

## 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**  
June 26, July 24 & August 28  
theartscouncil.com

**National Lightning Safety Awareness Week**  
June 21-27  
lightningsafety.noaa.gov

**Green Night at the Swampdogs**  
June 26  
goswampdogs.com

**National Smart Irrigation Month**  
July 1 - July 31

**Independence Day Observance PWC Offices Closed**  
July 3

**Ft. Bragg July 4th Celebration Main Post Parade Field**  
July 4  
fortbraggmwr.com/july4th

**Fayetteville After 5 Festival Park**  
June 26, July 24 & August 28  
faydogwoodfestival.com



## PWC on the Air

Join host, Wendy Riddle, for *Your PWC Connections*, anytime on PWC's website or watch nightly on FayTV7 (Time Warner Cable Government Access Channel 7).

## Have a Plan in Place for Hurricane Season



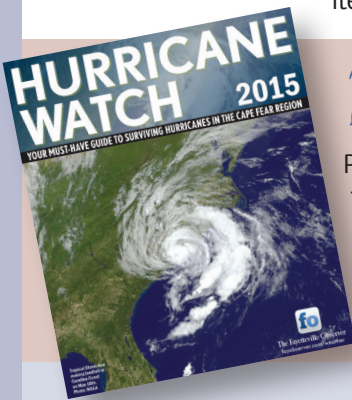
Fayetteville PWC has a pro-active plan of operations in the event of severe weather and we encourage you to be prepared, too. It's a good idea to have an emergency plan in place for your family, which includes knowing where to meet if you get separated.

Become familiar with safety tips and emergency preparation information on our website by clicking the Outage Central link on the home page or scanning the QR code. Be sure PWC has your current phone number so our emergency system can identify you if you call. This information can be updated on our website, or by calling Customer Service at 910-483-1382. Create a family emergency kit if you haven't done so already with items that include:

- A three-day supply of water
- Non-perishable foods
- Change of clothing
- A first aid kit that includes your family's prescription medications
- Battery-operated radio
- Flashlight
- Extra batteries
- Cash (ATMs and card readers may not work)



To report a power outage or an emergency, like a tree limb on a power line or water main break, call 1-877-OUR-PWC1.



## 2015 Hurricane Tracking Map Available

Pick up your free copy of "Hurricane Watch 2015" – a useful storm tracking map at PWC's Customer Service Center (955 Old Wilmington Road) and remember to visit us at [www.faypwc.com](http://www.faypwc.com) for even more information to prepare you and your family for severe weather. You'll find helpful tips including how to safely operate a portable generator, storing water for emergencies and surviving flash floods.

## Medical Priority Program

Power can be more than a convenience, for some people it is a medical necessity. PWC provides a Medical Priority Program to customers who require life-sustaining equipment which is dependent on electric and/or water service. Sign up to receive early advisement and priority restoration consideration in the event of a scheduled emergency interruption of service. PWC requires the customer and customer's physician to complete a Medical Priority application which can be found on the Residential Programs page on the PWC website.

## Swimming Pool and BBQ Safety Checklist

Hot temperatures have arrived! Many of us will stay cool by taking a dip in the pool or dusting off the old grill instead of turning on the hot stove and oven. But before you dive in, remember that safety should be at the top of all swimming pool and BBQ checklists.



### Grill

- ✓ Grill outdoors only and never leave hot grill unattended
- ✓ Before first use each season, check supply hoses for leaks with light soap and water solution. Soap bubbles will appear if there is a leak
- ✓ If a leak is found, turn off the grill and have it professionally serviced
- ✓ Keep the grill away from your home, deck railings, roof eaves and low-hanging branches
- ✓ Keep children and pets away with a three-foot "grill zone"

- ✓ After use, clean grills and empty drip trays
- ✓ If a gas leak is detected while cooking, get away from the grill immediately and call 911
- ✓ Never store propane tanks indoors
- ✓ Use only official charcoal starter fluid and never use starter fluid after coals are ignited
- ✓ Let coals extinguish and cool completely before disposing in a metal container

### Pool

- ✓ Watch children closely at all times when in or around swimming pools, wading pools and spas
- ✓ Completely fence your pool. Install self-closing gates with latches out of reach by youngsters
- ✓ Never use a pool with cover partially in place; remove cover completely
- ✓ Always have a working, charged telephone poolside with emergency numbers
- ✓ Keep rescue equipment by your pool

## Operate Your Thermostat Efficiently

Set your thermostat as high as comfortably possible in the summer. The smaller the difference between the indoor and outdoor temps, the lower your overall cooling bill will be.

