

PWV CONNECTIONS

Your Link to News & Information from the Fayetteville Public Works Commission Apr/May 2015

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

Safe Digging Month

April 1-30
call811.com

Earth Day

Sunday, April 22
earthday.org

4th Friday

Downtown Fayetteville

April 24 and May 22
theartscouncil.com

Dogwood Festival

Visit PWC's Booth Saturday & Sunday

April 24-26
faydogwoodfestival.com

National Electrical Safety Month

May 1-31

National Drinking Water Week

May 3-9

Public Works Exhibit

The Arts Council

May 22 - July 31

Memorial Day

PWC Offices Closed

Monday, May 25

PWC on the Air

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



Play It Safe Around Electricity

May is National Electrical Safety Month and Fayetteville PWC has some great tips that will keep you and your family safe around electricity:

- **Outlets:** Check for outlets that may have any loose fitting plugs, which can overheat and lead to a fire. Replace any missing or broken wall plates. Teach children to not insert any objects inside outlets and use outlet covers if you have very young children.
- **Cords:** Make sure cords are in good condition, not frayed or cracked. Be sure they are placed out of traffic areas and never nail or staple a cord to the wall. When unplugging an object, pull by the plug and not the cord.
- **Extension Cords:** Check to see that cords are not overloaded. Only use extension cords on a temporary basis, as they are not intended to be used as permanent household wiring.
- **Plugs:** Make certain your plugs fit your outlets. Never remove the ground pin (the 3rd prong) to make a three-prong fit a two-conductor outlet. Instead, purchase an adaptor.
- **Light Bulbs:** Check the wattage of all bulbs in light fixtures to make sure they are the correct size for the fixture. Never leave light bulb sockets empty and replace burned-out bulbs immediately.



PWC's Rain Sensor Program Returns

Rain sensors are devices that can be attached to an automatic irrigation system to monitor rainfall levels. When a certain amount of rainfall is detected, the rain sensor temporarily overrides the controller to prevent unnecessary irrigation. Once the rain sensor dries out, the system operates according to the timer. A rain sensor can significantly reduce your water bill while benefiting both the customer and the community over time.

Fayetteville PWC's Rain Sensor Program runs from April 1, 2015 – September 30, 2015*. Water customers may purchase and install any new rain sensor to qualify for the incentive**. A bill credit of up to \$50 will be applied to utility bills after the rain sensor is installed. A PWC Conservationist may contact you to verify installation. For complete Program details and application visit PWC's website and click the "Incentives" link on the home page.

*PWC reserves the right to cancel or amend the Program at any time
**Limit one Rain Sensor Incentive per account

Save the Date! Outdoor Watering Schedules

The Odd/Even watering schedules for Fayetteville PWC customers are year round. Following these guidelines is a simple step that goes a long way to conserve our precious water supply and manage our daily water use.

- Think before you water and don't just water because it is your watering day.
- Adjust your sprinklers to water only the landscaping in your yard, and be sure not to overwater. One inch of water is usually enough.

Required Outdoor Watering Schedules for PWC Water Customers

	M	T	W	T	F	Sa	Su
Even Water Monday, Wednesday, Saturday if street address ends in even number	Water		Water		Sprinkler's Day Off	Water	
Odd Water Tuesday, Thursday, Sunday if street address ends in odd number		Water		Water			Water

- Always remember to turn off your sprinklers when it rains.
- Don't water when it's windy or during the hottest times of day.

Bill Graphs to Return This Summer

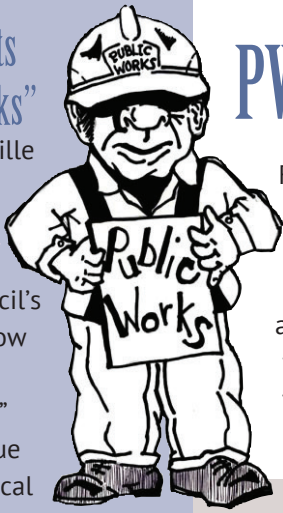
Many customers have noticed the bar graphs that help compare utility use are missing from their PWC bill. Our recent customer information system change involved many systems that had to be converted and upgraded. We removed the graphs until we could ensure the systems were producing an accurate and relevant usage tool.

We know the graphs have been missed and are working to bring them back. We anticipate graphs returning to PWC bills this summer.

Until their return, the same information is available on PWC's Online Account Manager, in addition to other helpful ways to view and compare your monthly usage and bills. The online account manager is available for all PWC customers after signing up using your PWC account number.

PWC Presents “Public Works”

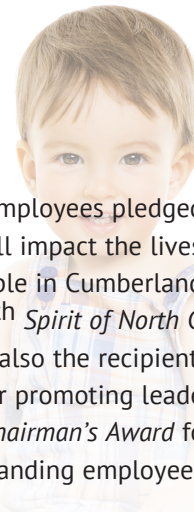
Join Fayetteville PWC for 4th Friday on May 22nd at the Arts Council’s largest art show of the year! “Public Works” features unique works from local artists of all ages. Make your vote count and help select this year’s winner. For more information, including info on how you can submit your very own work of art, visit theartscouncil.com.



