



# Your PWC Connections

AUG/SEPT 2011

## Your PWC Connections

is a bi-monthly newsletter for PWC customers and the community. If you have comments, concerns or suggestions for upcoming issues, please contact PWC's Public Information Office.

## Upcoming Events

**4th Friday - Downtown**  
Friday, Aug. 26, Sept. 23  
7 pm-10 pm

**Labor Day -**  
**PWC Offices Closed**  
Monday, Sept. 5

**Senior's Day -**  
**Cumberland County Fair**  
Friday, Sept. 23

**International**  
**Folk Festival -**  
**Downtown/Festival Park**  
Sept. 24-25  
[www.theartscouncil.com](http://www.theartscouncil.com)

**WIDU Anniversary Week**  
**Expo & Concert -**  
**Crown Coliseum**  
Sunday, Oct. 2 -  
Saturday, Oct. 8  
(910) 483-6111

**American Heart**  
**Association's Heartwalk -**  
**Festival Park**  
Saturday, Oct. 8  
[heartwalk.sandhillscnc@heart.org](mailto:heartwalk.sandhillscnc@heart.org)

## Customer Service

**Telephone Service**  
483-1382 Monday through  
Friday 8:00 am to 8:00 pm,  
excluding holidays  
**Customer Service**  
955 Old Wilmington Rd.  
Monday - Friday 8:30 am - 5:30 pm  
**We're On It!**  
1-877-OUR-PWC1  
24-Hour Emergency  
**Visit Us Online**  
Pay the easy way at:  
[www.faypwc.com](http://www.faypwc.com)



## PWC's Fleet Goes Green



This fall, PWC will introduce their first hybrid bucket trucks into its fleet. Using a Jobsite Energy Management System, the hybrid is designed to fully operate its lift on battery power.

This means crews utilizing the hybrid trucks will be able to reduce and nearly eliminate idling which in turn will lower emissions, fuel consumption and noise pollution while on the job site.

The new hybrids will make their debut during the evening hours to help reduce noise and engine exhausts when servicing street lights in residential areas.

PWC is currently operating three other light-duty electric hybrid vehicles and continues to monitor the industry's progress for determining when and where proven technologies can add to PWC operations.

## PWC Bill Payment Options Ways to Pay—Any Hour, Any Day!

In addition to paying by mail or at the PWC Customer Service Center, PWC offers several quick, convenient options for paying your monthly utility bill.

### Western Union Stations – At All-Over-Town Locations

You can pay your PWC bills – by cash – at Western Union locations located throughout the area. Just stop by while you're doing other errands. No need to use extra gas. The Western Union stations are open six or seven days a week, with extended hours. Many local Food Lion stores now accept PWC payments through their Western Union options. See the back of your PWC bill for a list of locations (and hours) where PWC payments are accepted or visit PWC online. A fee applies.

### Bank Draft – Automatically Done for You

For the ultimate in convenience, sign up for PWC's Automatic Bank Draft service. There's no check writing, no calling, no driving, no waiting ... you don't even have to remember! We do that for you.

Here's how it works:

- You still get your monthly bill in the mail. But, it's marked "Bank Draft – Do Not Pay" (so you don't).
- PWC drafts the bill amount from your bank account, but not until your payment due date – about 25 days from the date of the bill. If you have questions about your bill, there's plenty of time to contact us before your bank account is drafted.
- A draft receipt from your bank, your bank statement, or a canceled check serves as your payment record.
- There's no charge for this service.

To sign up for Automatic Bank Draft, contact PWC or sign-up online at [www.faypwc.com](http://www.faypwc.com) > account information > Customer Service Programs.

**Coming Soon!** Go Green with the new PWC eBill option! Receiving your bill electronically has many benefits including a no-cost online payment option. Watch for details coming soon!

## Do You Think Someone is Stealing Electricity or Water?

Utility theft hurts all customers by increasing costs. It can lead to property damage, personal injury and, in extreme cases, death. Utility theft is a **crime!**

PWC needs your help in reporting suspected theft, so we can help you save money. Remember the information that you provide is completely anonymous. If you would like to speak with one of our investigators in person or to leave a message on our Theft Hotline, please call **223-4088**.

Thank you for joining the fight against utility theft!

## Do We Have Your Correct Contact Information?

During utility emergencies, it may be necessary to notify customers of important information. One way we can do this is by broadcasting a phone message to you. If your phone number is not current in your PWC file, you may not get timely information. Having your updated phone number is also helpful when reporting an emergency. Our system automatically recognizes your phone number and identifies your service location, so we can begin the process to restore your services as quickly as possible.

