

# PWC CONNECTIONS

Your Link to News & Information from the Fayetteville Public Works Commission November 2024

## Upcoming Events

### Thanksgiving

#### PWC Offices Closed

Thursday, November 28th &  
Friday, November 29th

### A Dickens Holiday

Friday, November 29th  
[FayDTA.com/aDickensHoliday/](http://FayDTA.com/aDickensHoliday/)

### Holiday Lights in the Garden

December 6th- 22nd  
[CapeFearBG.org](http://CapeFearBG.org)

### Fayetteville Rotary

**Christmas Parade**  
Saturday, December 14th, 10 a.m.  
Downtown Fayetteville  
[RotaryChristmasParade.com](http://RotaryChristmasParade.com)

### Christmas in the Park

**Powered by PWC**  
December 8th- 19th (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**  
Tuesday, December 24th  
Wednesday, December 25th

### 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 stream-  
ing 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 Crews Come to our Neighbor's Aid

Two hurricanes struck our neighbors to the south and west in the past month. Multiple PWC crews were dispatched to provide aid and restore utility services to the impacted areas. PWC has mutual aid agreements in place with other utilities to both provide aid when requested, and to support PWC restoration efforts when we need it. Crews are only dispatched when a mutual aid partner requests assistance through one of the state-level supporting organizations to ensure help goes where it is needed and to avoid hampering disaster response.



Prior to the arrival of Hurricane Helene, the City of Tallahassee, Florida, requested aid. In response, PWC sent two 5-man electric crews to Florida, before the storm made landfall. After the crews completed helping to restore services there, they then reported to South Carolina, to help with restoration efforts there. One crew worked in Abbeville, South Carolina, while the other crew helped in Greenwood, South Carolina.

On October 9th, PWC received a request from Black Mountain, North Carolina, for water crews to help restore drinking water and sanitary sewer services in one of the hardest-hit areas of

Western North Carolina. PWC sent two 5-man crews and a supervisor to join other utility crews to restore services and a second pair of crews relieved them at the end of October. This is the first time PWC has received a mutual aid request for water crews.



In response to Hurricane Milton, on October 10th, a PWC electric crew responded to a mutual aid request in Orlando, FL. The crews played an active role in restoring power there after the storm knocked power out for more than 3 million customers in Florida.

We would like to thank all the crews for their hard work and dedication. They played a vital role in the recovery process for so many communities affected by the storms.



## Light up the Holidays with PWC's LED Incentive Program

PWC's Holiday LED 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, scan the QR code to visit PWC's website at [www.FayPWC.com/Holiday-Led-Lighting-Program/](http://www.FayPWC.com/Holiday-Led-Lighting-Program/) or contact the Customer Programs Call Center at 910-223-4600. The Holiday LED Light Incentive Program is open through December 31, 2024.



Learn More!





## Stay Connected in 2025

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 2025 wall calendars are FREE (while supplies last)! Fill out the calendar request form at [www.FayPWC.com](http://www.FayPWC.com) to request a copy by mail. The complimentary calendars will also be available at your nearest library!



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

Winter Peak Time-of-Use hours begin November 1st and run through March. Shift as much energy to Off-Peak (outside of 6-10 am weekdays) for the most savings. Electricity used during Off-Peak hours cost 35% less than Peak. The lower Off-Peak rate occurs 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 [www.FayPWC.com/Time-of-Use-Rates/](http://www.FayPWC.com/Time-of-Use-Rates/)

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



6-10 AM Weekdays



## 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 refrigerant to absorb heat from the air outside (yes, even when it's cold!) to warm your home instead of "making" heat like traditional furnaces or baseboard heaters.

With cold weather looming, these useful tips may help you save energy and money on your bills as you make the switch to heating your home.

- Set your thermostat to 68°F when you're home and turn it down at night or when you're out. A programmable thermostat can help you manage these adjustments. Remember, because heat pumps are using outside air, you will use more energy as the gap between the outside temps and your thermostat setting widens.
- Turn up your heat gradually – no more than two degrees at a time – to keep your heat pump's auxiliary heat, or "heat strips", from coming on. Auxiliary heat costs three times as much to operate, but keep in mind auxiliary heat will automatically come on as temperatures reach freezing and below.
- If your heat pump is more than 10 years old, consider replacing it with an ENERGY STAR® certified system. PWC electric customers can take advantage of our HVAC 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.



## Save during the Holidays

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 water. Instead, let your frozen items defrost overnight in the fridge.
- If you have a dishwasher, use it. Washing full loads of dishes in a dishwasher 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 municipal sewer system. The best way to tackle food scraps is to compost 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. After rinsing, 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 cold water.

Information courtesy of [saveourwater.com](http://saveourwater.com)



## For our Veterans, "Thank you"



From all of us at PWC, we 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. Fayetteville PWC is proud to be a sponsor of the 2024 Field of Honor.