

# PWC CONNECTIONS

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

## Upcoming Events

**New Year's Day**  
PWC Offices Closed  
Wednesday, January 1st, 2025

**Martin Luther King Jr Day**  
PWC Offices Closed  
Monday, January 20th, 2025

**Happy Birthday NC Public Power**  
*In 1889, a flip of a switch in downtown Statesville created NC Public Power!*  
Sunday, February 2nd

### Stay Connected with PWC on the Airwaves!

Be sure to tune in to your favorite radio stations; WIDU 1600 AM, WZFX 94.3 FM, WCCG 104.5 FM and WCLN 105.7 FM, 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 podcast 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 are also available on PWC's YouTube channel & website.



## Happy New Year!

**MAKE A RESOLUTION TO SAVE MONEY, SAVE TIME, AND CONSERVE!**



- ✓ **Use PWC's Online Account Manager/Mobile App** - Monitor bills and usage history to adjust your habits to save.
- ✓ **Use PWC's Online Energy Resource Center** - Perform an online home energy audit and calculate savings with heat pumps, appliances, EVs and more.
- ✓ **Use the Self-Service Pay Station Available in PWC's Drive Thru** - The Pay Station is open 24/7/365.
- ✓ **Know When/Where the Power's Out** - See PWC's **Electric Outage Map** for all current outages.
- ✓ **Take Advantage of Time-of-Use Rates** - Shift power usage to Off-Peak hours (when PWC electric rates are 35% lower!) for big savings.
- ✓ **Find PWC Incentive Programs** - Lower your bills for years to come. Replace incandescent lighting, HVAC system, appliances and more to get bill credits - [FayPWC.com/Residential-Programs](#).
- ✓ **Change HVAC Filters Monthly** - Efficient systems save money.
- ✓ **Sign Up for Paperless Billing** - Save trees and save time.
- ✓ **Don't Flush Wipes or Pour Grease Down the Drain** - Grease and wipes can cause sewer line blockages. Wastewater back-ups can harm the environment and damage pipes.
- ✓ **Water on Alternate Days** - Conserve and follow the year-round Odd-Even schedule for watering grass and gardens with automatic sprinkler systems.

	MON	TUE	WED	THU	FRI	SAT	SUN
<b>EVEN</b> Addresses 02, 04, 06							
<b>ODD</b> Addresses 03, 05, 07							

For more water conservation and irrigation tips, visit [www.faypwc.com/watering-schedules/](#)

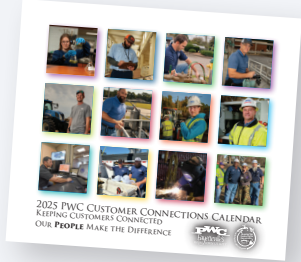
Visit [FayPWC.com](#) for more details on ways to keep these resolutions!

## Don't Let Jack Frost Ruin Your Winter

Water lines should be protected during low temperatures to prevent them from freezing and breaking your pipes. This can be done by checking around your home (inside and out), where water supply lines are in unheated areas.



- Look in the basement, crawl space, attic, garage, and under kitchen and bathroom cabinets. Both hot and cold-water pipes in these areas should be insulated.
- Disconnect and drain outdoor hoses. Close inside valves supplying outdoor water faucets (hose bib) and then open the outside faucets to allow water to drain. Keep the outside valve open so that any water remaining in the pipe can expand without causing the pipe to break.
- Locate your master water shutoff valve so you know where it is if you do have a pipe break. It may be near the water heater or the washing machine. More likely it is where the water service pipe enters the house from the street. If a pipe bursts anywhere in the house this valve turns it off.
- Protect your lawn irrigation system's backflow prevention device. These are typically located in your front yard and have a white, box-like cover. Insulate the inside of the cover and protect the pipes by wrapping/tape insulation, newspaper, a blanket or even a pool noodle around the pipes to prevent freezing.
- Close your home's foundation vents to reduce the circulation of cold air underneath your home.
- Have a plumber's telephone number handy. Write it down before you need it in an emergency.



## Stay Connected in 2025

Get energy and water saving tips year-round with PWC's annual *Customer Connections Calendar*. The calendar will provide you with information about Time-of-Use rates, PWC programs, tips to save you money and more! The 2025 wall calendars are FREE (while supplies last)! Fill out the calendar request form at [www.FayPWC.com](http://www.FayPWC.com) to request a copy by mail (in our service area). The complementary calendars will also be available at your nearest library!



## Reminder: Time-of-Use Winter Peak Hours in Effect

Now that it's winter, PWC is using Winter Peak Time-of-Use. Winter Peak 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. For details, and tips on ways to Beat the Peak, visit [www.FayPWC.com/Time-Of-Use-Rates/](http://www.FayPWC.com/Time-Of-Use-Rates/)

Winter Peak Hours (November - March)  
For PWC Electric Customers



6-10 AM Weekdays



# Don't Get Burned by Space Heaters



If using space heaters this winter, be mindful of the costs and safety of using this portable heat. Compared to baseboard heaters and central heating, space heaters offer a compact and portable heating solution. But heating your home with electric space heaters can easily double or triple your electric bill if you are not careful. Even though they are typically small and often touted as 100% efficient, electric space heaters use a lot of electricity.

Space heaters generally aren't cost-effective for long-term or whole-home heating, and operating space heaters during Peak hours will cost you significantly more.

If you have a larger, multi-story home, and run several units, it will increase your cost to operate. Here are some other tips for using a space heater efficiently and safely:

- Don't leave your space heater unattended. Not only is it dangerous to leave a freestanding heating unit on when you're out of the room, but it makes no sense to pay to heat a room you aren't occupying.
- Monitor the room temperature on your own. Most space heaters don't come equipped with thermostats or adjustable temperature controls – even if they do, they're rarely accurate. Use a separate thermometer to track the temperature in your room to avoid overheating it.
- Use space heaters in small, enclosed spaces. It probably isn't very efficient to run a space heater in a giant living room with lofted ceilings – the heat will dissipate too quickly. Instead, use them in small areas that can be closed off to retain heat.
- Know what you're buying. Some space heaters warm the air while others heat the surfaces directly in front of them. Decide where and how you're going to use a space heater and buy the best option for that application.
- Don't double heating costs. If you're using a space heater because your bedroom is too cold at night, consider turning down the thermostat on your central heating overnight so you're not doubling up on heating costs.

If you're having trouble keeping your home warm in the winter, take the time to consider more permanent fixes for heat conservation before you buy an army of space heaters. Something as simple as weatherstripping or changing your furnace filter more regularly can increase energy efficiency. If you've looked through your options and want to buy a space heater, see our Space Heater Calculator in the Energy Resource Center at [www.FayPWC.com](http://www.FayPWC.com) to help evaluate the cost of operating a space heater.



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