

PWC CONNECTIONS

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

Upcoming Events

Hurricane Season
June 1st – November 30th
FayPWC.com/Storm-Central

Independence Day
PWC Offices Closed
Thursday, July 4th

Independence Day Concert
Thursday, July 4th
Celebrate the Fourth of July at Festival Park with the Fayetteville Symphony Orchestra along with the Fayetteville Symphonic Band, Cumberland Choral Arts, and the 82nd Airborne Division All-American Band. Gates open at 6 p.m. Fireworks follow the concert
FayettevilleSymphony.org/independence/

PWC 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 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.



Hurricane Season is Here: Don't Wait Until It's Too Late to Prepare



Fayetteville PWC has a pro-active plan of operations in the event of severe weather and we encourage you to be prepared too. Make an emergency plan for your family, which includes knowing where to meet if you get separated and stocking your emergency kit ahead of time. Become familiar with safety tips and emergency preparation information on our website.

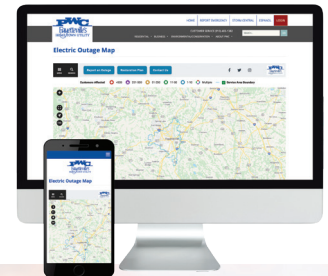
Look for a FREE copy of PWC's 2024 Storm Preparation Guide in your mailbox soon. The Guide is also available digitally on PWC's website at www.FayPWC.com/Storm-Central. It includes safety tips, a packing list for your Emergency Supply Kit, information on how to safely operate a portable generator, storing water for emergencies, surviving flash floods, information about PWC's Medical Priority Program, and other information to help you be prepared. There's also vital information from Cumberland County, the City of Fayetteville, and the Red Cross.

Stay up to Date with the OUTage Map

Check power outages and restoration efforts using the Electric Outage Map! A useful feature available 24/7, the Outage Map provides near real-time information on current outage locations throughout our service area and estimated restoration time.



Learn More!



While On Vacation, Let Your A/C Have a Well-Earned Break Too

Summertime is here and many people will soon be heading out on a well-earned vacation. While you're packing your luggage and getting ready to leave, PWC has a few tips to help you save money until you get back home.

- Turn UP the thermostat for your HVAC to 80, no need to cool an unoccupied home
- Turn DOWN the temperature of your water heater or invest in a smart thermostat and program it for vacation mode. Learn more about PWC's Smart Water Thermostat Incentive program at www.FayPWC.com/Residential-Programs/
- Close your blinds and turn off fans
- Unplug appliances, computers, and chargers that can drain electricity while you're away
- Turn off your main water shut-off valve to avoid water damage in case a pipe breaks while you're away



Learn More!



The Energy Resource Center Celebrates Two Years of Helping Customers Save

It has been two years since the Energy Resource Center (ERC) was launched. The ERC provides tools to help customers manage and reduce their energy consumption and save money on their monthly utility bill. The Energy Resource Center includes an online energy audit that allows you to customize to your home as well as use numerous online calculators to find additional savings. In addition, electric customers will be emailed a personalized monthly bill overview to identify factors that may have impacted your energy use. Put the Power Tools to work at www.FayPWC.com and the Online Account Manager.

Reminder: Summer Peak Time-of-Use

PWC made the switch to Summer Time-of-Use (TOU) Rates last month. Beat the Peak and make TOU Rates work for you! Summer Peak will run through October between the hours of 3 p.m. – 7 p.m. 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. Visit PWC's TOU page for details and conservation tips: www.FayPWC.com/Time-Of-Use-Rates/. PWC also offers an optional Whole Home, Whole Business rate that can help you save money on electric bills by offering a Super Off-Peak rate every night from 9:00 p.m. to 5:00 a.m. To see if the new Whole Home, Whole Business rate is right for you, call 910-483-1382 to speak with a PWC representative.

**Summer Peak Hours (April - October)
For PWC Electric Customers**



3-7 p.m. Weekdays



Scan the QR code for more details and conservation tips.



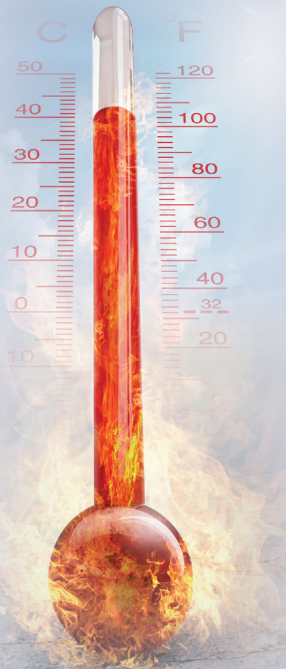
Water Quality Report Now Available

Your hometown utility is committed to providing high-quality drinking water and our staff goes above and beyond in making sure our water meets all regulatory requirements set by the Environmental Protection Agency (EPA). In 2023, PWC treated more than 9 billion gallons of drinking water for our 90,000 customers.

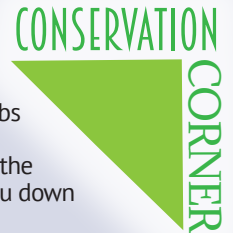
During that same time, we administered more than 150,000 tests to ensure the safety of the water and that it meets EPA regulations. Every year, PWC publishes a water quality report outlining the results of those tests. Learn more about your drinking water in the most recent report at www.FayPWC.com/Water-Quality-Report/



Don't Let Summer Run Up Your Utility Bill



The high temperatures of Summer are in the forecast, which can have a big impact on your bill. A few simple conservation tips can add up and help make a difference.



Electrical Bill:

- Turn off the lights when not in use and use LED lightbulbs
- Keep the thermostat at the highest comfortable level in the summer and use a fan to blow air on you to help cool you down
- Wear light weight clothing to stay cool
- Reduce hot water usage. Shorter showers and running your clothes washer with cold water make a big impact
- Use window blinds or drapes or other window coverings to help windows keep out the temperatures from the outside
- Make sure your AC unit is maintained per manufacturer's recommendations and air filters replaced on schedule
- Be mindful of summer peak hours. Peak Time-of-Use Rates, when energy is in highest demand and the most expensive, are weekdays from 3 p.m. to 7 p.m.

Water and Sewer Bill:

- Make sure you turn outside faucets off after watering plants and flowers
- Check your backflow and sprinkler system for leaks
- Install a rain sensor for your sprinkler system if you don't have one
- Do not water plants during midday. The heat and evaporation require more water to water the same number of plants



Learn More!

Whether you are a homeowner or a renter, a business or a non-profit, you can always make smarter choices to reduce your energy costs and improve comfort. PWC has more tips and ways for you to save this summer at www.FayPWC.com/Start-Saving-Now-For-Summer/

Info provided by energy.gov

Utility Assistance Resources Available for Residents

There are many non-profits and organizations who offer utility assistance programs to help residents when times get tough. You can find a list of some of the programs offered by visiting www.FayPWC.com/Utility-Assistance-Resources/



Learn More!