Try to keep your house warmer than normal when you're away and lower the thermostat setting to 78° only when you're home and need to cool off. A programmable thermostat can make it easy to do this.

Avoid setting your thermostat at a colder setting than normal when you turn on your AC. It will not cool your home any faster and could result in excessive cooling and unnecessary expense.



## Beware of the 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.

Fayetteville PWC is concerned about the impact ozone has on our community and encourages you to do your part to improve air quality.

Get fuel when it's cool. Refueling during cooler periods of the day or in the evening can prevent gas fumes from creating ozone.

- Care for your car. Regular maintenance & tune-ups, changing the oil & checking tire pressure can improve gas mileage, extend your car's life & reduce your car's emissions.
- Combine your errands into one trip. Saves time, reduces traffic congestion & air pollution.
- Share a ride or car pool. It helps reduce traffic congestion & pollution. It can also save money.
- When possible, walk or ride a bike instead of driving.

Visit [www.fampo.org](http://www.fampo.org) for information on local efforts to improve our air quality.

# What Can You Do to Reduce Water Usage?



Water is our most precious resource. We should never use it wastefully, and always be mindful of how much water is being used each day. The good news is that saving water can be painless and easy! Here are some tips on how you can save water while at the same time reducing your PWC bill. For even more ways to save water and money, scan the QR code.

Do This	Save This Amount of Water*
<b>Outdoors:</b>	
• Don't overwater your lawn and garden .....	.15-25 gallons per minute
• Use a broom instead of a hose to clean driveways.....	20 gallons total
• Don't leave the hose running when washing your car .....	20 gallons per minute
• Use a bucket to catch the cold water as your shower warms up. Use that water on an outdoor garden .....	2.5 gallons per minute
• <b>Consider installing a rain sensor. Rain Sensors automatically shut off sprinklers when it's raining. Take advantage of PWC's Rain Sensor Incentive Program** to earn up to a \$50 bill credit.</b> .....	5 gallons per minute
<b>In the Bathroom:</b>	
• Take a shorter shower .....	2.5 gallons per minute
• Install a low-flow showerhead .....	.2 gallons per minute
• Turn off water when brushing teeth.....	.2 gallons per minute
• <b>Fix leaky toilet. Receive a \$100 bill credit from PWC if you take advantage of our High Efficiency Toilet Incentive Program**; but don't delay – this limited time offer ends July 31, 2015. Additional information below.</b> .....	30-50 gallons per day
<b>In the Kitchen &amp; Laundry Area:</b>	
• Run the dishwasher only when full .....	.2 - 4.5 gallons per load
• Wash only full loads of clothes .....	15-50 gallons per load
<i>*All numbers approximate **PWC reserves the right to cancel or amend the Program at any time</i>	

Don't forget to follow PWC's year round Odd/Even outdoor watering schedule. If your street address ends in an even number; you may water Monday, Wednesday, and Saturday. If your street address ends in an odd number; water Tuesday, Thursday, and Sunday. Remember: don't just water because it's your day if you don't need to.



## Don't Delay! Clock Ticking on \$100 Bill Credit

For a limited time, Fayetteville PWC is offering residential water customers the opportunity to earn a bill credit of \$100 (limit three bill credits per customer for a total of \$300) by purchasing and installing a WaterSense® labeled high efficiency toilet. This special offer is only available through July 31, 2015, so don't wait! Visit our website for complete program details, or call the Customer Programs Call Center at 910-223-4600.

## Get Social with Fayetteville PWC

PWC has thousands of followers between Facebook, Twitter, Instagram, Pinterest, and YouTube. Are you one of them? If you aren't, you may want to login and click the FOLLOW, LIKE, and SUBSCRIBE buttons! PWC's Facebook and Twitter followers are informed regularly about news related to their power and water services. Followers receive information about ways to earn bill credits (translation - "money") from PWC and tips on how to reduce their monthly utility bill. PWC also posts photos, videos, and infographics about conservation, safety, and more!

Here's an example of a recent Facebook post:

*PWC crews will have traffic control devices in place on Raeford Road today between Willborough Avenue and Star Hill Avenue, closing the two inside westbound lanes. These lane closures are necessary to complete sewer main repairs in coordination with an NCDOT project. The lanes will be closed from 9:00 am to approximately 3:30 pm.*

You can follow us at @FAYPWC on Facebook, Twitter, Instagram. Type in FayPWC to find us on YouTube, and FayettevillePWC on Pinterest.