PWC CONNECTIONS

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

NOVEMBER 2026



Important Dates:

Winter TOU begins - November 1

Holiday LED Lighting Program
November 27 - December 31, 2026

Veterans Day* - November 11

Thanksgiving Holiday*
November 26 & 27

***PWC offices will be closed**



Light Up Holidays and Earn a PWC Bill Credit.

Make your holiday season shine brighter with Fayetteville PWC's Holiday LED Lighting Program. From November 1 through December 31, eligible residential Time-of-Use electric customers can earn up to $40 in bill credits when they purchase qualifying LED holiday light strings. LEDs use up to 96% less energy than traditional incandescent lights and can last up to 10 times longer, helping reduce energy use while creating festive displays.

Customers may receive incentives of $4 per strand for light strings with 99 lights or fewer, or $8 per strand for strings with 100 or more lights, up to five strands per household and a maximum $40 bill credit. Applicants must submit receipts and required documentation by January 15. Renters may also qualify.

Learn more about eligibility requirements and apply through the Holiday LED Lighting Program at Fayetteville PWC.

LEARN MORE

Request a Payment Extension Without The Wait.

Need a little more time to pay your bill?

You can now request a payment extension through Fayetteville PWC's Online Account Manager and App. No need to call Customer Service or wait on hold.

Simply sign in, check your eligibility, and submit your request online. It's a quick, convenient way to take care of your account when it works for you. And there's even more you can do online. View your usage, make payments, manage notifications, and start the process for new service, service transfers, or service disconnections, all in one place, 24/7.

REGISTER OR SIGN IN TODAY

Wake Up To Savings: Winter Time-of-Use Begins November 1.



Fun Fact: Just like traffic on the morning commute, electricity demand has a rush hour. When thousands of households start their day at the same time, demand on the power grid rises.

Fayetteville PWC reminds electric customers that Winter Time-of-Use (TOU) hours begin November 1 and continue through March 31, 2027. Under the winter schedule, Peak Hours are 6:00 a.m. to 9:00 a.m., seven days a week, including weekends and holidays. During Peak Hours, electricity costs more because demand is higher. Customers who shift energy use to Off-Peak Hours can take advantage of rates that are 35% lower than Peak rates.

Time-of-Use rates are designed to better align the cost of electricity with the times when energy demand is highest. When customers shift energy use away from Peak Hours, they can reduce their price per kilowatt-hour while helping lower overall demand on the electric grid.

As cooler weather arrives, now is a great time to prepare for the seasonal change. By planning energy-intensive tasks for Off-Peak Hours, customers can stay comfortable and make the most of Winter Time-of-Use rates.

FOR MORE INFORMATION ON TOU



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