

PWC CONNECTIONS

Your Link to News & Information from the Fayetteville Public Works Commission Aug/Sep 2016

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 Communications/Community Relations Office.

Upcoming Events

Water Quality Month

Monday, August 1 -
Wednesday, August 31

4th Friday

Downtown Fayetteville
August 26, September 23
theartscouncil.com

Sustainable Saturday Film Series

Cameo Art House Theatre
August 27, September 24,
October 22
sustainablesandhills.org

Labor Day

PWC Offices Closed
Monday, September 5

Disaster Preparedness Expo

**Fuller Recreation Center
Bunce Road**
Saturday, September 16
10am - 2pm

Senior Day at the Cumberland County Fair

Friday, September 16
1pm - 4pm
cumberlandcountyfair.org

38th Annual International Folk Festival

Festival Park
Friday, September 23 -
Sunday September 25
theartscouncil.com/

Energy Awareness Month

October 1 - 31

Public Power Week

October 2 - 8

PWC on the Air

Join host, Wendy Riddle, for *Your PWC Connections*, anytime on PWC's website or watch nightly on FayTV (Time Warner Cable Government Access Channel 7) or on YouTube.



Know the Value of H₂O

In a world of ever increasing prices, your tap water remains one of the best bargains around. Here are some things to consider the next time you take a sip of water.

- An 8 oz. glass of tap water can be refilled approximately 15,000 times for the same price as a six-pack of soda.
- If you spend \$1 on a 16.9 oz of bottled water, you're effectively paying more than \$7 per gallon - 3,700 times more than you'd pay for the same amount from a faucet!
- One gallon of tap water is less than half of one cent per gallon. Compare that to a gallon of milk/water the next time you are out shopping.

- According to the Environmental Protection Agency, per year, the average American household spends \$707 on soft drinks and other beverages, but only \$523 on water **and** wastewater charges.

Your water bill pays for more than simply water.

You get sophisticated water treatment, frequent testing and monitoring, and a vast underground infrastructure that delivers safe, plentiful water right to your tap.

Information from the IBWA, EPA, and Water Environment Federation



Weather Insights

Weather Insights is a new feature on the PWC website that helps show how weather impacts utility bills and shows you ways you can control some of the cost of your energy bill. It forecasts the weather for the next seven days **and** estimates your energy bill for the same periods of time using our local weather and PWC electric rates.

Costs are estimated for a default residence, but using the "My Profile" tab, you can tailor *Weather Insights* to your home by defining the size, number of people living there, type of heating and cooling system, your thermostat settings, and more. You can also make adjustments to the thermostat settings in *Weather Insights* to see how it affects energy cost. Results are approximations and actual results may vary.

Click the *Weather Insights* logo at the top of the page on our website to get more "insight" on how the weather can affect your bill. Click "Learn More" to get started, and make sure "Fayetteville" is selected as your electric provider in the "My Profile" tab.

Fat Free Sewers ~ Dispose of Household Cooking Grease Properly

Smart food disposal can help protect our environment, our sources of drinking water, and your own property. Dumping grease, fats, and oil is not only illegal, but it can also cause sewage back-ups and flooding. Sewage back-ups can damage personal and public property. Do your part to prevent such accidents by following these guidelines for proper food disposal:

- DON'T dump cooking oil, poultry fat and grease into the kitchen sink or the toilet bowl.
- DON'T depend on heavy-duty drain cleaners to fix a grease clog. These cleaners do not melt the grease. Grease re-solidifies inside sewer lines and causes blockages.
- DO dispose of fats, grease, and oils properly. Pour cooled fat, grease, and used cooking oil into a disposable container (empty plastic food containers work well) and put it in the garbage. You can also pick up a free Fat Trapper, a reusable plastic container with foil bags, to collect grease - available anytime at the PWC Customer Service Center located at 955 Old Wilmington Road.
- DO use paper towels to wipe residual grease or oil off of dishes, pots and pans prior to washing them.
- DO check out PWC's special disposal information for commercial customers at our website, www.faypwc.com/cease-the-grease/



Don't Delay - Clock Ticking on Incentive Programs

Purchase and install a new rain sensor by September 30, 2016 and earn a credit on your PWC bill utility bill equal to the purchase price - up to \$50 - of the rain sensor. You can also earn a \$300 bill credit from PWC if you purchase and install a 15+ SEER (or greater) ENERGY STAR® heat pump by November 30, 2016. Earn an additional \$200 bill credit if you replace your total duct system at the same time! Visit our website for complete program details, or call the Customer Programs Call Center at 910-223-4600.

