

PWC CONNECTIONS

Your Link to News & Information from the Fayetteville Public Works Commission October 2023

Upcoming Events

Winter Peak Hours Begin
Wednesday, November 1st

Veterans Day Parade
Hay Street, downtown
Fayetteville
Saturday, November 4th - 10a.m.

Daylight Saving Time Ends
Sunday, November 5th
Clocks turn back one hour

Veterans Day
Saturday, November 11th
PWC Offices will be closed
November 10th

Thanksgiving
PWC Offices Closed
Thursday, November 23rd
Friday, November 24th

PWC Connections:

The Podcast

Listen to PWC's 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!



Learn More!

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.



Public Power at Work Celebrate Living in a Public Power Community!

PWC electric customers are served by a public power provider and that's powerful! Public power utilities are not-for-profit entities owned by their communities. So, they provide electricity to customers at the lowest cost.

As a local, community owned electric system, PWC operates solely for the benefit of its customers who have a voice through local leadership, who are also customers! We're accountable and responsive to the community, not remote shareholders.

Our employees are your friends and neighbors, and our electric revenue remains in our backyard, keeping rates low and building a strong, reliable electric system that helps our community grow and prosper. Also, because we are local, we can provide the fastest possible response to our customers.

PWC is the 37th largest Public Power utility in the nation with over 84,000 customers. We've proudly powered Fayetteville for 118 years! And that's cause for celebrating Public Power and the Power of Community! To learn more about the Power of Community, visit FayPWC.com/Public-Power-at-Work



Did You Know?

- PWC residential electric rates are among the lowest in the state of all electric providers, and rates for all customer classes are below the state average. Homes powered by public power utilities pay nearly 15 percent less than homes powered by private utilities.
- Customers of public power utilities (including PWC) lose power less often because they prioritize investing in infrastructure and reliability instead of maximizing profits and dividends for shareholders. In 2022, PWC's average outage interruption time was 45.69 minutes, well below the top quartile average of 54.41 minutes. PWC has an overall reliability rate of 99.9876.
- PWC has earned SIX Reliable Public Power Provider (RP3) awards from the American Public Power Association (APPA) for providing consumers with the highest degree of reliable and safe electric service. PWC received Diamond Level awards, the highest RP3 designation, all six times.



Start Saving During National Energy Awareness Month

October is National Energy Awareness Month, and just in time as our season changes and heaters kick into high gear in the next month or two. Whether it's winterizing your home, doing annual maintenance on your heating system, or adjusting your thermostat for winter... there are many ways to save energy and money, while staying comfortable this season.

PWC maintains an energy conservation webpage that has many useful tips to help you save on your utility bill. Want to learn how to save energy while cooking? We have you covered. Need to know more about saving money with your HVAC system? We have that and more on our website. Every little act of conservation can add up and make big savings in the long run.

By saving energy, you are saving money and preserving peace of mind. Start conserving today by visiting www.FayPWC.com/Energy-Conservation-Tips



New FTCC Program Opens Up Career

Congratulations to the first graduates of Fayetteville Technical Community College's (FTCC) inaugural Water Utility Line Construction program! The industry training course prepares students for a career in water and sewer line installation, providing the knowledge necessary for candidates to enter the field. The continuing ed program covers topics ranging from commercial driver's prep to equipment operation.

The graduates either had job offers before receiving their certificate (started work immediately following graduation) or had job interviews lined up, including coming to PWC to work in the water resources maintenance division. FTCC plans to offer the course in the future and Fayetteville PWC is excited to support their program and help graduates in their new careers.



Holiday Lights Incentive Program to Light Up the Holidays

PWC's Seasonal Light Incentive Program (Nov 1, 2023 – Dec 31, 2023) offers electric customers up to \$40 in bill credits when they make the switch to LED bulbs! For complete program details, and a link to the application, visit FayPWC.com/Holiday-LED-Lighting-Program or contact the Customer Programs Call Center at 910-223-4600.

*PWC reserves the right to cancel or amend the program at any time during the Program period.

Candygrams to Supply Clean Drinking Water

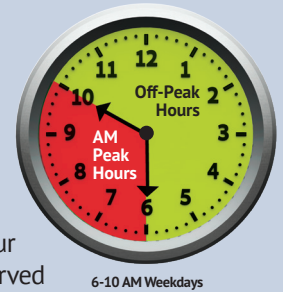
Every year, PWC employees work together to raise money for various charities. PWC employees raised \$1,860 through employee appreciation Candygram sales to support Water for People, a non-profit which provides safe water, reliable sanitation services and proper hygiene education to over 4.67 million people.



PWC raises \$1860 for *Water for People*

Time-of-Use Electric Hours Changes in November

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



6-10 AM Weekdays

It's almost time to make the switch to Winter Peak hours. Beginning November 1, Peak electric hours change to 6 a.m.-10 a.m. on weekdays when energy demand is the highest and cost the most. Shift as much electric use to Off-Peak hours for the highest savings. Off-peak hours occur 20 hours each day on weekdays and all-day Saturday, Sunday and PWC observed holidays, and costs 35% less! Winter peak hours will run through March of 2024.

• Why Time-of-Use?

For PWC, as well as other electric providers, power used when electricity is at its highest demand (peak demand) is the most expensive. This demand cost has a significant impact on the rates PWC charges for electricity. When PWC can reduce the amount of electricity used during Peak hours, demand costs are reduced and PWC can pass that savings on to customers.

• Super Off-Peak Rate

Customers who signed up for the Whole Home/Super Off-Peak Rate will still have the Super Off-Peak time period from 9 p.m. to 5 a.m. Super Off-Peak rates are optional and may help homeowners save money by scheduling high-energy consumption tasks for late hours, such as charging an electrical vehicle.

Learn more about Time-of-Use Rates at
www.FayPWC.com/Time-of-Use-Rates



Is Your Toilet Running?

CONSERVATION
CORNER

Last year, PWC made over 20,000 notifications to customers whose unusually high-water usage was a good indicator of having a leak. Many of those were caused by leaky toilets, one of the biggest and most common water wasters in your home. On average, a leaking toilet wastes about 200 gallons a day. That's more than 6,000 gallons a month! Find and fix wasteful leaks and save!

How to determine if you have a leaky toilet:

Listen for running water – or look for running water in the bowl – when your toilet's been idle for a while. If you do notice a leak check the Three F's: Flapper, Float, Fill Valve



- **Flapper** (the "barrier" between the toilet tank and bowl) A worn out or damaged flapper is a common cause of leaks.
- **Float** If the flapper isn't the problem, check the float. If adjusted too high, it won't stop the water filling in the tank before it goes into the overflow tube and runs down into the bowl.
- **Fill valve** If the problem is with the fill valve, you'll see water coming out from all around it. A faulty fill valve will cause the water to run constantly and it needs to be replaced.

Many toilet problems can be easily repaired by a "do-it-yourselfer." However, if you need to call a plumber, there's a list of licensed plumbers on our website. For helpful videos on detecting and preventing wasteful water leaks in your home, go to our website www.FayPWC.com or YouTube channel (youtube.com/user/faypwc).