

# PWC CONNECTIONS

Your Link to News & Information from the Fayetteville Public Works Commission August 2020

## Upcoming Events

### Water Quality Month

August 1st - August 31st

### Virtual 4th Friday

15th Annual

"Public Works" Art Show  
opens Friday, August 28th  
See back page for  
additional information  
[www.theartscouncil.com](http://www.theartscouncil.com)

### Labor Day

#### PWC Offices Closed

Monday, September 7th

## PWC On the Air

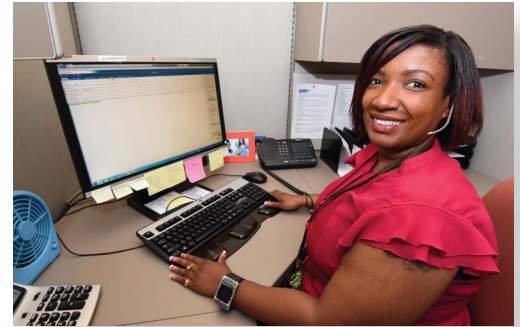
You can watch *Your PWC Connections* anytime on PWC's website and YouTube Channel, or watch nightly on Fay TV – the City of Fayetteville's government access channel on Spectrum Cable channel 7. You can also listen to PWC's Podcast for FREE on your favorite podcast listening service.



## PWC COVID-19 Update

### Executive Order 142 Ends. Customers with Past Due Balances Set Up with 6-month Payment Plans

Since March, PWC has been working with customers experiencing hardships from COVID-19. Beginning in August, as Governor Cooper's Executive Order 142 expires, PWC will be setting up payment plans for residential customers with past due balances incurred because of COVID-19.



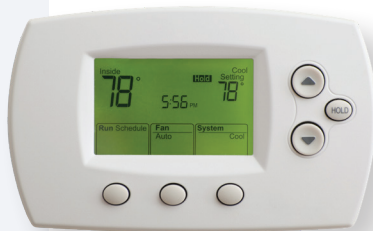
Residential customers with past due balances will have up to six months to pay off amounts owed. PWC will automatically enroll customers with an unpaid balance in a six-month payment plan, starting with August bills when normal non-payment disconnection procedures resume.

"COVID-19 has impacted the Fayetteville area in ways we never imagined, and we appreciate those customers who have remained current or made partial payments over the past few months," said David Trego, CEO of PWC. "We understand the financial hardship the COVID-19 pandemic has brought to many of our customers and we stand ready to help through this difficult time. By going beyond the minimum requirements of Governor Cooper's Executive Order and automatically placing all residential customers in a six month payment plan, rather than having them call PWC, we can hopefully make life a little less stressful for our customers as we all work together to get through these unprecedented times."

Visit [www.faypwc.com](http://www.faypwc.com) to learn more about managing past due balances and how six month payment plans will be applied. For specific account information, customers can log-in to the PWC online account manager or contact customer service at 910-483-1382.

## Incentive Programs to Help You Save

With PWC Power Tools you have many ways to conserve and save. Our incentive programs give you long-term savings and credits on your PWC bill. Current incentive programs include Smart thermostats, WaterSense labeled high-efficiency toilets, Rain Sensors, Energy Star® dishwashers clothes washers and more.



Visit [www.faypwc.com](http://www.faypwc.com) to check out our newest programs including Commercial HVAC Replacement, Ecobee Peak Savings Program and Peak Saving Pilot for Electric Water Heaters.



Coming soon for electric customers,  
PWC electric outage map available at  
[www.faypwc.com](http://www.faypwc.com) and signup for outage notifications  
through the PWC on-line Account Manager.

## Reminder: Summer Electric Peak Hours 3pm – 7pm

Time-of-Use Summer Peak hours will run through October. 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.

### Summer Peak Hours (April - October)



3pm-7pm Weekdays

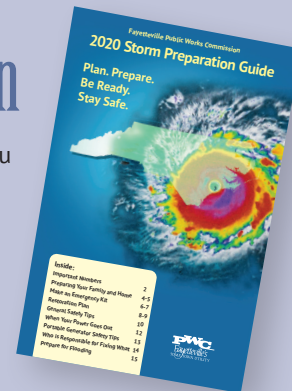
## Attention PWC Water Customers

PWC's Wastewater Collections and Treatment Systems Annual Performance Report for the fiscal year July 1, 2019–June 30, 2020 as required by the Clean Water Act of 1999 will be available after August 31, 2020. Read the report on PWC's website. To receive a copy by mail, please call 910-223-4009.

## Have a Plan in Place for Hurricane Season

It's already been an active hurricane season, and Fayetteville PWC encourages you to be prepared. It's a good idea to have an emergency plan in place for your family, which includes knowing where to meet if you get separated and stocking your emergency kit ahead of time.

Pick up a FREE copy of PWC's 2020 Storm Preparation Guide at your local library, complete the request form on PWC's website, or download it from PWC's website. To request a copy by mail call 910-223-4009. You'll find useful tips including a packing list for your Emergency Supply Kit, information on how to safely operate a portable generator, storing water for emergencies, surviving flash floods, and information about PWC's Medical Priority Program. There's also vital information from Cumberland County, the City of Fayetteville, and the Red Cross.



## New & Improved PWC eBill

PWC ebills have a new look and will arrive from a new sender! (PWC Fayetteville donotreply@faypwc.com) The new format features a direct link to your PWC bill (no logon required) as well as a "Pay Now" quick link. You can pay as a guest or register as a new user if you don't already use the Online Account Manager.

Remember, there are no convenience fees if you pay using your bank account and routing number and reduced fees if you pay by debit/credit card. The Online Account Manager also provides the convenience of payment scheduling and the "My Wallet" feature which allows you to save your payment methods for future use. If you are not currently enrolled in paperless billing, it's easy and can be done in a click using the PWC Online Account Manager.

## Virtual 4th Friday: 15th Annual "Public Works" Art Exhibit

"Public Works" is a community-wide art exhibit sponsored by the Fayetteville Public Works Commission. This is an opportunity for ALL ARTISTS to have their work exhibited from August 28th through October 17th at The Arts Council.

You are eligible to participate if you live in Bladen, Cumberland, Harnett, Hoke, Lee, Montgomery, Moore, Richmond, Robeson, Sampson, Scotland Counties, Fort Bragg or Pope Field. All art mediums, from anybody, any age, will be accepted. Everything that gets hung must be in a sturdy frame with wire on the back. No plastic box frames, uni-frames or saw tooth hangers. Entries must all be original and not previously entered into any Arts Council exhibition. For works larger than 3' x 3' please contact The Arts Council for space availability.

Please bring your artwork to The Arts Council - 301 Hay Street - between 9am - 5pm on Friday, August 14th, or on Saturday, August 15th between noon and 4pm.

"Public Works" ends October 17th. All work must be picked up between Monday, October 19th, and Thursday, October 22nd, between 9am and 4pm.

Visit The Arts Council online or call 910-323-1776 for more information.

