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

Christmas PWC Offices Closed

Friday, December 23 & Monday, December 26

New Year's Day PWC Offices Closed Monday, January 2

Grinding of the Greens Fayetteville Community GardenSaturday, January 14

Martin Luther King, Jr.'s Birthday PWC Offices Closed Monday, January 16

4th Friday Downtown FayettevilleJanuary 27 & February 24 theartscouncil.com

Fayetteville Home Design & Remodeling Show Crown Complex

Look for a coupon off the price of admission in the February/March edition of "PWC Connections" Friday, February 24 - Sunday, February 26 ncishows.com

Annual Water Changeover

PWC temporarily stops adding ammonia to its water treatment disinfection process Wednesday, March 1 - Friday, March 31

3rd Annual Power and Water Conservation Expo SkyView on Hay

Friday, March 24 & Saturday, March 25 faypwc.com/pwcexpo



United We Responded. Together We Recovered

As our community continues recovering from the historic flooding and damage from Hurricane Matthew, PWC would like to thank our customers for your patience and understanding during and after the storm.

We are proud to be Fayetteville's Hometown Utility and to provide reliable and safe services. Like most in our community, we braced for wind damage anticipated by the storm but in the end, it was the flooding that had a lasting impact. Here's an overview of how Matthew affected our services and how we aided others.

- During the storm, over 40,000 customer lost power. Within 72 hours, services were restored to 95% of those customers. Often, in many cases, services could not be restored because of blocked access by downed trees, flooding or washed out roads.
- Washed out roads also caused many water main breaks that caused our water system to lose pressure. This can cause contamination and out of caution, a boil water advisory was issued. Fortunately, the advisory was lifted within a few days when testing confirmed the water was safe.
- Broken water mains throughout our 1200-mile system also affected the supply of water to many and Fayetteville Mayor Nat Robertson quickly called for mandatory water conservation. Following these measures was another essential factor in faster restoration of services.

- Wilson Energy, our fellow Public Power Provider from Wilson, NC - aided in our efforts by sending utility workers o help us with restoration and recovery. After our services were restored, we were then able to send PWC crews to help other utilities.
- Many neighboring areas went days, and some weeks, without safe drinking water. PWC was set up as a bulk water delivery point and allowed tanker trucks to fill up and take thousands of gallons of water to other communities.

PWC and our employees were not immune to the devastation of the storm. We too had buildings and vehicles (PWC and employees') flooded. Some employees were displaced from their homes and many experienced damage, but all remained dedicated, working tirelessly to ensure that services were restored so recovery efforts could begin.

As with any emergency, there are "lessons learned," and those will be valuable in preparation for future storms. One lesson was obvious: Fayetteville is a strong community that comes together quickly and works tirelessly to help those in need. Our thoughts and prayers remain with those in our community and surrounding areas where recovery is on-going. We salute our customers, first-responders and employees for your efforts during and after the storm and are proud to call you our neighbors and friends.

From the PWC Family to Yours: Seasons Greetings!

PWC Offices will be closed Friday, December 23rd and Monday, December 26th. PWC will observe the New Year's Holiday on Monday, January 2nd. We would like to extend a special thank you to our dedicated employees who will be working during the holidays to keep your power on, water flowing, and responding to any emergencies so that we can all enjoy the holiday.

Naughty or Nice Holiday Safety List

As you make your lists and check them twice, here is one to keep your holiday celebrations safe and wonderful.

<u>Naughty</u>

- Never attempt to extend the length of an extension cord by connecting it with another extension cord. Use an extension cord that is long enough to meet your needs.
- Never use frayed or damaged cords or light strands.
- Never run an extension cord under a rug or positioned so that it is pinched by furniture.
- Never decorate a tree that is in contact with a power line and keep ladders away from power lines when hanging outdoor decorations.
- Never place electrical decorations near water.

Nice

 Water your Christmas tree daily to keep it hydrated and reduce your risk of fire.

- Make sure all lights and decorations have the UL seal – and be sure anything electrical put outdoors is labeled for outdoor use.
- Keep all decorations, including Christmas trees, at least three feet away from heating equipment or an open flame.
- Turn off all indoor and outdoor electrical decorations and heating equipment before leaving home or going to bed. Consider using an automatic timer to ensure that lights are not left on by mistake.
- Always unplug electrical decorations before replacing bulbs or fuses.
- Always follow manufacturers' instructions and use products as they were intended regarding indoor or outdoor use.
- Remember to plug outdoor decorations into outlets protected by Ground Fault Circuit Interrupters (GFCIs) to prevent shock.

