

Upcoming Events

Electrical Safety Month
May 1st - 31st

NC Spring Home Show
Crown Expo Center
May 20th - May 22nd
10am - 5pm each day

Memorial Day
PWC Offices Closed
Monday, May 30th

Hurricane Season
June 1st - November 30th
faypwc.com/storm-central

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.



Protect your Utility Service with these Spring Planting & Improvement Tips

As spring planting and home improvements get underway, knowing about utilities around your property is very important!

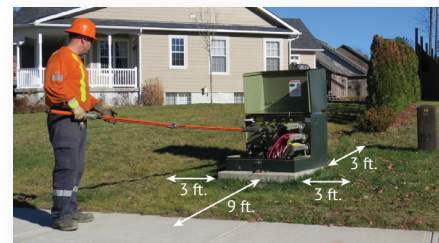
If you have a green PWC transformer box (underground electrical transformer) in your yard, don't plant anything within 9 feet from the front of the box and 3 feet from each side.

Trees, shrubs and flowers planted too close, impedes our line worker's ability to make repairs and restore your power. Transformers are in utility right-of-ways and if necessary, PWC may remove these obstructions without notice. When line workers have to take time to remove landscaping restricting access to the transformers, it delays power restoration to you and your neighbors.

When planning improvements to your property, it is important to determine the locations of right-of-ways and utility easements early in the process.

Public utility right-of-ways include the areas in and along streets and roadways where utility poles, telephone/cable boxes, water meters, etc. are placed. Easements are also adjacent to private property lines and permission has been granted by the owner or former owner to cross the property with utilities.

Because both are necessary for ongoing utility maintenance, property owners should avoid planting on those areas or placing permanent structures (such as fences, flagpoles, houses, sheds, pools and decks) to prevent delays in utility repairs or service restoration.

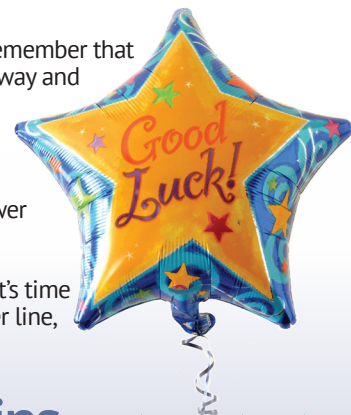


Spotlight on Safety: Keep Balloons Away from Power Lines

As we enter celebration season (graduations, weddings, etc.), it's important to remember that mylar balloons cause thousands of power outages each year when they float away and come in contact with overhead power lines.

Balloons are fun and festive, but please remember to handle these balloons properly to ensure they don't get released into the air by using weights to keep them in place. Loose balloons that strike power lines can cause explosions, power outages, or downed power lines.

It's recommended that you puncture the balloons to release the helium when it's time to dispose of them. If a mylar balloon does float away and gets stuck in a power line, don't try to remove it. Please call PWC at 910-483-1382 to report.



Spring Cleaning Tips for Energy Efficiency

With spring comes the annual ritual of spring cleaning. Hopefully energy efficiency is part of your spring cleaning plans. If not, there are several small changes you can make at this time to save money and energy.

Spring cleaning is an excellent opportunity to clean your HVAC unit. An air conditioner's filters, coils, and fins require regular maintenance for the unit to function effectively and efficiently throughout its years of service. After pollen season may be a good time to clean your unit and have it serviced.

Washing the windows and screens is also a good energy efficient routine to practice during spring cleaning. Clean windows and screens make the home brighter by allowing more daylighting in the home and reduce the need for using lighting, lamps and fixtures. Clean screens also allow more fresh air into the home when the windows are open to recycle the home's interior air. Natural light and clean air are not only energy and money savers, but they also enhance overall health and productivity. So, take the time to give your home some love, and save money and energy in the process!

CONSERVATION
CORNER

We'll See You at the Expo!



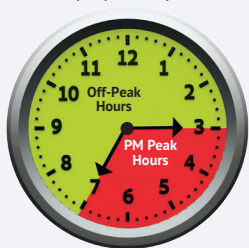
It's back! You're invited to attend Fayetteville PWC's annual Power & Water Conservation Expo on Friday, June 24th at Skyview on Hay (121 Hay St) from 10am-9pm! This fun, in-person event, is a great way to learn about conservation and get FREE conservation related goodies! There's no cost to attend, and it's open to the public! Be on the lookout for more details as we get closer to the day of the event.

Brighten Outdoor Paths with Solar Lights

Lights can help outdoor paths feel safer but they also require energy. Fortunately, there's an easy fix! Solar pathway lights can be installed anywhere the sun shines – no wiring required. Once in place, they use FREE energy from the sun to keep your paths lit at night.

Reminder: Summer Peak Time-of-Use Hours

Summer Peak Hours (April - October)
For PWC Electric Customers
3pm-7pm Weekdays



PWC made the switch to Summer Time-of-Use (TOU) Rates last month. Beat the Peak and make TOU Rates work for you! Summer Peak will run through October between the hours of 3pm – 7pm. Rates for electricity used during Off-Peak hours will cost 35% less than Peak and will occur 20 hours weekdays and all day on weekends and PWC observed holidays. Visit PWC's Time-of-Use page for details and conservation tips: www.faypwc.com/time-of-use-rates/

NC Water Operators of the Year

Two PWC Employees Take Home Statewide Award

Gary Thompson and DeQuante Moore of the Fayetteville Public Works Commission have been named North Carolina Waterworks Operators Association's (NCWOA) 2021 Operators of the Year.

The NCWOA Operator of the Year Award recognizes those who excel in the water treatment field. Both Thompson & Moore play instrumental roles in PWC's ability to consistently achieve the Area Wide Optimization Award and the Director's Award for the Partnership for Safe Water for the water treatment facilities.

"Gary and DeQuante are two members of our highly competent operator team that is responsible for making sure we meet PWC customer expectations, as well as maintaining compliance with safe water requirements," said Mick Noland, PWC's Chief Operations Officer for the Water Resources Division.



Left - Gary Thompson
Center - Jason Green, Water Treatment Facilities Manager
Right - DeQuante Moore



Gallagher Names PWC a Best-in-Class Employer

PWC has been named a Best-In-Class Employer after scoring in the top quartile of midsize employers (100-999 full-time employees) who participated in Gallagher's 2021 Benefits Strategy & Benchmarking Survey. PWC was recognized as an organization that provides innovative solutions for creating organizational structures, workplace policies and total rewards, which inclusively engages and motivates its employees.

"PWC is honored to receive this recognition as a Best-in-Class employer from Gallagher," said Elaina Ball, PWC CEO/General Manager. "We are proud to be able to offer good benefits to our team members and believe this is key to attracting and retaining a talented workforce that delivers high quality utility services to our customers."

A Best-in-Class organization, PWC was assigned points based on their relative performance in seven categories including: planning horizons for the benefits and compensation strategies, turnover rate for full-time equivalents (FTEs), completion of a workforce engagement survey, use of an HR technology strategy and its level of sophistication and health plan premium increases or decreases at the most recent renewal. Only 11% of the over 4,000 organizations that participated in the Gallagher survey earned the Best-In Class designation.

Coming Soon: Introducing PWC's New Power Tool

A new Energy Resource Center is coming soon to help customers manage and reduce their energy consumption and save money on their monthly utility bill. The Energy Resource Center includes an online energy audit that allows you to customize to your home as well as use numerous online calculators to find additional savings. In addition, electric customers will be emailed a personalized monthly bill overview to identify factors that may have impacted your energy use. Watch for these new Power Tools coming soon to your email and online at www.faypwc.com and the Online Account Manager.