You can review your current information using the account maintenance feature online at [faypwc.com](http://faypwc.com)

## Stay Connected with PWC



Keep up with the latest news, advisories, updates and official information when you follow PWC on Facebook, Nixle and Twitter. Become a fan at [www.facebook.com/faypwc](http://www.facebook.com/faypwc) and look for details at [www.faypwc.com](http://www.faypwc.com).

## PWC on the Air

Join host, Wendy Riddle, for *PWC Connections*, on Tuesdays at 8 pm on Time Warner Community Channel 7. Followed by *Kaleidoscope, Views of the All-America City* at 8:30 pm. PWC also airs on Tuesdays at 10 am and 4 pm on Time Warner Cable channel 60. Both shows can also be seen on PWC ([www.faypwc.com](http://www.faypwc.com)) and the City of Fayetteville's websites ([www.cityoffayetteville.org](http://www.cityoffayetteville.org)).



# What Happens if the Power Goes Out?

When a major power outage happens, we all want to know - "when is the power coming back on"? If storms hit and we experience utility outages, PWC will work around the clock to restore power or water services as quickly as possible to all our customers.

Our goal is to restore services safely to the greatest number of customers in the shortest time possible. While damage to the Transmission System - where high voltage power is received from the generation source is less likely, when it does occur, it can affect tens of thousands of homes and businesses.

1. Under our power restoration plan, organizations that provide essential services do get priority. These include hospitals, any facilities used as disaster shelters, and public safety facilities including fire and police stations.

2. The next step is to check for damage at our Substations - where the voltage is reduced to a level safe for distribution. Each local substation serves several thousand customers, so repairing damage here may restore power to a large number of people.

3. We then proceed to repair any damage in the Customer Distribution System, which includes: Main "Feeder" Lines, "Lateral" or "Tap" Lines and Service Lines. Repairing the Customer Distribution System is based on safety concerns and restoring power to the greatest number of people. In general, we repair the main feeder lines first, followed by the lateral and service lines. If your power outage is caused by damage between the line to your home and the service installation, it is the customer's responsibility to have an electrician repair the damage before PWC can restore power.

## Put Safety First When Using Portable Generators

Generators are handy during a power outage, but can be very dangerous if used improperly. The primary hazards to avoid when using a generator are carbon monoxide (CO) poisoning from the toxic engine exhaust, electric shock or electrocution, and fire. PWC hopes you will follow these tips when using portable generators:

- The generator should be properly grounded and must be placed in a dry area away from windows, doors, vents, and air conditioning units.
- Fuel should be stored in labeled containers away from living areas and heat sources. The generator should be cooled during refueling.
- Use an extension cord to plug your appliances into the generator. Take caution to not overload the generator. When turning the generator on or off, keep the appliances off.

- Never try to power the house wiring by plugging the generator into a wall outlet, a practice known as "backfeeding." This is an extremely dangerous practice that presents an electrocution risk to utility workers and neighbors served by the same utility transformer.
- Generators can produce carbon monoxide, an invisible and odorless gas. If you begin to feel dizzy, lightheaded, weak or nauseous turn off the generator. It's recommended to install a carbon monoxide detector.
- A licensed electrician can help properly install a generator.



## Protect Your Property and the Environment Don't Pour Grease Down the Drain!

Smart food disposal can help protect our environment and source drinking water as well as your own property. Fat, grease and oil down the drain can cause grease blockages, a primary cause of untreated wastewater spills. Do your part by following these guidelines for proper food disposal.

- Dispose of fats, grease and oils properly. Pour fat, grease and used cooking oil into a disposable container and put it in the garbage.

- Wipe grease from pots and pans with a paper towel before you wash them.
- Compost your vegetable scraps or throw them in the trash.
- Never throw meat scraps down the drain.
- Don't think heavy-duty drain cleaners "melt" the grease. It re-solidifies inside sewer lines and blocks them up.

## Your United Way of Cumberland County

The United Way of Cumberland County collaborates with over 20 local non-profit agencies to advance the common good right here in our community. To do this, we are focusing on the building blocks for a good life: education, income, and health. We are all people, all connected and interdependent. When one of us suffers, we all suffer.

### Why Give?

Money donated to your local United Way stays in Cumberland County and helps children, families, senior citizens and anyone else who may be struggling with a critical need. One out of three people in Cumberland County was helped by United Way last year.

Our goal is to create long-lasting changes in Cumberland County that prevent problems before they occur. To accomplish this, we need your help. We know it takes the whole community working together to effect change. That is why we invite you to be part of the movement - to give, to advocate, and to volunteer. Together, we can inspire hope and create opportunities for a better tomorrow. That's what it means to Live United.

Visit us at [www.unitedway-cc.org](http://www.unitedway-cc.org) or call us at (910) 483-1179 to learn more about our initiatives like the Dolly Parton Imagination Library and more.

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