Don't Fall for this Call

Some of our customers have been contacted by a scammer trying to collect payment over the phone. If you receive a call directing you to immediately pay a past-due PWC bill or risk losing service, hang up and call us at 910-483-1382. Our employees will never call to ask you for financial information over the phone nor do they collect payment in person at your door.

Attention PWC Water Customers

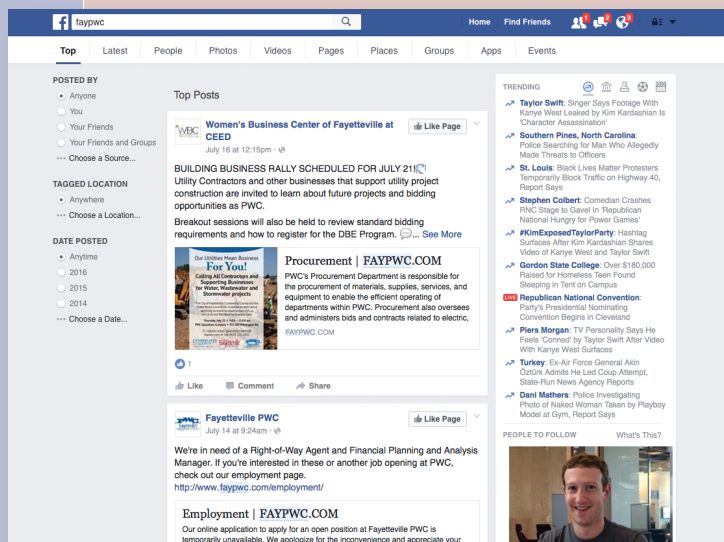
PWC's Wastewater Collections and Treatment Systems Annual Performance Report for the fiscal year July 1, 2015-June 30, 2016 as required by the Clean Water Act of 1999 will be available after August 31, 2016. You may read the report at www.faypwc.com, or to receive a copy by mail please call 910-223-4009.

When is My Power Coming Back On?

Sometimes it's a challenge answering questions about when power will be restored. There are many variables, including weather conditions, the amount of power lines down and the number of homes and businesses without power. PWC also needs to assess the types of outages, how widespread the damage is and how many crews are available.



PWC strives to provide customers with a time-frame for restoration based on the type of damage its service area has received. PWC crews work hard to restore every customer's power as quickly and safely as possible - often in less than ideal weather conditions. You can help protect yourself, your family and your business too by having a plan in place for outages. Visit our *Storm Central* page for tips on how to do this. Plus find informative videos and other useful information to help you during an outage.



Get Social with Fayetteville PWC

PWC has thousands of followers between Facebook, Twitter, Instagram, Pinterest, and YouTube. Are you one of them? If you aren't, you may want to login and click the FOLLOW, LIKE, and SUBSCRIBE buttons! PWC's Facebook and Twitter followers are informed regularly about news related to their power and water services. Followers receive information about ways to earn bill credits (translation = money) from PWC and tips on how to reduce their monthly utility bill. PWC also posts photos, videos, and infographics about conservation, efficiency, safety, and more! You can follow us at @FAYPWC on Facebook, Twitter, Instagram. Type in **FayPWC** to find us on YouTube, and **FayettevillePWC** on Pinterest.

If you have already clicked the LIKE button on Facebook, and appreciate the service you've received, consider leaving us a review (5 stars preferred!).

Pass the Popcorn Sustainable Sandhills Film Series Returns

Join Sustainable Sandhills and Fayetteville PWC at the Cameo Art House (225 Hay Street) in downtown Fayetteville for the Sustainable Saturday Film Series. Doors open at 10:30am every fourth Saturday through November. Films will start at 11:00am. Admission is **FREE**, but donations will be accepted. The following movies will be shown:

August 27 - *River Run: Down the Cape Fear River*

September 24 - *Farmland*

October 22 - *Soylent Green*

November 26 - *The Burden and Community: Planet Neighborhood*

