

PWC CONNECTIONS

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

Upcoming Events

Christmas

PWC Offices Closed

Tuesday, December 24th &
Wednesday, December 25th

Night Circus Festival Park

Sunday,
December 31st



Holiday Lights in the Garden

December 6th- 22nd
CapeFearBG.org

New Year's Day

PWC Offices Closed

Wednesday, January 1st, 2025

Martin Luther King Jr Day

PWC Offices Closed

Monday, January 20th, 2025

Connections: The Podcast

Listen to PWC's bi-weekly 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! New shows are coming soon, so be on the lookout.



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.



From the PWC Family to Yours: Seasons Greetings!

PWC offices will be closed Tuesday, December 24th and Wednesday, December 25th in observance of Christmas, and Wednesday, January 1st in observance of New Year's Day. We would like to extend a special thank you to our dedicated employees who will be working during the holidays to keep the power on, water flowing, and responding to any utility-related emergencies so that we can all enjoy the holidays.

Watch your Mailbox for Operation Clean & Clear Notices



ask that you provide information about your water service lines.

Our comprehensive website at www.FayPWC.com/Operation-Clean-Clear/ provides all the resources you need:

- Graphics on where to check your home's service lines
- Instructions on differentiating between various plumbing materials
- Links to submit service line material information to our vendor, 120 Water
- An interactive service line material inventory map, searchable by property address
- Videos explaining these topics and a recording of an informational session

If you have questions, please visit the website or contact PWC customer service at (910) 483-1382. Your cooperation is needed in order to meet the new EPA requirements.

PWC Employees Volunteer to Help Residents in Need



The PWC United Way Campaign is officially in full swing after employees packed more than 35,000 meals that will feed local residents. The meals were distributed between four local United Way partner agencies! PWC's goal is to support United Way of Cumberland County and continue PWC Employees' long-standing history of supporting over 19 local non-profit programs. Last year, these programs helped over 400,000 people!

Stay Connected to PWC in 2025

PWC's 2025 *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 2025 wall calendars are FREE (while supplies last)! Fill out the calendar request form at www.FayPWC.com, or by scanning the QR code to request a copy by mail. The complimentary calendars will also be available at your nearest library!



Learn More!



Christmas in the Park, Powered by PWC

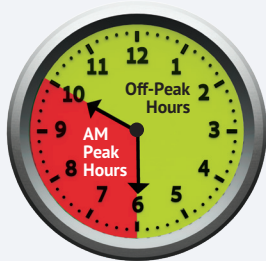
Fayetteville-Cumberland Parks and Recreation's annual holiday event, *Christmas in the Park, Powered by PWC*, begins December 8th in Arnette Park. This free festival of lights is a beautiful combination of holiday-themed displays in a natural woodland setting spanning 100 acres adjacent to the Cape Fear River. Visitors will remain safely in their vehicles and drive through the park. Christmas in the Park runs December 8th-12th and 15th-19th (Sunday- Thursday) from 6- 9 p.m. at Arnette Park, 2165 Wilmington Hwy, Exit 100 off Hwy 87.

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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 manufacturer's 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 releases 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 at 68° when you are home. Turn it down at night or before going out. A programmable thermostat will help. Learn more about our Thermostat Incentive Program at www.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 and make sure to protect the main shut off valve from freezing. Wrapping the valve with insulation (foam insulation tape and a plastic bag) will help shield it from harsh winter temperatures.

Information courtesy of rainbird.com