

# PWC CONNECTIONS

Your Link to News & Information from the Fayetteville Public Works Commission October 2022

## Upcoming Events

**Winter Peak Hours Begin**  
Tuesday, November 1st

**Veterans Day Parade**  
Saturday, November 5th - 10am  
Hay St., Downtown Fayetteville

**Veterans Day**  
**PWC Offices Closed**  
Friday, November 11th

**Thanksgiving**  
**PWC Offices Closed**  
Thursday, November 24th  
and Friday, November 25th

### 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.



**PUBLIC  
POWER  
AT WORK**

## Celebrate Living in a Public Power Community!

PWC electric customers are served by a public power provider and that's powerful! Public power utilities are not-for-profit entities owned by their communities. So, they provide electricity to customers at the lowest cost.

As a local, community-owned electric system, PWC operates solely for the benefit of its customers who have a voice through local leadership (they're customers, too!). We're accountable and responsive to the community, not remote shareholders.

Our employees are your friends and neighbors. Our electric revenue remains in our back yard, keeping rates low and building a strong, reliable electric system that helps our community grow and prosper. Also, because we are local, we can provide the fastest possible response to our customers.

PWC is the 37th largest public power utility in the nation with over 84,000 customers. We've proudly powered Fayetteville for 117 years! And that's cause for celebrating public power and the power of community! To learn more about public power, visit [faypwc.com/public-power-at-work](http://faypwc.com/public-power-at-work).

### Did You Know?

- PWC residential electric rates are among the lowest in the state of all electric providers and rates for all customer classes are below the state average. Homes powered by public power utilities pay nearly 15 percent less than homes powered by private utilities.
- Customers of public power utilities lose power less often. Customers of a public power utility are likely to be without power for just 59 minutes a year, compared to customers of private utilities that may lose power for 133 minutes a year – provided there are no major adverse events.
- PWC has earned SIX Reliable Public Power Provider (RP<sub>3</sub>) awards from the American Public Power Association (APPA) for providing consumers with the highest degree of reliable and safe electric service. PWC received Diamond Level awards, the highest RP<sub>3</sub> designation, all six times.
- PWC is the only municipal electric system in North Carolina to own its own Generation Plant and the first in the state to build a Community Solar/Battery Storage project.

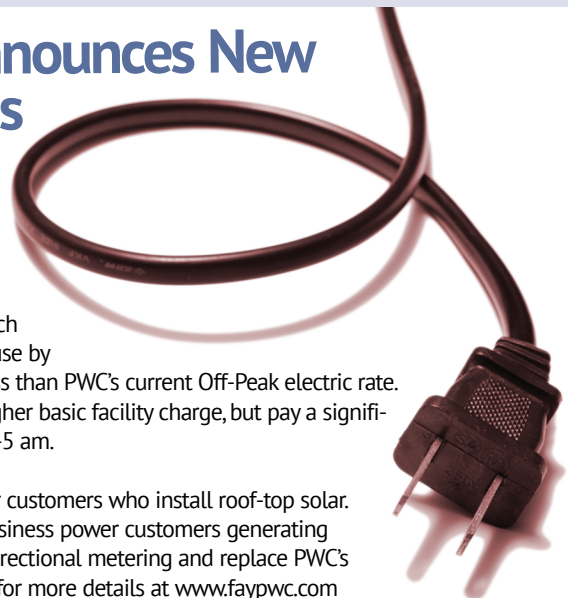


## PWC Lowers Fees, Announces New Optional Electric Rates

PWC recently announced the reduction of several common customer fees and the addition of optional electric rates that will offer customers choices and continue to support conservation.

Available in 2023, PWC will offer an optional rate which will provide additional incentive for Off-Peak energy use by introducing a new Super-Off-Peak rate that is 50% less than PWC's current Off-Peak electric rate. Customers who choose the new rate pay a slightly higher basic facility charge, but pay a significantly lower rate for energy use weekdays from 9 pm-5 am.

Also effective in 2023, PWC will offer a new option for customers who install roof-top solar. The rate will be available for residential and small business power customers generating 10 kW or less of energy. The rate will accompany bi-directional metering and replace PWC's current buy-all, sell-all rates for roof top solar. Watch for more details at [www.faypwc.com](http://www.faypwc.com)



## Visit the Field of Honor Through November



PWC is proud to support the Field of Honor, a long-standing tradition that honors all who are currently serving, those that have served, and the men and women who have made the ultimate sacrifice for our nation's security and freedom. All flags will proudly be displayed on the Parade Field of the U.S. Army Airborne & Special Operations Museum, from September 11th through November 13th.

