

# PWC CONNECTIONS

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

December 2022

## Upcoming Events

### Christmas

#### PWC Offices Closed

Monday, December 26th and  
Tuesday, December 27th

### New Year's Eve

#### PWC Offices Closed

Monday, January 2nd 2023

### Mi Casa, Your Casa 2.0

#### Downtown Fayetteville

Thru January 9th 2023

### Martin Luther King Jr. Day

#### PWC Offices Closed

Monday, January 16th, 2023

### 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.
- Keep ladders away from power lines when hanging outdoor decorations.
- 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.
- Always unplug electrical decorations before replacing bulbs or fuses.
- Always follow manufactures' 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 leave indoor and outdoor electrical decorations and heating equipment on when leaving home or going to bed. Consider using an automatic timer to ensure that lights are not left on by mistake.
- 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 place electrical decorations near water.

Info courtesy of esfi.org

## From the PWC Family to Yours: Season's Greetings!

PWC Offices will be closed Monday, December 26th and Tuesday, December 27th. PWC will observe the New Year's Holiday on Monday, January 2nd. 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 PWC in 2023

PWC's 2023 Customer Connections Calendar will keep you connected all year long! The calendar will provide you with information about PWC programs, tips to save you money, community activities and more! The 2023 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 complimentary calendars will also be available at your nearest library!





## Make your holiday's easier with paperless billing and PWC's 24/7 Self-Service Pay Station

Login into PWC's Online Account Manager to enroll in eBill, or call Customer Service at 910-483-1382! eBill is a FREE, convenient, fast and secure electronic service.

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.

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

Winter Peak Time of Use Electric Rates will run through March. Rates for electricity used during Off-Peak hours will cost 35% less than Peak and will occur 20 hours of the weekday and all day on weekends and PWC observed holidays (December 26, 27th and January 2)

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



6-10 AM Weekdays

## "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. When the temperature outside rises or falls, your system works harder 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 houseguests 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 usage. All of these things add up, especially if guests stay for several days over the Thanksgiving and Christmas holidays.

## PWC is Proud to Power Fayetteville's Holiday Season Christmas in the Park Powered by PWC

Fayetteville-Cumberland Parks and Recreation's annual holiday event, Christmas in the Park, Powered by PWC begins December 4th in Arnette Park. This free 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 vehicles and drive through the park. Christmas in the Park runs December 4th – 21st (excludes Fridays and Saturdays) Arnette Park, 2165 Wilmington Hwy, Exit 100 off Hwy 87.

## Holiday Lights in the Garden

Celebrate the holiday at the Cape Fear Botanical Garden with Holiday Lights! The whole garden will be lit with lights and transformed into a winter wonderland. Santa Claus, s'mores, entertainment, and more will be offered through the holiday season at the Garden. Tickets can be purchased online! Holiday Lights runs December 3 – 5, 10 – 12, & 17 – 23 from 5:30 pm – 9 pm. Visit [www.capefearbg.org](http://www.capefearbg.org) for details and tickets.

## Mi Casa, Your Casa 2.0

Visit downtown Fayetteville's latest art installation, "Mi Casa, Your Casa 2.0," through January 9, 2023. "The installation is a series of eight, three-dimensional, red frames that illustrate the warmth, comfort, and safety of our homes," says Cool Spring Downtown District, who installed the art in partnership with the Arts Council of Fayetteville-Cumberland County, PWC and other community partners. These interactive art pieces depict tiny houses, featuring swings. They emit a soft white glow when empty and has an added glow, once a visitor steps inside.



## Night Circus: A District New Year's Eve Spectacular

Ring in the new year at Festival Park as Night Circus: A District New Year's Eve Spectacular returns for the second year. The Night Circus NYE Spectacular runs from 7:30 pm-12:30 am and features a variety of carnival attractions including stilt walkers, fire dancers, roving magicians, festive food and live music, including award-winning R&B trio, Tony! Toni! Toné! At midnight, celebrate the new year with your neighbors as a large radiant multi-colored star is raised into the sky accompanied by a spectacular firework show.

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