



Your Link to News & Information from the Fayetteville Public Works Commission Feb/Mar 2017

**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

**4th Friday**  
**Downtown Fayetteville**  
February 24 & March 24  
theartscouncil.com

**Fayetteville Home Design & Remodeling Show Crown Complex**  
Friday, February 24 -  
Sunday, February 26  
fayettevillehomeshow.com

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

**Fix a Leak Week**  
March 20-26  
epa.gov/watersense

**3rd Annual Power & Water Conservation Expo**  
**SkyView on Hay**  
Friday, March 24, 10 am - 9 pm  
Saturday, March 25, 9am - 2pm  
faypwc.com/pwexpo

**Safe Digging Month**  
April 1 - 30  
NC811.com

**Good Friday**  
**Pwc Offices Closed**  
Friday April 14



## Trap It, Then Toss It

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. Trap your grease, fat, and oil, then toss it in the garbage!

**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 resolidifies 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 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 residential and commercial customers at [faypwc.com/cease-the-grease/](http://faypwc.com/cease-the-grease/)

## Come See PWC ... Around Town

### Fayetteville Home Design & Remodeling Show!

**Cut the coupon below to get \$2 off the admission price to the show**

The Fayetteville Home Design and Remodeling Show is February 24-26, 2017 at the Crown Expo Center. Visit our booth for tips on how to lower your water and energy consumption. Plus, speak with conservation experts about ways to save at home, and take home useful conservation items like LED bulbs.

**Show Hours:**  
Friday, February 24: 1pm - 8pm  
Saturday, February 25: 10am - 8pm  
Sunday, February 26: 11am - 6pm  
Friday: Senior Day - Seniors 65+ get in FREE\*  
Sunday: Military Day - Active and Retired Military and their spouses get in FREE\*  
[www.fayettevillehomeshow.com](http://www.fayettevillehomeshow.com)

Adults: \$8 | Children 12 and under FREE with paying adult

*\*ID required for Senior and Military discounts. One coupon per person*

### 3rd Annual Power and Water Conservation Expo

The 3rd Annual Power and Water Conservation Expo is scheduled for Friday, March 24 and Saturday, March 25 at SkyView on Hay in Downtown Fayetteville. The expo is **FREE** and open to the public. Learn ways to save on your energy and water bill, fill up your complimentary reusable tote with handy conservation items like LED bulbs and tree seedlings. Meet PWC linemen and educational mascots, Willy Water Drop and Wally Watt Watcher. Plus, take home a handy Fat Trapper, and much, much more!

### Save the Dates!

We hope you'll join us at the following community events later this spring:

**Fayetteville Dogwood Festival**  
Downtown Fayetteville  
Friday, April 28 - Sunday, April 30  
*Complimentary water and fans to help cool you down*

**Public Works Art Exhibit**  
The Arts Council  
Friday, May 26  
*Complimentary conservation items, plus vote for your favorite work of art*  
*Visit [www.theartscouncil.com](http://www.theartscouncil.com) for information on how to submit artwork for the show*

## Get \$2 off the admission price to the Fayetteville Home Design & Remodeling Show

The Fayetteville Home Design and Remodeling Show is February 24-26, 2017 at the Crown Expo Center. Be sure to visit PWC's booth for tips on how to lower your water and energy consumption. Plus, speak with conservation experts about ways to save at home, and take home useful conservation items like LED bulbs. Compliments of Fayetteville PWC.

**Show Hours:**  
Friday: Noon - 8pm  
Saturday: 10am - 8pm  
Sunday: 11am - 6pm  
Friday: Seniors (65+) get in FREE\*  
Sunday: Military get in FREE\*

[www.fayettevillehomeshow.com](http://www.fayettevillehomeshow.com)

Adults: \$8 | Children 12 and under FREE with paying adult  
*\*ID required for Senior and Military discounts. One coupon per person*



## Reporting Street Light Outages

PWC owns and maintains over 33,000 street lights and area lights in our service area. We do our best to keep the lights on, but sometimes we need your help to let us know if streetlights are out in your neighborhood. If you notice a light that is in need of maintenance, please call us at 910-483-1382 or complete a Street Light/Area Light Repair form on our website.

Please include the following in your report:

- location of the streetlight,
- nearest cross street, and
- pole number—may be black on yellow or silver and usually eye level facing the street
- your contact information



## Fayetteville PWC Incentives for Efficiency

Good news! We've extended our HVAC (Heat Pump) Incentive Program until further notice. If you're replacing your system due to Hurricane Matthew damage or want to treat yourself to an upgrade this holiday season, then don't miss this opportunity to earn up to \$500 in bill credits! For more info, visit [www.faypwc.com/hvac-incentive-program](http://www.faypwc.com/hvac-incentive-program).