Info courtesy of esfi.org

Energy Savings All Year Round

Get energy saving tips year round with the 2017
Energy Savers wall calendar.
You can pick up your complimentary copy (while supplies last) at PWC's Customer Service Center located at the corner of Eastern Boulevard and Old

Wilmington
Road. Energy
Savers wall
calendars
will also
be available at
City Hall
(433 Hay Street)

(433 Hay Street). To request a calendar by mail, please call 910-223-4009.



During the cooler fall and winter months, remember those less fortunate with a contribution to Project: People Who Care. Simply add a donation amount to your utility bill (bank draft customers can call 910-483-1382 for other options). Donations can be mailed to:

Project: P.W.C
P.O. Box 7000
Fayetteville, NC 28302
Funds are administered by the Salvation Army to help those most in need with their energy bill.



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.

Ralph Huff Appointed to PWC Board

D. Ralph Huff, III, is serving his first term on the PWC Board after being appointed on September 12, 2016. He will serve as Secretary during his first year.

Huff and his wife, Linda, own H&H Homes. He is also an owner/partner in Coldwell Banker Advantage, the largest real estate brokerage in the region.

Huff, a Hoke County native, has provided leadership and support in numerous community efforts and notable accomplishments

include serving as the

President of the

Frestdent of the
Fayetteville Regional
Association of Realtors and
Homebuilders Association of
Fayetteville as well as serving
as the Chairman of the Fayetteville Board of Adjustments and
Chairman of the United Way
campaigns in Fayetteville and
Raeford.

Most recently, Huff devoted his resources towards economic development in Fayetteville as the leader of a team named Vision 2026 whose

mission is to Move Fayetteville Forward. Huff was the 2011 winner of the Chamber of Commerce's REALTOR Cup for his outstanding contribution to the civic, industrial and cultural growth of the Fayetteville area.

Huff continues to give his time, talent and resources to the First Presbyterian Church of Fayetteville where he is a teacher, choir member, deacon

and elder. In 2015, he and Linda were recognized as recipients of the Order of the Longleaf Pine, the highest award for civilian service from the State of

North Carolina.



Winter is Coming, Protect Your Pipes

Pipes that freeze most frequently are those that are exposed to severe cold, like outdoor hose bibs, swimming pool supply lines, water sprinkler lines, and water supply pipes in unheated interior areas like basements and crawl spaces, attics, garages, or kitchen cabinets. Pipes that run against exterior walls have little or no insulation are also subject to freezing.

During Cold Weather, Take Preventative Action

- Keep garage doors closed if there are water supply lines in the garage.
- Open kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing. Be sure to move any harmful cleaners and household chemicals out of reach of children and pets.
- When the weather is very cold, let the cold water drip from the faucet served by exposed pipes. Running water through the pipe – even at a trickle – helps prevent pipes from freezing.
- If you will be going away during cold weather, leave the heat on in your home, set to a temperature no lower than 55° Fahrenheit.

To Thaw Frozen Pipes

• If you turn on a faucet and only a trickle comes out, you may have a frozen pipe.

- As you treat the frozen pipe and the frozen area begins to melt, water will begin to flow through the frozen area. Running water through the pipe will help melt ice in the pipe.
- Apply heat to the section of the pipe using an electric heating pad wrapped around the pipe, an electric hair dryer, a portable space heater (kept away from flammable materials), or by wrapping pipes with towels soaked in hot water.
- Apply heat until full water pressure is restored. If you are unable to locate the frozen area, the frozen area is not accessible, or if you cannot thaw the pipe, call a licensed plumber.
- Check all other faucets in your home to find out if you have additional frozen pipes. If one pipe freezes, others may freeze too

*Info courtesy of the American Red Cross

Don't Toss Your Christmas Tree - Recycle It!

Give your holiday tree a proper send-off. Rather than tossing it in the trash, recycle it. You'll be doing our local parks a big favor! For 23 years Fayetteville PWC, the City of Fayetteville, and Duke Energy Progress have partnered to recycle trees as mulch. Fayetteville-Cumberland County Parks and Rec will use the mulch for beds and paths. If you live within city limits, please put your tree out for pick-up by the morning of January 9, 2017. Or drop off your tree at the Community Garden (intersection of Vanstory and Mann Streets) any time before 9:00am on Saturday, January 14th.

*Remove all tinsel, lights, tree stands, and ornaments.