

PWC CONNECTIONS

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

Upcoming Events

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

Holiday Lights in the Garden
December 1st - 21st
Cape Fear Botanical Garden
www.capefearbg.org

**Fayetteville Rotary Christmas
Parade**
Saturday, December 9th, 10 am
Downtown Fayetteville
RotaryChristmasParade.com

**Christmas in the Park-
Powered by PWC**
December 3rd - 21st (excludes
Fridays and Saturdays) Arnette
Park, 2165 Old Wilmington Hwy
[fcpr.us/programs-activities/
special-events](http://fcpr.us/programs-activities/special-events)

**Christmas
PWC Offices Closed**
Monday, December 25th
Tuesday, December 26th

**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.



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.



Make Heat Pumps Work for You

Heat pumps are the most common and efficient form of electric heating in moderate climates like ours. Heat pumps use little electricity because instead of "making" heat, the system's refrigerant absorbs heat from the air outside (even when it's cold, outside air contains a certain amount of heat) and releases it to warm your home.

With cold weather looming, these useful tips will help you save energy and money on your bills as you heat your home.



- Keep your heat at 68° when you're home. Turn it down at night or when you're out. A programmable thermostat will help. Remember, because heat pumps are using outside air, the greater the difference between the outside temps and your thermostat setting, the more energy you will use.
- Turn up your heat gradually – no more than two degrees at a time – to keep your heat pump's auxiliary heat from coming on. Auxiliary heat costs three times as much to operate, but keep in mind auxiliary heat will come on automatically if temperatures get to or below freezing.
- If your heat pump is more than 10 years old, consider replacing it with a more efficient ENERGY STAR® certified system. PWC customers can take advantage of our incentive program and earn up to \$400 for an installing an ENERGY STAR® heat pump, plus additional credits for replacing duct work and/or improving insulation.

Stay Safe this Holiday

It's that time of year when decorations come out, holiday lights go up, and holiday meals go into ovens. Here are some tips to make sure holidays stay merry and bright:

- Keep ladders away from overhead power lines.
- As a rule of thumb, never string together more than three light sets.
- Use one long extension cord instead of linking several shorter ones.
- Keep paper and ribbon away from hot lights.
- Unplug or shut off all decorative lights before bedtime or before leaving home.
- Use Ground Fault Circuit Interrupters (GFCI) outlets for lighting.
- Use LED Seasonal lights – they last longer and save you more. See PWC's LED Seasonal Light Incentive program information below.
- Never leave food unattended while cooking.
- Have a fire extinguisher in your home rated for grease fires.
- If you fry a turkey:
 - Fry a turkey outside and well away from buildings.
 - Never place a frozen turkey into hot oil.
 - Do not overfill the fry pot- when the turkey goes in, the oil will rise and can overflow onto the burner.
 - Afterwards, never pour the grease down the drain, it's against the law AND can clog sanitary sewer and septic lines.



For more tips, visit FayPWC.com

Light up the Holidays with PWC's LED Incentive Program

PWC's Seasonal Light Incentive Program offers electric customers up to \$40 in bill credits when they make the switch to LED bulbs! For complete program details, a link to the application and a list of Frequently Asked Questions, scan the QR code to visit PWC's website at FayPWC.com/Holiday-Led-Lighting-Program/ or contact the Customer Programs Call Center at 910-223-4600. The Seasonal Light Incentive Program runs through December 31, 2023.



Stay Connected in 2024

Get energy and water saving tips year-round with PWC's annual Customer Connections wall calendar. The calendar will provide you with information about Time-of-Use rates, PWC programs, tips to save you money and more! The 2024 wall calendars are FREE (while supplies last)! Fill out the calendar request form at FayPWC.com to request a copy by mail. The complimentary calendars will also be available at your nearest library!



KNOW THE SIGNS

#StopScams

International Fraud Awareness Week starts on November 12th and PWC would like to warn you of some common scams that target our customers. Some of the most common scams reported to PWC include:

- HVAC Inspections
- Solar Panel Installers
- Payment Scams
- Water/Sewer Insurance Policies



Remember, if something seems too good to be true, check to make sure before signing anything. Visit www.FayPWC.com for more tips and how to find a reputable contractor and who to contact if you have questions.

Save Money this Holiday Season CONSERVATION CORNER

As the holiday season nears and you prepare for festivities, now is a good time to consider simple habits to reduce water consumption around the home.

Whether you've finalized the holiday menu or are preparing to order-in, here are some simple conservation tips to start and share with friends and family:



- Defrost frozen foods without water. Leaving the faucet on to defrost a frozen ham or turkey will waste extra water. Instead, let your frozen items defrost overnight in the fridge.
- If you have a dishwasher, use it. Washing full loads of dishes saves 5-15 gallons per load and uses significantly less water than washing by hand.
- Garbage disposals are not good for your pipes, septic tanks, or the sanitary sewer system. Compost your food scraps or throw them in the trash.

- Rinse veggies and fruits without running the faucet. Fill a large bowl or pan with water to rinse vegetables and fruits rather than running the tap. Use leftover water to water houseplants – including a live Christmas tree if you have one.
- Inspect your bathroom fixtures for malfunctions and leaks before your guests arrive. During the holidays, bathrooms are likely to experience heavier usage than normal which can lead to more issues.
- Run a full load of laundry. Laundry can increase with table linens and sheets and towels for guests over the holidays. Save time, energy, and water by washing items together in full loads only.

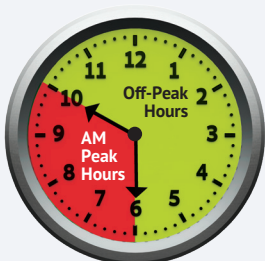
Information courtesy of saveourwater.com

Reminder: Time-of-Use Winter Peak Hours Start November 1st

Winter Peak Time-of-Use hours begin November 1 and run through March. Shift as much energy to Off-Peak (outside of 6-10 am weekdays) for the most savings as electricity used during Off-Peak hours costs 35% less than Peak. The lower Off-Peak rates occur 20 hours each week-day 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

Paying Tribute to Veterans

Employees and Commission members of PWC would like to say "Thank you" to all veterans. Veterans are a valued backbone of our community. We are grateful for their service to our country as well as the many veterans who have continued to serve in the community, long after their time in uniform has ended. One of the ways PWC shows its gratitude is by proudly supporting the Field of Honor at the Airborne and Special Operations Museum. From September to November every year, hundreds of American flags are on display, each one paying tribute to an armed forces member, including active duty, veterans and fallen heroes.

