

# PWC CONNECTIONS

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

October 2024

## Upcoming Events

**BOOville**  
Downtown Fayetteville  
October 18th – October 19th

**Fourth Friday**  
Hay Street, Downtown  
Fayetteville  
Friday, October 25th

**Winter Peak Hours Begin**  
Friday, November 1st

**Veterans Day Parade**  
Hay Street, Downtown  
Fayetteville  
Saturday, November 2nd- 10 a.m.

**Veterans Day**  
Monday, November 11th  
**PWC Offices will be closed**

### 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 38th largest Public Power utility in the nation with over 83,000 customers. We've proudly powered Fayetteville for 119 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](http://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.
- PWC customers lose power less often because we prioritize investing in infrastructure and reliability instead of maximizing profits and dividends for shareholders. In 2023, PWC's average outage interruption time was 65.87 minutes, as compared to the median average of 105.13 minutes. PWC has an overall reliability rate of 99.9919.
- 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.
- PWC is the only municipal electric system in North Carolina to own its own Generation Plant and the first in the state to build a Community Solar/Battery Storage project.

## Time-of-Use Electric Hours Change in November

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 costs the most. Shift as much electric use to Off-Peak hours for the highest savings. Off-Peak hours costs 35% less and occur 20 hours each day on weekdays and all-day Saturday, Sunday and PWC observed holidays. Winter peak hours will run through March 2025.

### • Why Time-of-Use?

For PWC and 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

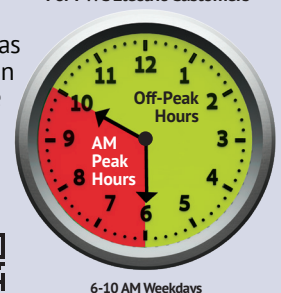
Customers who signed up for the Whole Home/Super Off-Peak Rate will still have the Super Off-Peak time period from 9 p.m. to 5 a.m. Super Off-Peak Rates are optional and may help homeowners save money by scheduling high energy consumption tasks for late hours, such as charging an electrical vehicle.



Learn more about Time-of-Use Rates at [www.FayPWC.com/Time-of-Use-Rates](http://www.FayPWC.com/Time-of-Use-Rates)



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



## PWC Will See You at Fourth Friday

PWC will be participating in Fourth Friday in downtown Fayetteville on October 25th. If you are coming out for the event or the Zombie Walk that evening, stop by our tent to talk with our Community Relations team. They will be sharing helpful information and conservation goodies. You will see more of our Community Relations team as they participate in future Fourth Friday's and other events across the community.

## 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 reduce energy usage and potentially save money, all 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 to big savings in the long run.

When you save on energy, you are saving money and also preserving peace of mind. Start conserving today by visiting [www.FayPWC.com/Energy-Conservation-Tips](http://www.FayPWC.com/Energy-Conservation-Tips)



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## Holiday Lights Incentive Program to Light Up the Holidays

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 list of Frequently Asked Questions, visit [FayPWC.com/Holiday-LED-Lighting-Program](http://FayPWC.com/Holiday-LED-Lighting-Program) or contact PWC Customer Programs at [Customer.Programs@FayPWC.com](mailto:Customer.Programs@FayPWC.com). The Seasonal Light Incentive Program runs November 1, 2024 – December 31, 2024\*.



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

## Is Your Toilet Running?



### Don't tie up your cash with every flush.

toilet's been idle for a while. If you 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](http://www.FayPWC.com) or scan the QR code to go to our YouTube channel. ([youtube.com/user/faypwc](http://youtube.com/user/faypwc))



## CONSERVATION CORNER

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

### How to determine if you have a leaky toilet:

Listen for running water – or look for running water in the bowl – when your