## Go Paperless & Avoid Mail Delays

Tired of waiting on snail mail? 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. Signup for PWC's paperless billing. Login into PWC's Online Account Manager to enroll in eBill, or call Customer Service at 910-483-1382!

## 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.

## Time-of-Use Winter Peak Electric Hours Begin November 1

It's time to make the switch to winter Peak hours. Beginning November 1, Peak electric hours change to 6 am-10 am on weekdays when energy demand is the highest and cost the most. Shift as much electric use to Off-Peak hours for the highest savings. Off-Peak hours occur 20 hours on weekdays and all day Saturday, Sunday and PWC observed holidays and costs 35% less! Winter Peak hours will run through March of 2023.

### Why Time-of-Use?

For PWC, as well as other electric providers, power used when electricity is at its highest demand (Peak demand) is the most expensive. This demand cost has a significant impact on the rates PWC charges for electricity. When PWC is able to reduce the amount of electricity used during Peak hours, demand costs are reduced and PWC can charge less for the electricity consumed during Off-Peak hours.

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



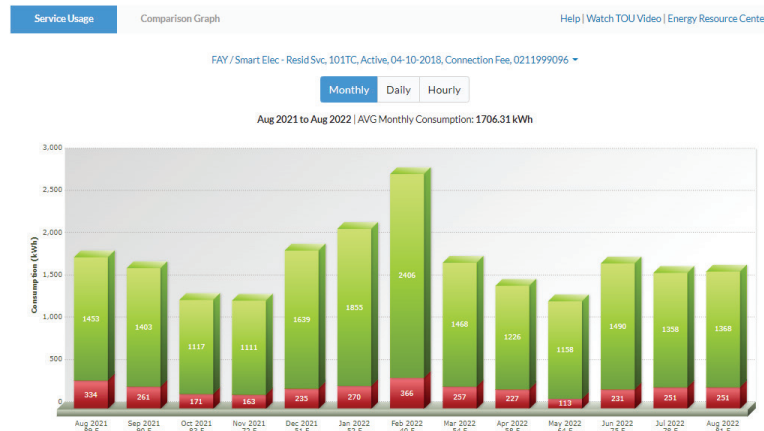
6-10 AM Weekdays



## Let the Energy Resource Center Help You Prepare for Winter

As the temperatures begin to drop, there's never been a better time to use PWC's Energy Resource Center to help you save power and lower your bills! The Energy Resource Center is available at [www.faypwc.com](http://www.faypwc.com) and through PWC's Online Account Manager. It 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, PWC will email electric customers a personalized heating cost overview to identify factors that impact your energy use.

## Manage Your Electric & Water Use Online!



PWC provides resources through our Online Account Manager to help our customers adjust habits to save big on your utility bill. The usage dashboard features comparison graphs, temperature overlays, and shows usage for both electric and water service. Log on or setup your account through the Online Account Manager for valuable, interactive resources to help you manage your savings!

## Is Your Toilet Running?

Last year, PWC made over 20,000 notifications to customers whose water usage was suspected to have a leak. Many of those were caused by leaky toilets, one of the biggest and most common water wasters in your home. On average, a leaking toilet wastes about 200 gallons a day. That's more than 6,000 gallons a month! Find and fix wasteful leaks and save!

### How to determine if you have a leaky toilet:

Listen for running water – or look for running water in the bowl – when your toilet's been idle for a while. If you do, check the Three F's: Flapper, Float, Fill Valve

- **Flapper** (the "barrier" between the toilet tank and bowl) A worn out or damaged flapper is a common cause of leaks.
- **Float** If the flapper isn't the problem, check the float. If adjusted too high, it won't stop the water filling in the tank before it goes into the overflow tube and runs down into the bowl.
- **Fill valve** If the problem's with the fill valve, you'll see water coming out from all around it. A faulty fill valve will cause the water to run constantly and it needs to be replaced.

Many toilet problems can be easily repaired by a "do-it yourselfer." However, if you need to call a plumber, there's a list of licensed plumbers on our website. For helpful videos on detecting and preventing wasteful water leaks in your home, see our website ([faypwc.com](http://faypwc.com)) or YouTube channel ([youtube.com/user/faypwc](https://youtube.com/user/faypwc)).

CONSERVATION  
CORNER

10/2022 17431