

PWC At a Glance



Customers



- In operation since 1905 (117 years)
- Provide Electric, Water and Wastewater Services
- Total Customers: 119,788
- Number of Services: 284,395
 - Electric: 82,376
 - Water: 90,548
 - Wastewater: 90,226
- Customers with 2+ services: 75%
- Annual Customer Turnover: 20-25%

Customer Service



- Annual Customer Contacts: 444,622
- Average Monthly Calls: 30,468
- Annual Bills Generated: 1.4 Million
- Customer Incentive Programs: 13
- Annual Water Leak Notifications: 22,476 (19.4 million gal)

Employees



- Number of Employees: 622
 - Average Tenure of Employees: 10.33 years
 - Average Age: 44.77
 - Annual Turnover: 9.6%*
 - Annual Hours Worked: 1.3 Million
- *non retirement

Facilities



- Butler-Warner Generation Plant (268 MW)
- PO Hoffer Water Treatment Facility (39.5 MGD)
- Glenville Lake Water Treatment Facility (18.0 MGD)
- Cross Creek Water Reclamation Facility (25 MGD)
- Rockfish Creek Water Reclamation Facility (21 MGD)
- Electric Service Area: 147 Sq. Miles
- Water Service Area: 115 Sq. Miles
- Wastewater Service Area: 108 Sq. Miles

Electric Operations



- Purchase Wholesale Power from Duke Energy
- Only NC municipal system to own/operate a generation plant (Dispatched for use by Duke Energy)
- Generation Capacity: 268 MW
- Annual MWH Sold: 1.9 Million
- System Peak: 499 MW (Feb. 9, 2015)
- Reliability Rate: 99.97%
- Electric Distribution Substations: 32
- Distribution Lines: 1,351 miles
- Transmission Lines: 123 miles
- Streetlights/Area Lights: 37,580

Water/Wastewater Operations



- Population Served: 225,000
- Drinking Water Treated: 10.6 Billion Gallons/Year
- 100% Compliant for all EPA Drinking Water Standards
- Daily Water Treatment Capacity: 57.5 MG/Day
- Daily Wastewater Treatment Capacity: 46 MG/Day
- Water/Wastewater Infrastructure: 2,772 miles
- Hydrants: 8,423
- Sanitary Sewer Lift Stations: 78
- Manholes: 32,855

Financial



- Annual Operating Budget: \$397.5 Million
- Total Assets: \$1.5 Billion
- Bond Rating: Aa2 (Moody's), AA (Standard & Poor) AA (Fitch)
- Annual Local Purchases: \$9.4 Million
- Operations & Maintenance Expenses per Customer: \$505 (\$557 National Median)
- Annual Cash Contributions to City of Fayetteville in Lieu of Taxes: \$12.4 Million
- Annual Streetlight Services: \$3.9 Million
- Annual Annexation Construction Costs: \$5.9 Million
- Total Annual Contributions to City of Fayetteville: \$24.1 Million