

PWC CONNECTIONS

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

January 2023

Upcoming Events

Martin Luther King, Jr. Birthday
PWC Offices Closed
Monday, January 16

National Engineer's Week
February 19 – February 25

President's Day
PWC Offices Open
Monday, Feb 20

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.



Resolve to Save Money, Save Time and Conserve!

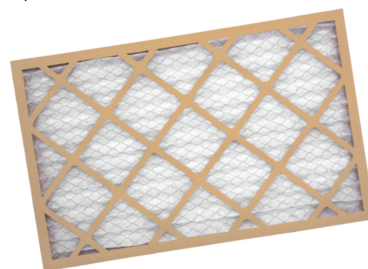
HAPPY NEW YEAR

2023



- **Use PWC's Online Account Manager/Mobile App** - Monitor bills/usage history (power and water) so you can adjust your habits to save.
- **Use PWC's Online Energy Resource Center** - Do your own online home energy audit and calculate savings with heat pumps, appliances, EVs and more.
- **Use PWC's Drive-thru, Self Service Pay Station** - It's open 24/7/365.
- **Know When/Where the Power's Out** - Sign up to be notified when there's an electric outage that affects you and use the online Electric Outage Map to monitor restoration

- **Take Advantage of Time-of-Use Rates** - Shift power usage to Off-Peak hours (when PWC electric rates are 35% lower!) for big savings.
- **Find PWC Incentive Programs** - Lower your bills for years to come (by replacing incandescent lighting, HVAC system, water-wasting toilets, etc.) and get bill credits now.
- **Change HVAC Filters Monthly** - Efficient systems save money.
- **Sign Up for Paperless Billing** - Save trees and save time.
- **Don't Flush Wipes or Pour Grease Down the Drain** - Prevent wastewater back-up that could harm the environment and damage our home.
- **Water on Alternate Days** - Follow the year-round Odd-Even schedule for watering outdoors with automatic/unattended sprinklers



Visit www.faypwc.com for details on ways to achieve these resolutions!

Protect Your Water Lines from Winter Weather

Water lines should be protected during low temperatures. This can be done by checking around your home for locations (inside and out) where water supply lines are located in unheated areas.

- Look in the basement, crawl space, attic, garage and under kitchen and bathroom cabinets. Both hot and cold-water pipes in these areas should be insulated.
- Disconnect and drain outdoor hoses. Close inside valves supplying outdoor water faucets (hose bib) and then open the outside faucets to allow water to drain. Keep the outside valve open so that any water remaining in the pipe can expand without causing the pipe to break.
- Locate your master water shutoff valve so you know where it is if you do have a pipe break. It may be near the water heater or the washing machine. More likely it is where the water service pipe enters the house from the street. If a pipe bursts anywhere in the house - kitchen, bath, basement or crawl space - this valve turns it off.
- Protect your lawn irrigation system's backflow prevention device. These are typically located in your front yard and have a white box-like cover. Insulate the inside of the cover and protect the pipes by wrapping/tape insulation, newspaper, a blanket or even a pool noodle around the pipes to prevent freezing.
- Close your home's foundation vents to reduce the circulation of cold air underneath your home.
- Have a plumber's telephone number handy. Write it down before you need it in an emergency. PWC maintains a list of local, licensed plumbers on our website for your reference.



Stay Connected to PWC in 2023

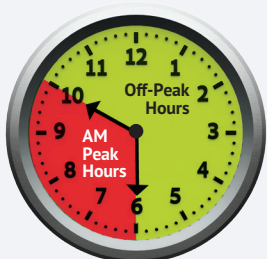


PWC's 2023 Customer Connections Calendar will keep you connected all year long! The calendar will provide you with information about PWC programs, tips to save you money, community activities and more! The 2023 wall calendars are FREE (while supplies last)! Fill out the calendar request form at faypwc.com, or call 910-223-4009 to request a copy by mail. The complimentary calendars will also be available at your nearest library!

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

Winter weather brings Winter Peak Time-of-Use Electric rates-weekdays from 6am-10am. Lower your thermostat and shift as much electric usage outside of the Peak hour window for the most savings. Rates for electricity used during Off-Peak hours costs 35% less than Peak and will 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/

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



6-10 AM Weekdays

Use Space Heaters Efficiently and Safely

If using space heaters this winter, be mindful of the costs and safety of using this portable heat. Compared to baseboard heaters and central heating, space heaters offer a compact and portable heating solution. But heating your home with electric space heaters can easily double or triple your electric bill if you are not careful.

Even though they are typically small in size, and often touted as 100% efficient, electric space heaters use a lot of electricity. Space heaters generally aren't cost-effective for long-term or whole-home heating, and operating space heaters during Peak hours will cost you significantly more. If you have a larger, multi-story homes, and run several units, it will increase your cost to operate.

Here are some other tips for using a space heater efficiently and safely:

- Don't leave your space heater unattended. Not only is it dangerous to leave a freestanding heating unit on when you're out of the room, but it makes no sense to pay to heat a room you aren't occupying.
- Monitor room temperature on your own. Most space heaters don't come equipped with thermostats or adjustable temperature controls – even if they do, they're rarely accurate. Use a separate thermometer to track the temperature in your room to avoid overheating it.
- Use space heaters in small, enclosed spaces. It probably isn't very efficient to run a space heater in a giant living room with lofted ceilings – the heat will dissipate too quickly. Instead, use them in small areas that can be closed off to retain heat.
- Know what you're buying. Some space heaters warm the air while others heat the surfaces directly in front of them. Decide where and how you're going to use a space heater and buy the best option for that application.
- Don't double up on heating costs. If you're using a space heater because your bedroom is too cold at night, consider turning down the thermostat on your central heating overnight so you're not doubling up on heating costs.

If you're having trouble keeping your home warm in the winter, take the time to consider more permanent fixes for heat conservation before you buy an army of space heaters. Something as simple as weatherstripping or changing your furnace filter more regularly can increase energy efficiency. If you've looked through your options and want to buy a space heater, use the "Space Heater Calculator" in the Energy Resource Center at faypwc.com to help evaluate the cost of operating a space heater.

Source: Homeairguides.com

**PUBLIC
POWER
AT WORK**

PWC Employees Give Back



PWC Employees kicked off their United Way campaign in November, packing 35,000 meals for local non-profits. Meals were distributed to Fayetteville Urban Ministries, Catholic Charities, Armed Services YMCA and Better Health of Cumberland County. Employees capped off their campaign pledging \$131,000 to support United Way partner agencies.

PWC employees raised \$2,200 in an internal fundraiser to support the Fallen Linemen Foundation. PWC Chairperson Ronna Rowe Garrett and PWC employees presented the Fallen Linemen Foundation with the donation in December.

