



Your PWC Connections

FEB/MAR 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, Feb. 25, Mar. 25, Apr. 22

Carolina Home Show - Crown Expo Center
Feb. 25 - 27
www.carolinahomeshow.com

Daylight Savings Time Begins
Sunday, March 13

First Day of Spring
Sunday, March 20

Earth Hour
Saturday, March 26 - 8:30 pm
www.earthhour.org

Fayetteville Beautiful Citywide Cleanup
Friday, April 16
www.fayettevillebeautiful.com

Good Friday- PWC Offices Closed
Friday, April 22

National Arbor Day
Friday, April 29

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



Safe Drinking Water - Our Commitment to You

Services to PWC water customers were impacted in January by an unprecedented emergency of the PWC water system. A large water main break required us to shut down one of our water plants until the break could be isolated. This caused our water system to experience an extreme loss of pressure, a situation that risks contamination entering the water distribution system. As a precaution and under the guidance of the North Carolina Division of Environmental Health, PWC – with the upmost priority for the safety of our customers – advised our customers to boil their water until our lab tests confirmed our water met safe drinking water standards.

As your water provider, we never want to inconvenience you, our customers; however, public safety was the top priority, and PWC took appropriate actions given the circumstances which have not occurred over our 100 years in operation.

While the immediate emergency has passed, PWC has inspected the balance of the water main involved for structural integrity, made the repair to the line and is putting it back in service to bring our water system back to normal.

We would like to share information about the operations of your public water system and assure you, our customers, that our water is safe to drink and that our system is sound and meets reliability expectations.

- PWC has over 1,300 miles of transmission and distribution water mains that we operate and maintain. This year alone, PWC will invest approximately \$5,000,000 in water line rehabilitation work and over \$7,000,000 in sewer line rehabilitation work. This amount is spent annually to maintain our system. As you look around our community, on any given day, you will see projects that demonstrate our on-going commitment to safe and reliable services. In addition, PWC's state-certified lab conducts thousands of tests throughout the year to ensure the water delivered to our customers exceeds standards for safe drinking water.

- PWC became a member of the Partnership for Safe Drinking Water, a voluntary commitment for enhancing water treatment to provide high quality drinking water. In 2000, PWC became the first utility in the state to be recognized with the Director's Award from the Partnership. The award recognizes PWC's efforts and proven ability to treat water in a manner which exceeds current regulatory practices. Out of 52,000 community water systems in the U.S., PWC is one of 108 to have maintained this distinction through its exemplary practices for 10 consecutive years.



Partnership for Safe Water

- PWC operates two facilities that treat water from two sources, the Cape Fear River and Glenville Lake. With two plants and two water sources, our community has the benefit of multiple alternatives during water emergencies as was the case in January. In addition, through strategic planning and progressive operations, our plants have the treatment capacity to meet our communities growing needs.

PWC has and will continue to take numerous precautions to reduce the chance of another water emergency; unfortunately, we cannot promise that it will not happen again. What we can promise you is PWC is committed to providing the highest quality and most reliable services to our customers and we will continuously evaluate how we may better serve you.



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 (empty plastic containers from butter, cheese and other foods work well) 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.

It's Time for the Carolina Home Show

Visit PWC at the 2011 Carolina Home Show at the Crown Expo Center, Feb. 25, 26, 27.

Be sure to visit us at the PWC booths and register to win prizes, including credit on your PWC bill. Complimentary Fat Trappers, Compact Florescent Light bulbs and water saving kits while supplies last. Visit carolinahomeshow.com and register to win free tickets to the 2011 show.

Earth Day Tips

Earth Day is celebrated around the world on April 29. There are many ways you can celebrate Earth Day every day including using your energy and water wisely and recycling. Here's a few other ways you can help:

- Use the Energy Star Program to find energy-efficient products for your home.
- Purchase "Green Power" for your home's electricity.
- Replace incandescent light bulbs with Energy Star qualified Compact Fluorescent Light bulbs (CFL).
- Look for the WaterSense label to identify water-efficient products and programs.
- Practice the three R's: **R**educe how much you use, **R**euse what you can, **R**ecycle the rest. Then, dispose of what's left in the most environmentally friendly way. visit www.energysavers.gov.

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 websites (www.cityoffayetteville.org).



Operate Your Fireplace Efficiently



Nearly everyone agrees that a wood-burning fireplace adds beauty and value to a home, but it can be a source of major heat loss. In fact, 80% to 90% of the heat produced by a wood-burning

fireplace is often lost through the chimney. Moreover, an open fireplace pulls in more air than needed for combustion (including the warm air within your home and the cold air that seeps in around windows, doors and other openings), which can increase your winter heating bills substantially.

Keep Your Heating Bills from Going Up in Smoke

There are a number of fireplace accessories that, if used correctly, will help you save energy by reducing heat loss through your fireplace, including the following:

Fireplace Damper. The damper is designed to prevent the warm air generated by your furnace from being lost through the chimney when it is not in use. Over time, temperature changes and moisture can warp the damper so that it no longer seals properly. Without a tight seal, you may see a significant increase in your heating bills. If the seal on the damper is not working properly, have it repaired or replaced.

Flue Sealer. A flue sealer (also known as a draft stopper) is a removable stopper that prevents air from escaping through the chimney. These inflatable devices — made from heavy-gauge plastic — are inexpensive, and easy to install and remove. You typically install a flue sealer in the off-season and remove it at the start of the heating season. Place the flue sealer just below the damper to prevent heat loss and downdrafts when the fireplace is cold and not in use.

Glass Doors and Fireplace Covers.

Glass fireplace doors are designed to fit standard firebox openings. Secure-fitting frames with fiberglass seals and adjustable inlet vents reduce heat loss and prevent downdrafts. Removable fireplace covers, which are considerably less expensive than glass doors, fit tightly around the fireplace opening to prevent heat loss when the fireplace is not being used.

Fireplace Inserts. A fireplace insert is like a wood stove modified to fit your masonry fireplace. It prevents heat from escaping up your chimney and can improve the efficiency of your fireplace by 65% or more. Inserts consist of a firebox and a steel shell. Room air is warmed as it flows between the firebox and shell. Most units have glass or metal doors and air circulating fans, which redistribute the warmed air into the room. Professional installation is recommended.

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Flip The Switch!

At 8:30 p.m. on Saturday, March 26, 2011, Earth Hour will celebrate a worldwide commitment to ongoing change for the betterment of the one thing that unites us all — the planet. You can make a difference with the flip of a switch during Earth Hour. Join other Fayetteville citizens, PWC, the City of Fayetteville, and Sustainable Sandhills to make a positive impact in the fight against climate change. Turning your lights off for one hour



sends the message that you care about the Earth. For more information visit www.earthhour.org.

Planting a Tree for Arbor Day? Plan Before You Plant!



Trees are a beautiful addition to your property and offer shade that can help lower your electric bill, but when planted in the wrong place, may disrupt your power.

When planting new trees, use proper tree placement and avoid potential problems by following these guidelines:

- When planting under or within 25 feet of power lines, only plant shrubs or trees that won't grow more than 20 feet high. Your local nursery and garden center can give you recommendations on appropriate

trees for your yard. Dogwoods and Crepe Myrtles are good choices, and Crepe Myrtles and Holly are especially drought resistant.

- Before you plant a tree, shrubs, or garden plants, make sure you know where your underground lines are. Just Call NC One Call at 1-800-632-4949 (State law requires a 48-hour notice) They will locate and mark utility line locations. It's smart, safe and free!
- It's also important not to plant near utility underground transformers — those green boxes used when electric services are underground.



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