



Your PWC Connections

FEB/MAR 2014

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 Fayetteville

February 28, March 28
www.theartscouncil.com

Carolina Home & Garden Show - Crown Expo Center

Saturday, February 22
Sunday, February 23
www.carolinahomeshow.com

Daylight Savings Time Begins

Sunday, March 9

First Day of Spring

Tuesday, March 20

Fix a Leak Week

March 17 - 23
www.epa.gov/watersense/our_water/fix_a_leak.html

Safe Digging Month

April 1 - 30
www.callNC811.org/

Good Friday PWC Offices Closed

Friday, April 18



Customer Service

Telephone Service

483-1382 Monday through Friday 8:00 am to 8:00 pm, excluding holidays

We're On It!

1-877-OUR-PWC
24-Hour Emergency

Visit Us Online

Pay the easy way at:
www.faypwc.com



Coming Soon: PWC Launches New System for Enhanced Services

Beginning March 3, 2014, PWC will upgrade its computer systems which will mean some changes for customers. The most exciting change is the launch of PWC's New Customer web portal which will provide new and improved on-line services that are easier to access and navigate!

- ✓ Simplified registration and login
- ✓ View multiple accounts at one time
- ✓ View your utility use in graphs for the last 12 months
- ✓ Compare your monthly bills
- ✓ View and sort your PWC bills and payments for the last 12 months
- ✓ Convenient online requests for new services or when transferring or moving

Other Important Notes

With our new system, you will receive your new PWC account number on bills mailed after March 3, 2014. Please refer to your new account number when using phone services to check your account information, make a payment, or request an extension. Please note, if you pay PWC through your bank's BillPay system, you will need to update your PWC account number. If you are a bank draft customer, no updates are needed.

During the transition, it will be necessary to temporarily adjust the number of days in our billing periods as our new changes are incorporated. As a result, the bill you receive for February services is expected to be for fewer days (number of days billed), while the bill received for March services will be for more days than normal. Depending on weather conditions and daily usage, your bill may be higher.

During the transition to our new system, customers may also experience delays when calling to speak with a PWC representative or visiting our Customer Service Center to pay your bill. Please remember, we experience our highest volumes on Mondays, Fridays and at the first of the month. You may consider calling later in the day as our call center is open until 8 pm Monday through Friday. To avoid delays that may occur when paying in person, you may consider using one of many alternate PWC payment options listed on the back of your PWC bill.

PWC appreciates your understanding for any temporary inconveniences as we enhance our customer service with new technology.

Earn \$50 for Your Old Refrigerator

Is your refrigerator running?

Well, you better catch it before it gets away!

That old joke has some meaning if you have an old inefficient refrigerator in your home or garage. Consider this: it's probably running up your electricity bill by an average of \$125 a year.

PWC is offering a \$50 bill credit if you replace your old refrigerator with a new qualified ENERGY STAR® model through May 15, 2014.

In order to qualify for the Refrigerator Incentive Program, you must be a PWC electric customer and you must own the home in which the new

refrigerator is placed. You must also be the account holder for that address. Before purchasing your new ENERGY STAR® qualified model, please call a PWC Conservation Specialist at 223-4600 to schedule a Pre-purchase Audit.

Other Program details:

- Qualifying ENERGY STAR® refrigerators must be 14 cubic feet or larger
- There is a limit of one \$50 incentive bill credit per account/household
- Incentives will only be given in the form of a bill credit
- Allow up to 60 days for the credit to appear on your PWC bill
- Inefficient refrigerators must be recycled
- Agree to a Post-purchase audit after the new refrigerator is installed

For complete Refrigerator Incentive Program details, visit our website at faypwc.com or call Customer Programs.



Planting a Tree for Arbor Day? Plan Before You Plant



TREE POWER

Friday, March 21, 2014 is designated as NC Arbor Day. Please keep the following tips in mind if you're planning to plant a tree:

- 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 trees, shrubs, or garden plants, make sure you know where your underground lines are located. Just call NC 811 or visit www.nc811.org. They will 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.

Be sure to visit PWC at the Carolina Home Show (see details below) to receive a free Dogwood Tree seedling (while supplies last)

Visit PWC at the Carolina Home Show

PWC Conservation Specialists will be on hand at the annual Carolina Home Show, Feb. 22-23, to help you with your home conservation goals. You can also pick up a complimentary Fat Trapper, register to win a \$100 bill credit, a home efficiency audit or high efficiency toilet. Admission to the show is free and takes place at the Crown Expo Center in Fayetteville. For details, visit carolinahomeandgardenshow.com/.

Don't Fall for this Call!

Some of our customers have recently 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.

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) and the City of Fayetteville's website (www.cityoffayetteville.org).



Safe Drinking Water ~ Our Commitment to You



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 more than a decade. For more information on the Partnership for Safe Drinking Water, visit our website at faypwc.com/partnership_safewater.aspx.

Where Our Water Comes From & How it is Treated



The water which 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 drinking 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/aquatic pets, it requires pre-treatment to remove the ammonia.

Annual Water Treatment Process Change During March

Each year, PWC is required by the NC Department of Environment and Natural

Resources to temporarily stop adding ammonia to its water treatment disinfection process. Beginning Saturday, March 1, 2014, PWC will stop the addition of ammonia and will resume adding it to the water treatment process on Tuesday, April 1, 2014.

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 www.faypwc.com.

Cease the Grease

Smart food disposal can help protect our environment and source drinking water as well as your own property. Dumping grease, fat, and oil can clog sewer lines. It is not only illegal, but it can also cause sewage back-ups and flooding. Sewage back-ups can damage personal and public property. Here's how you can help. Do your part to prevent such accidents by following these guidelines for proper food disposal:

- DO NOT dump cooking oil, poultry fat, or grease into the kitchen sink or the toilet bowl.
- DO NOT 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— at the PWC Booth at the Carolina Home Show, Feb. 22-23 or anytime at the PWC Customer Service Center, 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, faypwc.com/grease_trap.aspx.



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