



Your PWC Connections

APR/MAY 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

Safe Digging Month

April 1 - 30
www.call811.com

Fayetteville Beautiful City-Wide Cleanup

Saturday, April 20
www.fayettevillebeautiful.com

Earth Day

Monday, April 22

4th Friday - Downtown

Friday, April 26 and May 24
www.theartscouncil.com

Public Works Exhibit The Arts Council

April 26 - May 17

Dogwood Festival Festival Park

Visit PWC's Booth
April 26 - 28
www.faydogwoodfestival.com

National Drinking Water Week

May 5 - 11

Days of Caring

May 9 - 11
www.unitedway-cc.org

Memorial Day PWC Offices Closed

Monday, May 27

Hurricane Season Begins

June 1 - November 30

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).



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 utilities, PWC's Tree Power initiative also promotes how trees benefit our community. Before you plant a tree this spring, always remember "Plan. Plant. Protect."

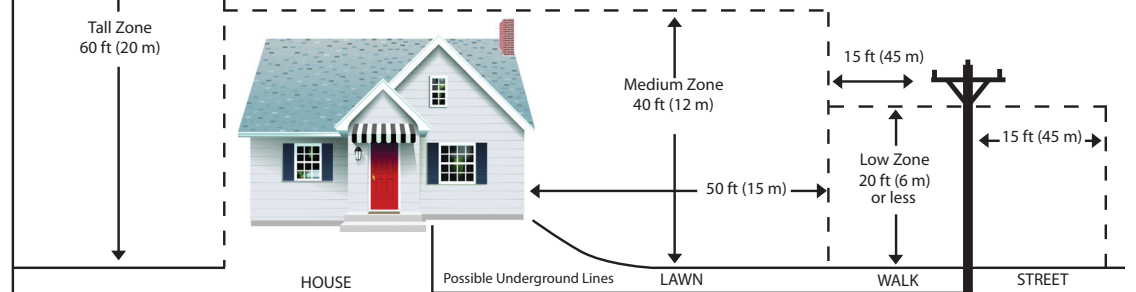


Plan before you plant – it's important to make the proper tree selection and to plan ahead to protect our utility lines, as well as lines that provide other services.

Consider what the ultimate mature height your new tree will be when it grows. Trees should be planted in an area with adequate growing room, where they will not interfere with overhead lines.

Plant wisely – the biggest danger to underground utility lines comes from planting, 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



the branches above, 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. Trees that grow as tall as 60 feet are recommended for areas without any overhead restrictions.

TREE POWER

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. 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.

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, as well as the service interruptions, that can occur when trees interfere with service lines. You'll also help ensure the health and beauty of your tree by avoiding the need for pruning!

Save the Date! Outdoor Watering Schedules

The Odd/Even watering schedules for 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. Don't forget to turn off your sprinklers when it rains and don't water when it's windy or during the hottest times of day.

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

Hurricane Sandy Victims Grateful for PWC Crews Help

PWC linemen joined thousands of line workers from across the country providing assistance to the northeast U.S. following the destructive Hurricane Sandy in late 2012. Representing Fayetteville, nine PWC workers spent nearly two weeks on Long Island New York helping to restore electric services to residents, most who had been without power for over a week. Not only did the PWC workers deal with damage from the hurricane, but also worked in freezing conditions when an early winter storm brought snow to the region. Fayetteville received many accolades for the help it provided to Long Island and heard from many storm victims expressing

their appreciation for sending workers in their time of need. Recently, New York Governor Andrew Cuomo also expressed his appreciation to Fayetteville by saying: "On behalf of the people of New York State, I want to extend our heartfelt thanks for the enormous assistance that your organization provided after Hurricane Sandy struck the region. The storm caused damage of unprecedented proportions. Further, it demanded the personal sacrifices of many restoration crews in order to return electrical service to the affected areas. I remain deeply grateful for the role you played in these efforts."

Providing Quality Services Efficiently

PWC provides over 250,000 services, including serving 79,000 electric customers, and works hard to provide quality services in the most efficient manner. In a recent financial performance comparison of municipally owned electric utilities, PWC's expense per customer compared very favorably falling well below the median of utilities surveyed and utilities with similar size electric systems of 50,000-100,000 customers. PWC's total operation and maintenance expense per customer was \$123 lower than the median and \$79 lower than similar size utilities; While its total administration and general expense per customer was \$66 less than the median and \$50 less than similar sized utilities.

