

PWC CONNECTIONS

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

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Save Time. Sign Up For the New Online Account Manager and App.

Fayetteville PWC has launched a new Online Account Manager and App, designed to give customers greater access, flexibility, and control over their utility accounts. The enhanced platform provides a modern, user-friendly experience that makes it easier to manage account information, monitor utility usage, access customer service resources, and complete common account tasks online.

The new portal includes tools that help customers better understand and manage utility consumption. Customers can download utility usage data, analyze trends, and identify opportunities to reduce consumption and manage monthly utility costs. Interactive visualization tools allow customers to compare usage before, during, and after events at their home or business, providing insight into how activities, equipment, weather conditions, or operational changes may impact utility use.

Customers can start or stop service online, upload required documents, submit payment extension requests through an expedited process, and sign up for convenient text reminders.

The updated PWC Online Account Manager App is available now on Google Play and the Apple App Store.

By combining advanced account tools, enhanced usage visibility, and expanded self-service options in a single platform, the new Online Account Manager reflects PWC's continued commitment to delivering safe, affordable, and reliable utility services while providing the convenient digital experience customers expect.

SIGNUP OR SIGN IN TODAY



Important Dates:

October is Energy Awareness Month

Public Power Week - October 4-10

National LED Day - Wednesday, October 7

Veterans Day Closing - Wednesday, November 11



Rates vs. Fees: What's the Difference?

Your utility bill includes both rates and fees, and each serves a different purpose. Rates are charges based on how much electricity, water, or sewer service you use. Fees are fixed charges that help maintain the infrastructure needed to deliver those services, such as pipes, power lines, treatment facilities, and equipment.

Think of it like owning a car. The gasoline you buy is similar to a rate because the cost depends on how much you use. Insurance is similar to a fee because you pay it to keep the service available, whether you drive often or not. Together, rates and fees help PWC provide reliable utility services to the community. Learn more about rates and fees.

RATES VS BASIC FACILITY CHARGE



Get Rewarded for Efficiency



Celebrate National LED Light Day on October 7 by making the switch to energy-efficient lighting and earning a reward from Fayetteville PWC. Through PWC's ENERGY STAR® Bulb Incentive Program, eligible residential electric customers can receive a bill credit of up to \$100 when they purchase and install at least eight qualifying ENERGY STAR certified LED bulbs. LED bulbs use less energy, last longer than traditional incandescent bulbs, and can help lower annual lighting costs. It's a simple upgrade that benefits both your home and your wallet. Learn more about eligibility requirements and how to apply by scanning the QR code below.

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