PWC = People Who Care!

Fayetteville PWC received state recognition for their support of the United Way when selected as a winner of the *Spirit of North Carolina Award*. The awards are sponsored annually to provide statewide recognition for outstanding commitment and support to communities through local United Way involvement.

This year, PWC employees pledged nearly \$119,000 and will impact the lives of more than 20,000 people in Cumberland County! This is PWC’s 10th *Spirit of North Carolina Award*. PWC was also the recipient of the *Marquis Award* for promoting leadership giving and the *Chairman’s Award* for showing continuous outstanding employee support.



What is CodeRed?

Fayetteville PWC customers may receive phone messages sent by the utility through the CodeRed Alert system. CodeRed is used by many organizations to provide timely information to citizens and customers. If you receive a CodeRed Alert, please don’t be alarmed and please don’t hang up. The message that follows is information PWC feels is important for you to know in a timely manner.

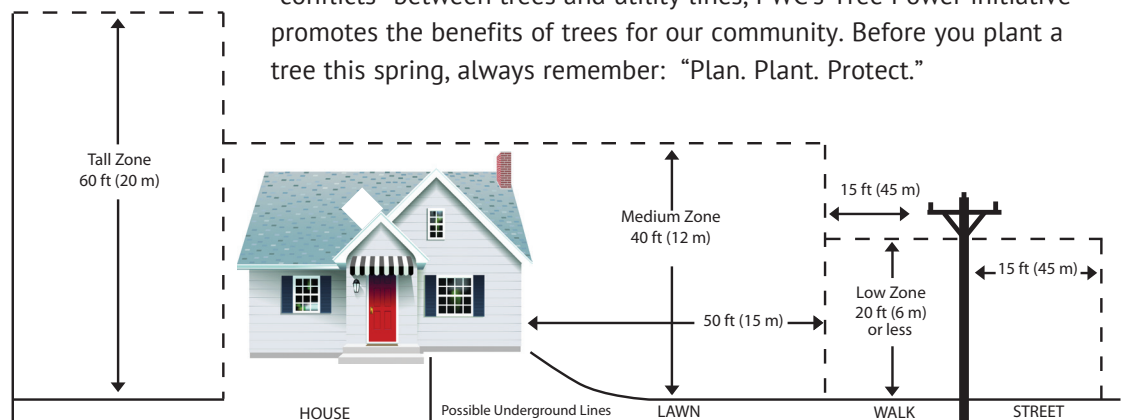
We use CodeRed to notify customers of important information about utility services including utility work being done in your area, such as street light installation and construction updates. As a PWC customer, you are automatically signed up for PWC CodeRed notifications if you have a valid phone number in PWC records. No registration is needed.

Attention PWC Water Customers

PWC’s annual Water Quality Report as required by the EPA will be available on May 1, 2015. This report is a snapshot of last year’s water quality. Included are details about your sources of water, what it contains, and how it compares to standards set by regulatory agencies. Look for it in your May bill, or read the report online at www.faypwc.com.

Plant Smart to Avoid Tree & Utility Conflicts

A new tree is a beautiful addition to your property, and we all appreciate the natural shade and environmental benefits. In addition to promoting smart planting by reminding you to avoid “conflicts” between trees and utility lines, PWC’s Tree Power initiative promotes the benefits of trees for our community. Before you plant a tree this spring, always remember: “Plan. Plant. Protect.”



Plan

- Plan ahead to protect PWC and other utility/service lines.
- Make the proper tree selection – consider the mature height of your tree when it’s fully grown.
- Plant trees in an area where they will have adequate growing room and not interfere with overhead lines.

Plant wisely

Planting is the greatest danger to underground utility lines, especially since buried lines can be close to the surface.

- Remember that trees’ roots grow too! Often, the root area of a mature tree is larger than the spread of its branches, so keep that in mind as you decide how far away from underground lines to plant your tree.
- Call NC 811 – they will locate and mark utility line locations in your yard for free!

Protect our utilities

- Always follow the zoning guidelines for tall, medium, and low growing trees.
- **Only trees that reach a mature height of less than 20 feet should be planted in the zone within 15 feet around overhead utility lines.**
- Trees that grow up to 40 feet should only be planted where the available above-ground space will allow them to reach their mature height.
- Trees that grow as tall as 60 feet should be planted in areas without any overhead restrictions.

With the right tree selection and proper planning, trees and utility lines can “live in harmony.” By choosing the right location, you can avoid the safety hazards and service interruptions that can occur when trees interfere with utility lines. You’ll also help ensure the health and beauty of your tree by avoiding the need for pruning!



TREE POWER

3/15 93M 15710

Medical Priority Program

Power can be more than a convenience. For some people it is a medical necessity. Fayetteville 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 priority restoration consideration in the event of a scheduled or emergency interruption of service. PWC requires the customer and customer’s physician to complete a Medical Priority application, which can be found on the PWC website.