Attention PWC Water Customers

PWC's annual Water Quality Report for the fiscal year July 1, 2011 – June 30, 2012 as required by the EPA is now available. 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 on our website in May. To receive a copy by mail, please call 910-223-4009.

NC 211 – Do You Need Help, But Don't Know Where to Turn?

Cumberland County residents can now dial 2-1-1! A free, 24-hour, multi-lingual telephone referral service that offers information about:

- Affordable high quality child care/after-school care
- Counseling and support groups
- Health services
- Food, clothing and housing
- Services for seniors and the disabled

Visit 2-1-1 online at www.nc211.org for additional information including a referral database of hundreds of health and human service programs.

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-PWC1

24-Hour Emergency

Visit Us Online

Pay the easy way at: www.faypwc.com



Reliable Public Power Provider

Protect Yourself from Power Surges

At PWC, we do everything possible to ensure that our utility services do not damage the property of our customers. At times however, unforeseen events may affect your electricity or water services which can cause property damage.

A variety of phenomena, most notably lightning, can cause power surges. If unprotected from a surge, electrical equipment and appliances can be damaged or destroyed. The delicate circuitry in today's electronic equipment is particularly



susceptible to power surges. While nothing is 100% effective, there are devices available that can greatly reduce the chance that appliances will be damaged from a power surge. You can purchase surge protection and lightning arrestors at home improvement stores. These devices are especially recommended for computer equipment and televisions.

Current electrical codes require outlets to include equipment grounds – most often, a three-pronged plug. However, in some cases, the grounds are loose or disconnected. To make sure equipment grounds are functioning properly, you can purchase an outlet tester or consult an electrician. In older homes without grounded outlets, adaptors can be installed. You should also check to be sure grounding devices on appliances like washing machines are properly hooked up. If your home is equipped with a lightning rod, make sure it is properly secured with a grounding strap.

Fayetteville Beautiful ~ It Starts With You

Help keep our roadways in Fayetteville clean and beautiful by volunteering for the annual Fayetteville Beautiful City-Wide Cleanup on Saturday, April 20th. Fayetteville Beautiful offers volunteers a chance to take personal responsibility for the cleanliness and sustainability of our community by picking up trash, litter, and debris around the City.

Are you aware that some of the things you **throw away** don't **go away** as soon as you toss it? Take a look at the average decomposition times of common items:

- Aluminum Can – 100 to 500 years
- Tin or Steel Can – 100 years
- Cigarette Filters – 15 years
- Glass – NEVER

- Plastic – 50 to 70 years
- Styrofoam Cup – 10 to 20 years
- Wax Paper Cup – 5 years
- Banana Peel – Up to 6 months
- Rubber – NEVER
- Wooden Stakes – 4 years

Sign up to volunteer at the newly redesigned Fayetteville Beautiful website at www.fayetteville-beautiful.com, or simply scan the QR code.



PWC = People Who Care!

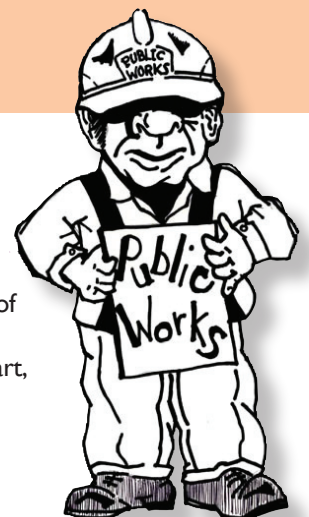
For the 8th time in 10 years, PWC employees have received state recognition for their support of the United Way when selected as a winner of the Spirit of North Carolina Award from the United Way of North Carolina.

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 more than \$111,000 and will impact the lives of nearly 16,000 people in Cumberland County! PWC was also recognized by the United Way of Cumberland County as the recipient of the Marquis Award for promoting leadership giving, as well as the Chairman's Award.

PWC Presents "Public Works"

Join PWC for 4th Friday on April 26th 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 www.theartscouncil.com.



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