## Check Out PWC's YouTube Channel for Cool (and informative) Videos!

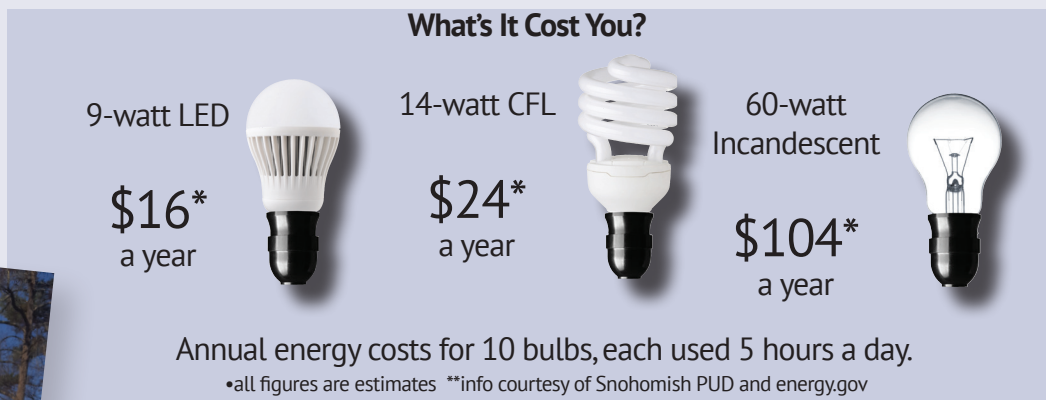
Subscribe to our YouTube Channel for videos about key PWC programs and services. It's another way we're reaching out to customers in our community to keep you informed. Visit us online at [faypwc.com](http://faypwc.com) for additional news and information, and remember to like us on Facebook and Twitter!



## Watt's It Cost You?

Efficient lighting can help reduce your PWC bill because it uses so little electricity to produce the same amount of light as traditional incandescent light bulbs. Just how much can you save? Below is a comparison chart of potential energy costs. LEDs last about 15 years; CFLs, 7-10 years; and incandescents only about 1 year\*\*.

Consider taking advantage of our LED Bulb Incentive Program if you are a PWC electric customer. Purchase a minimum of eight ENERGY STAR® labeled LED bulbs and earn a bill credit incentive of up to \$100! Mix and match your LEDs to suit your needs.



## Safe Drinking Water ~ Our Commitment to You



Fayetteville PWC is a member of the Partnership for Safe Drinking Water and is committed to treating water to a higher standard than the EPA requires. In fact, PWC has been honored for maintaining the standards of the program's Director's Award for well over a decade.

### Where Our Water Comes from & How it is Treated

The water PWC treats for your use is surface water from the Cape Fear River and the Glenville Lake. Water is processed at PWC's P.O. Hoffer Water Treatment Facility and Glenville Lake Water Treatment Facility. PWC uses the disinfection method chloramination, which uses both ammonia and chlorine. Chloraminated water is perfectly safe for drinking, cooking, bathing and other daily uses. If water treated with this method is used for medical dialysis or fish and aquatic pets, it requires pre-treatment to remove the ammonia.

### Annual Water Treatment Process Change in March

Each year, PWC is required to temporarily stop adding ammonia to its water treatment disinfection process by the NC Department of Environment and Natural Resources. Beginning Wednesday, March 1, 2017.



PWC will stop the addition of ammonia and will resume adding it to the water treatment process on Saturday, April 1, 2017. Because of the change, during March some water users may experience chlorine odor. Some users of water may also experience periods of discolored water, a result of the system maintenance during this process. PWC will "flush" water out of the system by opening fire hydrants and allowing water to flow freely. Water customers should be aware that during March, there could still be traces of ammonia in the water that would need to be removed prior to the water being used in fish aquariums and ponds, kidney dialysis and some commercial manufacturing of food and beverage.



Customers with questions about this required procedure may contact PWC at 910-483-1382. Additional information about the water treatment process can be found on the PWC website.

## Planting a Tree for NC Arbor Day? Plan Before You Plant

Friday, March 17, 2017 is designated as NC Arbor Day. Please keep the following tips in mind if you're planning to plant a tree. Plan to visit PWC at the 3rd Annual Power and Water Conservation Expo, Friday, March 24 and Saturday, March 25, to receive a FREE tree seedling\*.

visit [www.nc811.org](http://www.nc811.org).

- When planting under or within 25 feet of power lines, only plant shrubs or trees that won't grow more than 20 feet high.
- Before you plant a tree, shrubs, or garden plants, make sure you know where your underground lines are. Just call NC 811 or

- NC811 will send someone to locate and mark utility line locations. It's smart, safe and best of all...free!
- Do not plant near utility underground transformers — those green boxes used when electric services are underground.

\*while supplies last

