

# Maintaining Safe, Reliable Utility Services New Rates coming May 1, 2023

Beginning May 1, 2023, there will be new rates for PWC electric, water and sewer services.

Utility rates fund PWC operations that provide safe, reliable utility services. Inflation, supply chain, and increased building and material costs are impacting utility operations.

New rates are necessary to fund essential work to keep services reliable, plan for growth and prepare for new environmental rules.

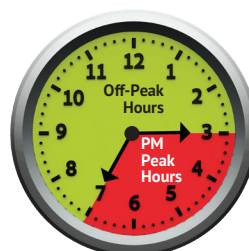
PWC lowered electric rates in 2020 and had expected to be able to maintain that rate through 2024. But we are experiencing higher costs for materials and required project needs. For example, electric transformer costs are up 100-200% and upgrading electric substations and underground electric cable replacement projects are up 40%. The rate change in May returns the Off-Peak rate for residential and small power customers to just below the rate it was before the 2020 decrease.

Rate changes will also pay for replacing and upgrading older water and sewer lines and improving our treatment plants. This is essential for making sure our customers have reliable and safe water service. PWC has over 2,700 miles of mains. Our water and wastewater plants each treat over eight billion gallons of water a year. We are proud to meet – or exceed – 100% of state and national water standards. To meet new rules, we will install a new treatment system to remove PFAS/emerging compounds.

Winter Peak Hours (November - March) Summer Peak Hours (April - October)



6-10 AM Weekdays



3-7 PM Weekdays

## Summary of New Electric Rates

Effective May 1, 2023

### Residential Electric Service Rates

Charge per kWh – Peak	0.13845
Charge per kWh – Off-Peak	0.09024

### Small Power Electric Service Rates

Charge per kWh – Peak	0.14378
Charge per kWh – Off-Peak	0.09516

All rate schedules and fees available at [www.faypwc.com](http://www.faypwc.com)



Residential



Commercial

## About Time-of-Use Rates:

Time-of-Use rates help PWC and our customers manage electricity costs. Electricity is more expensive when it is in high demand (Peak hours). Time-of-Use rates make it cheaper for customers using electricity during Off-Peak hours when demand is not as great. Customers save when they use less electricity during Peak hours and shift more electric use to Off-Peak hours. The lowest rates (Off-Peak) apply to 20 hours on weekdays, all day on weekends and PWC observed holidays. Use PWC's On-Line Account Manager to view your monthly, daily and hourly electric usage.

## Committed to reliable, affordable services

As a public power company, PWC is not-for-profit and operates solely for the benefit of our hometown customers, not shareholder profit. And, we are committed to keeping customers' rates as low as possible.

- Our residential and commercial rates are the lowest in our service area, and still among the lowest in North Carolina and the entire southeastern U.S. Below is a comparison to local electric utilities showing what a customer of each local utility would pay when using the same amount of electricity.

### Residential Electric Rates-1,000-kWh\*

Duke Energy Progress	\$142.03
South River EMC	\$124.30
Lumbee River EMC	\$123.00
<b>PWC (As of May 1)</b>	<b>\$119.47</b>

\*Includes basic facility charges. Excludes-riders & adjustments

### Super-Off Peak Rates Available May 1

Beginning May 1, PWC customers have the option to sign up for the Whole Home/Whole Business rate which offers a Super-Off-Peak rate (lowest rate) from 9 pm-5 am every day. Learn more at [faypwc.com](http://faypwc.com).

- PWC's electric service is extremely reliable! We are one of only two public power companies in the nation to earn the American Public Power Association's "RP3 Diamond Designation for the highest level of reliability six times. PWC has maintained this designation since 2006.





## Resources to Help You Save

PWC has many tools and programs to help you manage your utility bills and lessen the impact of rate changes. Learn more about these at [www.faypwc.com](http://www.faypwc.com)

- Access your utility usage in our Online Account manager. View your usage to see how weather, habits, etc. impact your bills.
- PWC's Energy Resource Center is an online home audit tool that provides ways to save energy and water.
- We send video email bill explanations to customers who have a variance in their monthly bill. These emails explain what may have caused the change.
- We notify customers, by phone, if we suspect a leak (you experience 24-hour constant water usage) so it can be fixed sooner. Leaks are often caused by a toilet running, an outside faucet left on, or irrigation system leak.
- We have programs that give you long-term savings on your electric and water use and credits on your PWC bill. Ductwork and insulation replacement and WaterSense high-efficiency toilets programs are also available. See complete details on PWC incentive programs at [www.faypwc.com](http://www.faypwc.com) – under programs.

