

## 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

### Water Quality Month

August 1 - 31

### Fayetteville After 5 Festival Park

August 28  
faydogwoodfestival.com

### 4th Friday Downtown Fayetteville

Aug. 28, Sept. 25, Oct. 23  
theartsCouncil.com

### Labor Day PWC Offices Closed

September 7

### Senior Day at the Cumberland County Fair

September 17  
cumberlandcountyfair.com

### 37th International Folk Festival Festival Park

September 25 - 27  
theartsCouncil.com/iff.php

### Energy Awareness Month

October 1 - 31

### Annual AHA Heart Walk Festival Park

Saturday, October 10  
sandhillshheartwalk.org



## 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).



## Fayetteville PWC Names David Trego as CEO/General Manager

After an extensive nationwide search, Fayetteville PWC has named David Trego as PWC's CEO/General Manager. Mr. Trego, who most recently served as PWC's Chief Operations Officer for our Electric Division, becomes the eighth manager to lead PWC in its 110 year history.

"We are extremely pleased that David has accepted our offer to be PWC's CEO/General Manager," said PWC Chairman Mike Lallier. "David was selected from 28 candidates and ultimately a pool of three highly qualified finalists. The Commission was unanimous in their decision and we are extremely pleased that the most highly qualified candidate was also an internal candidate."

Trego, who joined PWC in January 2010, brings over 30 years of utility industry experience to his new role. Prior to PWC, Trego had an extensive career at UGI Utilities, Pennsylvania's largest gas utility, from 1987-2009.

While at UGI, he served as President and CEO from 2004-2009 overseeing the operations of the 625,000 customer natural gas and electric utility. During his career at UGI, he also served as Vice President of Electric Distribution, Area Gas Operations Manager, as well as overseeing Marketing, Rates and Customer Relations also

for the Gas Division. Prior to his work at UGI Utilities, Trego worked for General Electric Company's Power Generation Group in Chicago from 1980-1987.

"I'm honored to have the opportunity to lead an organization that has such a rich history and unparalleled performance in the municipal utility field, as well as one of the most dedicated and talented workforces I have ever been associated with," said Trego. "I want to recognize Steve Blanchard for the outstanding leadership and mentorship he has provided this organization throughout his career. I will work hard every day to make sure that PWC continues to provide our customers the most reliable, safe and cost effective utility service possible and look forward to helping PWC continue to grow and be an important part of the Fayetteville community."

A graduate of Penn State University, Trego earned both his MBA and undergraduate degrees in Architecture and Civil Engineering. He was recognized by receiving the University's Outstanding Alumni Achievement Award in 2007.

Trego is a native of Scranton, Pennsylvania. He and his wife, Joanne, have two daughters. He succeeds Steve Blanchard who served as PWC CEO/General Manager from 1994-2014.



## PWC Receives Awards for Annual Budget and Financial Reporting

Fayetteville PWC was awarded the Distinguished Budget Presentation Award and the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA) for its fiscal year 2014 financial document preparation. PWC also received the Special Capital Recognition Award for the capital project section of the budget.

It's the 20th consecutive year PWC has earned the Budget Award, the eighth straight year for the CAFR, and fourth consecutive year PWC received the Special Capital Recognition Award. There are 90,000 governmental units in the US and less than 5% obtain these achievements.

## Don't Delay — Clock Ticking on HVAC Incentive Program

Earn up to \$500 in bill credits when you replace your HVAC system! Fayetteville PWC's Heat Pump Incentive Program is open to residential electric customers who replace their existing heat pump with an Energy Star® qualified system. This offer is only available until November 1, 2015, so don't delay! Visit our website for complete program details, or call the Customer Programs Call Center at 910-223-4600.



## Save Time, Pay Online

Always on the go? If you have an internet connection you can pay your Fayetteville PWC bill in minutes anytime, anywhere.

Simply go to [faypwc.com](http://faypwc.com) and click the red "Online Account Manager" on the home page. It's located in the top right-hand corner. If it's your first time paying online, you'll need to register with your 10-digit account number. The one-time registration takes only minutes, and gives you access to a host of services and billing options. Paying your bill online is fast, secure, and convenient.

## Attention PWC Water Customers

PWC's *Wastewater Collections and Treatment Systems Annual Performance Report* for the for the fiscal year July 1, 2014–June 30, 2015 as required by the Clean Water Act of 1999 will be available after August 31, 2015. You may read the report at [www.faypwc.com](http://www.faypwc.com), or to receive a copy by mail, please call 910-223-4009.

## Don't Fall for this Call!

Some of our customers have been contacted by scammers 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.

# Cease the Grease — Dispose of Household Cooking Grease Properly

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:



**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 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 bag to collect grease, anytime 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 commercial customers at our website, <http://www.faypwc.com/fat-trap-container/>.

## Are You Ready for Severe Weather?

Weather emergencies such as hurricanes, tropical storms, and tornados can be extremely dangerous. Knowing how to respond before, during, and after these events can keep you and your loved ones safe. Test your safety knowledge below:

1. How much water should you have stock piled in your emergency kit, per person?
  - a. 10 gallons per person, per day
  - b. 15 gallons per person, per day
  - c. 1 gallon per person, per day
  - d. 3 gallons per person, per day

*A good rule of thumb is to store one gallon of water per person per day for at least three days. Remember, you'll need more water in hot temperatures. Nursing mothers, young children, and seniors may require more water.*

2. If a hurricane hits Cumberland County and the surrounding areas, what are some ways to stay updated on power outages, restoration efforts, and other issues related to Fayetteville PWC?
  - a. By visiting [www.faypwc.com](http://www.faypwc.com)
  - b. By following PWC on Twitter and Facebook
  - c. By making sure your contact information is up to date in PWC's system
  - d. All of the above

*Stay connected to Fayetteville PWC by visiting our website, and following us on social media. Remember to update your contact information so that we can notify you during emergency situations if necessary.*

3. If you lose power during a storm, how long should food keep cold in an unopened refrigerator?
  - a. About 4 hours
  - b. About 24 hours
  - c. About 1 hour
  - d. About 12 hours

*During a power outage, remember to keep your refrigerator and freezer doors closed as much as possible to maintain the cold temperature. A refrigerator should keep food cold for about four hours if the door is kept closed. A full freezer should hold its temperature for up to 48 hours.*

4. What steps should a family emergency plan include?
  - a. How to get in touch with each other during an emergency
  - b. Where everyone will meet
  - c. How to remain in contact
  - d. All of the above

*Your family may or may not be together when a storm strikes so its important to plan in advance. You can download emergency family communication plans for parents and kids at [www.FEMA.gov](http://www.FEMA.gov).*

5. What items should I stock in my emergency kit?
  - a. Non-perishable food items
  - b. Flashlight with extra batteries
  - c. First-aid kit including medications
  - d. Battery-operated or hand-crank radio
  - e. Extra cash (card readers and ATM machines may be down)
  - f. All of the above

*At a minimum, you should have the items listed above in your emergency kit. Visit the Storm Central page on PWC's website for a complete list of items to stock in your family kit.*