



Your PWC Connections

FEB/MAR 2013

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 Relation Office.

Upcoming Events

4th Friday - Downtown

Friday, Feb. 22 and Mar. 22
www.theartscouncil.com

Carolina Home Show - Crown Expo Center

Saturday, Feb. 23 and Sunday, Feb. 24
www.carolinahomeandgarden-show.com

Daylight Saving Time

Sunday, March 10

First Day of Spring

Wednesday, March 20

NC Arbor Day

Friday, March 22

Good Friday PWC Offices Closed

Friday, March 29

Earth Hour

Saturday, March 30
www.earthhour.org

Safe Digging Month

April 1 - 30
www.call811.com

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).

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



Don't Be a Pain in the Drain



Smart food disposal can help protect our environment and source drinking water as well as your own property. Pouring fat, grease and oil down the drain is not only illegal, but also can cause grease blockages. These blockages are the number one cause of untreated water spills. Do your part to prevent such accidents by following these guidelines for proper food disposal:

- ✓ 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.
- ✓ Wipe grease from pots and pans with a paper towel before you wash them.
- ✓ Compost vegetable scraps or put them in the trash.
- ✓ Never put meat scraps down the drain.
- ✓ 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.
- ✓ Own a business? Check out special disposal information for commercial customers at our website, faypwc.com/grease_trap.aspx.



Partnership for Safe Water

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/asp.

Where Our Water Comes From and How It is Treated

The water 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 and aquatic pets, it requires pre-treatment to remove the ammonia.

Annual Water Treatment Process Change During March

Each year, PWC is required to temporarily stop adding ammonia to its water treatment disinfection process by the NC Department of Environment and Natural Resources. Beginning Friday, March 1, 2013, PWC will stop the addition of ammonia and

will resume adding it to the water treatment process on Monday, April 1, 2013.

Because of the change, during March some water users may experience chlorine odor. Some water users may also experience periods of discolored water as 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, or by scanning the QR code.



Visit PWC at the Carolina Home Show

Be sure to visit the PWC booths at the 2013 Carolina Home Show Feb. 23 and 24 at the Crown Expo Center! Register to win a credit on your PWC bill, pick up a complimentary Fat Trapper, water saving kit, compact fluorescent light bulb, tree seedling, and more while supplies last. The show is free and open to the public.

Pay-by-Text Puts Payment in the Palm of Your Hand

Want the ultimate control over your utility bill? Choose PWC's newest payment option...Pay-by-Text! It's secure, paperless, fast, and convenient! After enrolling, you'll begin to receive a "payment alert" text from PWC about 5 days before your bill is due each month. When you're ready to pay, just text "YES PWC" and hit send. Your bill will be paid by the method you selected when you signed up. Even if you've signed up for Pay-by-Text, you have the option to make your payment in another way.

To sign up, call 1-866-735-7743 or visit faypwc.com and follow the steps for paying your bill. Or scan the QR code for more information:



Do We Have Your Correct Contact Information?

If your phone number is not current in your PWC file, you may not get timely information. Having your updated phone number is also helpful when reporting an emergency. Our system automatically recognizes your phone number and identifies your service location, so we can begin the process to restore your services quickly. Updating your information is quick and easy. Just visit www.faypwc.com/customercontact.aspx.



Weatherization Assistance Available to Those in Need

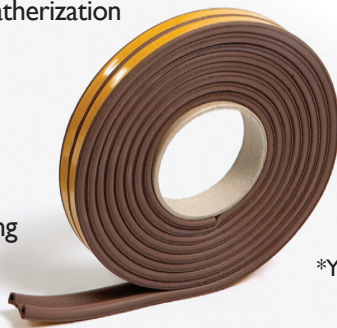
The Cumberland Community Action Program (CCAP) is accepting applications for their Weatherization Assistance Program. The program assists qualifying families, elderly, and handicapped residents lower energy costs and other household expenses by conserving energy. Residents of Cumberland, Montgomery, Moore, and Sampson Counties may apply. Improvements will be made at no cost to qualifying residents.

Do I Need Weatherization?

If your home is drafty and cold in the winter or excessively hot in the summer, you might want to consider weatherization. High utility bills are another indication that weatherization is necessary.

Services Provided

- Home energy efficiency testing and evaluation
- Carbon monoxide testing
- Air sealing
- Duct sealing



- Insulation of attic, walls and floors
- Evaluate, clean, and tune heating system
- Energy education

*All services are not provided to every dwelling. Services are based on results of home energy audit.

How to Apply

All applicants must attend a Weatherization Application Intake Session. Sessions for Cumberland County residents are on Tuesdays at 10:00 am and 2:00 pm at the CCAP office (321 Dick Street, Fayetteville, NC 28301). Applicants must provide picture ID, proof of income, 24-month utility bill, and proof of home ownership or landlord agreement.

For more information about the program contact the Cumberland Community Action Program, Inc. at 910-223-0116 or 1-877-678-5222.

Application requests are available online at: www.ccap-inc.org/housing.

*You do not have to be a PWC customer to apply.

Attention PWC Customers

PWC is not affiliated with any type of water/sewer insurance, home water filtration systems, or bottled water dispensers. We encourage you to carefully evaluate the merits of these offers before enrolling and/or purchasing retail products related to your water services. PWC doesn't require such coverage to receive our services, and customers are under no obligation to participate, provide water samples or personal information if solicited with offers by independent businesses.

Important Tips to Remember:

- ▲ Never provide personal information such as your social security number, credit card number or banking information to anyone requesting it over the phone or at your

home unless you initiated the contact and feel confident with whom you are speaking.

- ▲ If you receive a call from someone claiming to be from PWC and feel pressured for immediate payment or personal information, hang up the phone and call PWC customer service at 910-483-1382.

- ▲ Always think safety first. Do not give in to high pressure tactics either over the phone for information, or in person to get into your home.



mind if you're planning to plant a tree:

- ❖ When planting under or within 25 feet of power lines, plant only shrubs or trees that won't grow more than 20 feet high.

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

Friday, March 22, 2013 is designated as NC Arbor Day. Please keep the following tips in

- ❖ Before you plant a tree, shrubs, or garden plants, make sure you know where your underground lines are. Just call NC 811 or visit www.nc811.com. They will locate and mark utility line locations. It's smart, safe and free!
- ❖ Do not plant near utility underground transformers — those green boxes used when electric services are underground.



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