## Safe Drinking Water - Our Commitment to You

PWC is a member of the Partnership for Safe Drinking Water. We are proud to treat water to even higher standards than EPA requirements. We are among a small number of water utilities in the US who have maintained these standards for over 20 years. New national drinking water standards for emerging compounds are being set. New water rates will pay for installing and maintaining new treatment processes to meet these new standards. PWC is also working to meet new Lead and Copper regulations.



## How We Compare

At PWC, we remain committed to doing everything possible to keep costs down. Our residential water and sewer rates are competitive when compared to neighboring communities and other large metro areas in the state.

### Residential Water/Sewer Rates\* – for 4,000 gallons

	Water	Sewer
OWASA (Orange County)	\$ 43.35	\$ 40.61
Wilmington	\$ 35.17	\$ 33.07
Aqua NC	\$ 34.29	n/a
Harnett County	\$ 31.00	\$ 39.00
<b>PWC (as of May 1)</b>	<b>\$ 30.81</b>	<b>\$ 45.25</b>
Raleigh	\$ 25.44	\$ 35.70
Hoke County	\$ 25.25	\$ 43.40
Cary	\$ 23.62	\$ 46.18

\*Inside city rate

## New Water & Sewer Rates

What average residential/inside City of Fayetteville customers will see – for using 4,000 gallons.

	Old Rate	New Rate	Difference
Water	\$29.24	\$30.81	\$1.57
Sewer	\$41.80	\$45.25	\$3.45
Total	\$71.04	\$76.04	\$5.02

## Summary of New Water & Sewer Rates

Effective on bills rendered on or after May 1, 2023

### Water Services

### NEW Rate/per 1,000 gal

#### Residential Customers – Inside City of Fayetteville#

0-2,000 gal	\$2.18
2,001-5,000 gal	\$2.60
5,001-10,000 gal	\$3.53
10,001+ gal	\$4.22
Basic Facility Charge 3/4" meter	\$21.25

#### Residential Customers – Outside City of Fayetteville#

0-2,000 gal	\$3.82
2,001-5,000 gal	\$4.55
5,001-10,000 gal	\$6.18
10,001+ gal	\$7.39
Basic Facility Charge 3/4" meter	\$37.20

#### Residential Water Irrigation – Inside City of Fayetteville+

0-30,000 gal	\$6.94
30,001-60,000 gal	\$8.50
60,001+ gal	\$13.21
Basic Facility Charge 3/4" meter	\$21.25

#### Residential Water Irrigation – Outside City of Fayetteville+

0-30,000 gal	\$12.15
30,001-60,000 gal	\$14.87
60,001+ gal	\$23.12
Basic Facility Charge 3/4" meter	\$37.20

#### Non-Residential Customers – Inside City of Fayetteville#

Per 1,000 gallons	\$3.35
Basic Facility Charge 3/4" meter	\$21.25

#### Non-Residential Customers – Outside City of Fayetteville#

Per 1,000 gallons	\$5.86
Basic Facility Charge 3/4" meter	\$37.20

### Sanitary Sewer Services

#### Residential – Inside City of Fayetteville#

Per 1,000 gallons	\$5.75
Basic Facility Charge 3/4" meter	\$22.25

#### Residential – Outside City of Fayetteville#

Per 1,000 gallons	\$10.06
Basic Facility Charge 3/4" meter	\$38.95

#### Non-Residential Customers – Inside City of Fayetteville#

Per 1,000 gallons	\$7.16
Basic Facility Charge 3/4" meter	\$22.25

#### Non-Residential Customers – Outside City of Fayetteville#

Per 1,000 gallons	\$12.53
Basic Facility Charge 3/4" meter	\$38.95

#### Sewer-Only Customers – Flat Monthly Charge#

Inside City of Fayetteville	\$45.25
Outside City of Fayetteville	\$79.19

# Utility line relocation fee applies

+ Sprinkler systems on separate meters

Complete rate schedules available at:

[www.faypwc.com/residential-rates/](http://www.faypwc.com/residential-rates/)

[www.faypwc.com/commercial-industrial-rates/](http://www.faypwc.com/commercial-industrial-rates/)

