

# PWC CONNECTIONS

Your Link to News & Information from the Fayetteville Public Works Commission April 2025

## Upcoming Events

**Safe Digging Month**  
April 1st – 30th

**National Lineman Appreciation Day**  
Friday, April 18th

**Earth Day**  
Tuesday, April 22nd

**Arbor Day**  
Friday, April 25th

**43rd Annual Dogwood Festival**  
**Festival Park**  
**Visit PWC's booth**  
**Saturday & Sunday**  
April 26th – April 27th  
[www.faydogwoodfestival.com/](http://www.faydogwoodfestival.com/)

**PWC Connections: On Air**  
Be sure to tune in on your favorite radio stations; WIDU, Sunny, WCCG and WCLN to get your questions answered about your utility services, learn more about PWC, and get the scoop on hot topics! Be on the lookout for new episodes that are coming soon.



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.



## Maximize Your Savings with the New Time-of-Use Hours Starting April 1st



**TIME TO SAVE 35%**  
6 p.m. to 3 p.m.  
the next day

**TIME TO CONSERVE**  
3 p.m. to 6 p.m.

Summer Peak Hours (April – October): 3:00 p.m. – 6:00 p.m.  
(including weekends and holidays)

### What Are Time-of-Use Rates?

Time-of-Use (TOU) rates help you save money on your electric bills by giving customers 21 hours a day of lower electricity rates during Off-Peak hours. This is the time to save and lower your bill when you do high energy consuming tasks like laundry or dishes during Off-Peak hours.

### How Do Time-of-Use Rates Work?

TOU rates mirror the costs we pay for electricity when demand causes the cost of buying energy from Duke Energy Progress to increase. Off-Peak rates are 35% lower than peak times, offering substantial savings for those who can adjust their usage patterns.

### New On-Peak vs. Off-Peak Hours

The new On-Peak hours (3:00 p.m.- 6:00 p.m.) are limited to only three hours each day and now includes weekends and holidays starting April 1, 2025. Off-peak spans 21 hours a day, every day.

### Take Action and Save!

You can save significantly by shifting your electricity use to Off-Peak hours. Here are some useful tips to help you make the most of TOU rates:

- **Shift High-Energy Activities:** Schedule tasks like laundry, dishwashing, and electric vehicle charging during Off-Peak hours.
- **Use Programmable Thermostats:** Adjust your heating and cooling settings to run during Off-Peak hours.
- **Choose Energy-Efficient Appliances:** By selecting appliances that consume less electricity and can operate during Off-Peak times.
- **Monitor Your Usage:** Check your PWC account to review historical On and Off-Peak energy usage and adjust your habits accordingly.

TOU rates give PWC customers the power to take control of when they use their energy and save on their electricity bills. By understanding the differences between On-Peak and Off-Peak hours and adjusting your usage, you can benefit from the 35% lower rates during Off-Peak times. Start taking action today and watch your savings grow!

## Work Zone Safety Is in Your Hands

While roadwork may be a hassle, please be courteous and respectful of the workers present. Here are some extra safety tips to keep in mind when you encounter the work zone:

### Reduce your distractions

Be on high alert when approaching or entering construction, turn down (or turn off) your radio, end cell phone calls, and keep both hands on the wheel and eyes on the road.

### Look for the orange diamond signs

As soon as you see a "work zone ahead" sign, reduce your speed and be on the lookout for workers, machinery, and obstacles.

### Orange cones direct the flow of traffic in work zones

Do not steer into or run over these objects. You will be responsible for any damage to your vehicle if you make contact with construction cones or barrels.

### Flaggers are often used to stop and direct traffic in work zones

Their instructions supersede any posted or implied traffic signals. Their presence will be announced by orange construction signs that say, "flagger ahead." Keep an eye out for flaggers in all construction zones and give them as much space as possible.



Thank you for helping keep our workers safe while we work to keep your services reliable. Scan the QR code to learn more about Work Zone Safety  
Info courtesy of [driving-tests.org](http://driving-tests.org)



## PWC receives Diamond Level recognition for Reliable Public Power for the Seventh Time!



American Public Power Association

Fayetteville Public Works Commission (PWC) has earned their seventh Diamond Level Reliable Public Power Provider (RP3)® designation from the American Public Power Association for providing reliable and safe electric service.

The RP3 designation, which lasts for three years, recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, workforce development, and system improvement. Criteria include sound business practices and a utility-wide commitment to safe and reliable delivery of electricity. PWC joins more than 250 public power utilities nationwide that hold the RP3 designation.

