

PWC CONNECTIONS

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

Upcoming Events

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

**Night Circus,
A New Year's Eve Spectacular**
Festival Park
Sunday, December 31st, 2023
VisitDowntownFayetteville.com/

**New Year's Holiday
PWC Offices Closed**
Monday, January 1st, 2024

Grinding of the Greens
Place trees to the curb by
Sunday, January 7th, 2024
FayPWC.com/Grinding-of-the-Greens/

**Martin Luther King Jr Day
PWC Offices Closed**
Monday, January 15th, 2024

**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.



PWC Recognized as a Smart Energy Provider



**SMART
ENERGY
PROVIDER**

American Public Power Association

Fayetteville PWC has earned a Smart Energy Provider (SEP) designation from the American Public Power Association for demonstrating a commitment to and proficiency in energy efficiency, distributed generation, and environmental initiatives that support the goal of providing safe, reliable, low-cost, and sustainable electric service. This is the third time Fayetteville PWC has been recognized as a Smart Energy Provider.

The SEP designation, which lasts for two years starting December 1st, recognizes public power utilities for demonstrating leading practices in four key disciplines: smart energy program structure, energy efficiency and distributed energy resources programs, environmental and sustainability initiatives and customer experience.

From the PWC Family to Yours: Season's Greetings!

PWC Offices will be closed Monday, December 25th, and Tuesday December 26th. PWC will observe the New Year's Holiday on Monday, January 1st. We would like to extend a special thank you to our dedicated employees who will be working during the holidays to keep your power on, water flowing, and responding to any utility-related emergencies so that we can all enjoy the holidays.



PWC Employees Roll Up Their Sleeves to Help Residents in Need

The PWC United Way Campaign is officially in full swing. Employees packed more than 35,900 meals that will feed local residents in need. The meals were distributed between three local United Way partner agencies! PWC's goal for 2023 goal is to raise \$135,000 for United Way of Cumberland County and



continue PWC Employees' long-standing history of supporting over 29 local non-profit programs. Last year, these programs helped over 400,000 people!

Stay Connected to PWC in 2024

PWC's 2024 Customer Connections Calendar will keep you connected all year long! The calendar will provide you with information about PWC programs, tips to save you money, community activities and more! The 2024 wall calendars are FREE (while supplies last)! Fill out the calendar request form at FayPWC.com, or by scanning the QR code to request a copy by mail. The complementary calendars will also available at your nearest library!



PWC, Proud to Power Fayetteville's Holiday Season

Fayetteville-Cumberland Parks and Recreation's annual holiday event, *Christmas in the Park, Powered by PWC* begins December 3rd, in Arnette Park. This free festival of lights is a beautiful combination of holiday-themed displays in a natural woodland setting spanning 100 acres adjacent to the Cape Fear River. Visitors will remain safely in the vehicles and drive through the park. *Christmas in the Park* runs December 3rd – 21st (excludes Fridays and Saturdays), at Arnette Park, 2165 Wilmington Hwy, Exit 100, off Hwy 87.



Reminder: Time-of-Use Winter Peak Hours in Effect

Winter Peak Time-of-Use electric rates will run through March. Rates for electricity used during Off-Peak hours will cost 35% less than Peak and will occur 20 hours on weekdays and all day on weekends and PWC observed holidays.



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



6-10 AM Weekdays

Naughty or Nice Holiday Safety List

As you make your lists and check them twice, here is one to keep your holiday celebrations safe and wonderful.

Nice

- Water your live Christmas tree daily to keep it hydrated and reduce your risk of fire.
- Keep ladders away from power lines when hanging outdoor decorations.
- Make sure all lights and decorations have the UL seal – and be sure anything electrical put outdoors is labeled for outdoor use.
- Keep all decorations, including Christmas trees, at least three feet away from heating equipment or an open flame.
- Always unplug electrical decorations before replacing bulbs or fuses.
- Always follow manufactures' instructions and use products as they were intended regarding indoor or outdoor use.
- Remember to plug outdoor decorations into outlets protected by Ground Fault Circuit Interrupters (GFCIs) to prevent shock.

Naughty

- Never leave indoor and outdoor electrical decorations and heating equipment on when leaving home or going to bed. Consider using an automatic timer to ensure that lights are not left on by mistake.
- Never attempt to extend the length of an extension cord by connecting it with another extension cord. Use an extension cord that is long enough to meet your needs.
- Never use frayed or damaged cords or light strands.
- Never run an extension cord under a rug or positioned so that it's pinched by furniture.
- Never place electrical decorations near water.

Info courtesy of esfi.org



Make Heat Pumps Work for You

CONSERVATION
CORNER



Heat Pumps are the most 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 release it to warm your home.

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

- 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 in bill credits for installing an ENERGY STAR heat pump, plus additional credits for replacing duct work and/or improving insulation.
- Keep your heat set at 68° when you're home. Turn it down at night or when you're out. A programmable thermostat will help. Learn more about our Thermostat Incentive Program at FayPWC.com!
- 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 that auxiliary heat will come on automatically if temperatures get to, or below, freezing.



Time to Winterize Your Irrigation System

Without proper preparation, your sprinkler system might be damaged by freezing temperatures. Here are some tips on how to prepare your irrigation system for winter conditions.

- Shut off the water supply to the irrigation system. The main shut off valve for your irrigation system needs to be protected against freezing. Make sure it is wrapped with insulation (foam insulation tape and a plastic bag) to protect it from harsh winter temperatures and prevent it from freezing.
- Remove the water from the pipes and sprinklers so that it won't freeze/expand and break the pipe. There are several ways to drain your pipes: a manual drain valve, an automatic drain valve or the compressed air blow-out method. Contact your local irrigation specialist for help. Many offer sprinkler winterization services this time of the year.
- Insulate backflow preventers and valves if they are above ground. You can also use insulation tape for this. Be sure not to block the air vents and drain outlets on backflow preventers.

