



Your PWC Connections

JUNE/JULY 2010

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, June 25, July 23
August 27
7 pm. www.theartscouncil.com

Fayetteville After 5 - Festival Park
Thursday, June 17, July 15,
August 19

Swampdogs Post Game Fireworks
J.P. Riddle Stadium
Saturday, July 3
www.goswampdogs.com

NC Symphony & Fireworks
Festival Park- Downtown
Friday, July 2, 8 pm

4th of July - PWC Offices Closed
Monday, July 5

4th of July Parade & Fireworks
Sunday, July 4, Hope Mills
424-4500

Operation Celebrate Freedom
Fort Bragg
Sunday, July 4
www.fortbraggmwr.com

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-PWCI
24-Hour Emergency

Visit Us Online



Help Your Air Conditioner!

Air conditioner energy consumption accounts for 5% of all the electricity produced in the U.S. In warm climate areas, like the Sandhills of North Carolina, we need our air conditioning! Here are some tips that will help you stay comfortable – and save on your summer electric bills:

- *Set your thermostat at the highest comfortable level. We recommend 78 degrees. You can reduce your cooling costs by about 5% for every degree you increase your setting.
- *Cool with fans but turn fans off when you're not home.
- *Close blinds and drapes to cut down on heat from the sun.

- *Don't block units or vents with furniture or drapes.
- *Clean or replace filters regularly (at least once a month).
- *When possible, delay heat-generating activities such as dishwashing or running the clothes dryer until cooler evening hours.



Meeting North Carolina Renewable Energy Requirements

Beginning July 1, 2010, PWC electric customers will see a new line on their monthly bill – NC Renewable Energy. This charge represents the cost associated with meeting mandates of the state's Renewable Energy and Energy Efficiency Portfolio Standard (REPS). The monthly fee for residential electric customers will be \$.83 and commercial electric customers will be \$4.16.

The REPS law, adopted on August 20, 2007, requires 3% of our energy sales to be from renewable energy resources and/or energy efficiency measures by 2012 and, ultimately, 10% of the sales by 2018. These requirements (or higher) apply to all electric utilities across

the state. Because the cost of renewable energy is higher than traditional energy generation, most utilities, like PWC, are listing this as a separate charge so that you'll be aware of the additional costs associated with meeting these mandates.

Money collected through this charge will be used to meet these requirements as PWC implements new customer conservation programs and installs renewable energy generation. While we purchase power from Progress Energy, we plan to install a form of renewable energy generation locally so that those funds can be invested here and benefit our community.

Hurricane Season is Here ... PWC is Ready, Weather or Not!

June 1 kicked off hurricane season and PWC wants you to be prepared for potential storms or other emergencies that cause utility outages. Here are some tips to better prepare you and your family:

Must Do:

- ✓ Have an emergency plan if someone in your household relies on electrically powered life support.
- ✓ Keep emergency supplies such as flashlights and extra batteries in a place that's easily accessible in the dark.
- ✓ When storing water, use clean containers.
- ✓ Locate the main electric fuse box, water service main and natural gas main. Learn how and when to turn these utilities off.

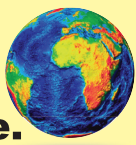
Put a Family Emergency Kit in Place

- ✓ A three-day supply of water (one gallon per person per day) and food that won't spoil.
- ✓ One change of clothing and footwear per person, and one blanket or sleeping bag per person.
- ✓ A first aid kit that includes your family's prescription medications.
- ✓ Emergency tools including a battery-powered radio, flashlight and plenty of extra batteries.
- ✓ An extra set of car keys and a credit card, cash or traveler's checks.
- ✓ Sanitation supplies.
- ✓ Special items for infant, elderly or disabled family members.
- ✓ An extra pair of glasses.
- ✓ Keep important family documents in a water proof container. Keep a smaller kit in the trunk of your car.



Pick up your copy of "Eye on the Storm" Hurricane tracking map at PWC, 955 Old Wilmington Road, and visit us online for more tips.

**Stop.
Think.
Conserve.**



A dripping faucet can waste 20 gallons of water a day. A leaking toilet can use thousands of gallons of water in a month. Get out the wrench and change the washers on your sinks and showers, or get new washerless faucets. Keeping your existing equipment well maintained is probably the easiest and cheapest way to start saving water.



**G E T
EVEN!
B E
ODD!**

Remember to follow Fayetteville's outdoor watering guidelines all year long. Set your sprinklers/irrigation systems to follow the three days a week Odd/Even watering schedule and remember you may hand water or wash your car on any day.

Even Street Addresses:

Monday, Wednesday, Saturday

Odd Street Addresses:

Tuesday, Thursday, Sunday



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).



Keeping Your Drinking Water Safe: What You Can Do to Prevent Contaminated Water

While PWC works hard to provide you with water that's even cleaner than the standards required by the EPA, it's important that customers are aware of potential problems and precautions you should take.

Here's what you should know to protect the water you drink:

When a cross connection and backflow occur, contamination can result.

Cross Connection happens when water from the public system comes in physical contact with a potential source of contamination. For example: putting a water hose directly into swimming pool water that is treated with chemicals – or using a fertilizer spray attachment on your hose without a backflow prevention device.

Backflow is water flowing in the reverse direction as a result of a drop in water pressure. Pressure drops that cause backflow can happen for a variety of reasons such as unusually high water use or a break in a main water line. Even firefighters using a hydrant can cause backflow to occur. If water backflows into your home through a hose with water that has been contaminated through a cross connection, there's a chance someone could unknowingly drink the harmful water.

Here are ways to prevent contamination:

Do Not:

- Submerge hoses in pools, buckets, tubs, sinks, aquariums, old wells, etc.
- Let the end of your hose touch any area that has contaminants or harmful substances. Remember, there are many things that can contaminate your drinking water including soaps and other cleansers, chemicals, fertilizers, pesticides, food bacteria and more.
- Use spray attachments on your hose without a backflow protection device. (Some sprayers now have a protection device built in; however, we recommend that you also install backflow devices on spigots for general protection.)

Do:

- Install backflow prevention devices on hose spigots around your home. Available in hardware and home improvement stores, these backflow devices – known as a “hose bib vacuum breaker” – are inexpensive and easy to install.



Be Aware of Our Air ~ Ozone Season is Here!

In North Carolina, ozone is the most widespread air quality problem and the main component in urban smog. Ozone is unhealthy to breathe, particularly among sensitive groups: children, people with asthma and other respiratory ailments, and anyone who works or exercises vigorously outdoors. Emergency room visits for asthma have increased as much as 36% on high ozone days, according to some studies.

Here in Cumberland County, we are working to address and prevent high ozone levels. PWC is concerned about the impact ozone has on our community and encourages you to do your part to improve air quality.

Simple Steps for Improving Air Quality

- Get fuel when it's cool. Refueling during cooler periods of the day or in the evening can prevent gas fumes from heating up and creating ozone.
- Don't top off the tank. It releases gas fumes into the air. Stopping short of a full tank is safer and reduces pollution.
- Care for your car. Regular maintenance and tune-ups, changing the oil and checking tire inflations can improve gas mileage, extend your car's life and reduce your car's emissions by more than half.
- Combine your errands into one trip. Saves time, reduces traffic congestion and air pollution. When you first start a car after it has been sitting more than an hour, it pollutes up to five times more than when the engine is warm.
- Share a ride or car pool. Reduces traffic congestion and pollution. Can also save money.
- Take things in stride. When possible, walk, bike or in-line skate instead of driving.



Visit www.fampo.org for information on local efforts to improve our air quality.