a drop of food coloring in the toilet tank. If the color shows up in the bowl within 15 minutes without flushing, you have a leak. Make sure to flush immediately after this experiment to avoid staining the tank.
- If your toilet is leaking, the cause is often an old, faulty toilet flapper. Over time, this inexpensive rubber part decays or minerals build up on it. Replacing the flapper is a relatively easy, inexpensive do-it-yourself project. It will pay for itself in no time.*
- Leaky faucets can be fixed by checking faucet washers and gaskets for wear and replacing them if necessary.
- Most leaky showerheads can be fixed by ensuring a tight connection using pipe tape and a wrench. If you are replacing a showerhead, look for one that has earned the WaterSense label.

*NOTE - You can earn incentives from PWC when you swap your toilet for a high-efficiency model – visit PWC online for details!



Stay Safe this Spring

Spring is just around the corner (March 20, 2022) and for many that means you're just itching to spend some time outside. Whether you spend your time flying a kite or fixing up your yard, here are some outdoor safety tips for you and your family.

- Keep away from all overhead wires, especially power lines.
- A kite in power lines is a lost kite – never try to retrieve it!
- Stay away from utility poles, guy-wires and pad-mounted transformers. Do not climb on any electrical equipment.
- Ladders, even wood, can be dangerous. Keep all ladders at least 10 feet away from power lines.
- Inspect power tools, extension cords and appliances for fraying, broken plugs or damaged housing. Repair or replace damaged items.
- Always unplug outdoor tools and appliances when not in use.
- Electricity and water do not mix – never mow a wet lawn with an electric lawnmower, trimmer or edger. Never attempt to trim trees that are close to or touching power lines. If you see tree limbs on power lines, contact Fayetteville PWC immediately at 910-483-1382.

For more electrical safety information, go to faypwc.com.