To learn more about PWC's award winning services, visit [www.FayPWC.com](http://www.FayPWC.com).

## Thank a Lineworker!

We appreciate our lineworkers and what they do for our customers every day! In 2013, Congress designated April 18th as National Lineman Appreciation Day, a day to recognize the efforts of line workers across the U.S. in keeping the power on and protecting public safety.

- Lineworkers are often first responders during storms and other catastrophic events, working to make the scene safe for other public safety heroes
- Lineworkers work with thousands of volts of electricity 24 hours a day, 365 days a year, to keep electricity flowing
- Lineworkers often work under dangerous conditions far from their families to construct and maintain our reliable electric grid
- Lineworkers put their lives on the line every day despite the danger of their work



## Stay in the Know about Upcoming Changes



As a public power organization and local municipal utility, PWC is not-for-profit and operates solely for the benefit of our customers, not shareholders. We are committed to keeping customer rates as low as possible. Utility rates fund PWC operations that provide safe, reliable, and affordable utility services to our customers. Inflation, supply chain and increased building and material costs are impacting utility operations. Like all utility providers in our area, we are experiencing rising costs.

To keep services reliable, and systems maintained and improved or upgraded, PWC must adjust your rates and fees, with revised Service Regulations and Charges. Here are the changes customers will see, starting May 1, 2025.

### Water and Wastewater Customers:

PWC will not increase residential water and wastewater usage rates for 2025 and 2026, but will raise the Basic Facility Charges starting May 1, 2025, and again on May 1, 2026. This charge, directly supporting maintenance and facility upgrades such as PFAS removal at water treatment facilities, will increase by \$1.25 per month for residential water customers and by \$2.00 per month for wastewater customers within Fayetteville city limits each year. To learn more about these changes to water and wastewater rates, scan the QR code.



### Electric Customers:

In 2020, PWC was able to reduce electric rates by 4.7%, however rising costs now require us to adjust rates in order to meet expenses. In 2024, electric rates were scheduled to increase over a two-year period. The first increase in May 2024 meant that a residential customer using 1,000 kwh a month would see a \$2.39 increase in their monthly bill and a \$2.38 increase in May of 2025. Offsetting the rate increases was the ending of the \$6.35 per 1000 kwh Power Supply Adjustment in August 2024 and the ending of the monthly \$2.00 Coal Ash Charge in May 2025. When combining the rate increases with the ending of the temporary rate adjustments and the Coal Ash Charge, a residential customer in Fayetteville using 1000 kwh a month will see a reduction in their bill when compared to April 2024. To learn more about changes to electric rates, scan the QR code.



## Before You Spring into Action

## CONSERVATION CORNER

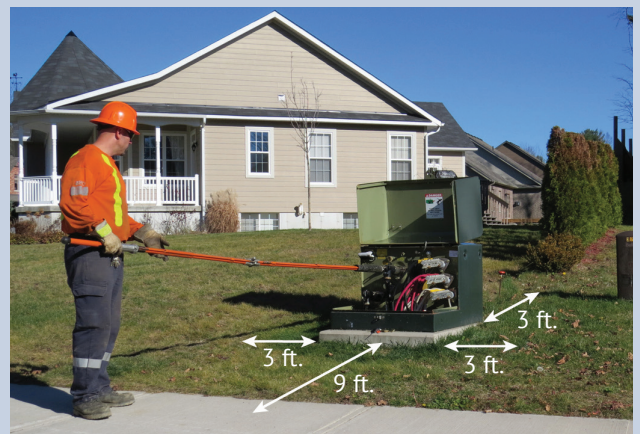


### Spring Planting? Have a Plan!

Don't plant tall-growing trees where they'll interfere with power lines. And be strategic – for example, put trees where they'll provide shade and/or windbreaks to reduce warm-weather energy costs.

### Don't Crowd Our Transformers!

If you have a green PWC transformer box on your property, DO NOT PLANT anything within 9 feet from the front of the box and 3 feet from each side. It impedes our line workers' ability to make repairs and restore your power.



### Remember Easement/Right-of-Way

Check to see if you have an easement/right-of-way on your property and be sure to keep those areas clear of fences, sheds or other permanent structures.

### Call NC811 Before You Dig...

... if your plans include significant excavation. Through this free service, the utility companies serving your property will mark the location of underground lines, so you can dig carefully around them.

Scan the QR code for more information on tree planting.

