



Your PWC Connections

AUG/SEPT 2010

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 Public Information Office.

Upcoming Events

4th Friday - Downtown

Friday, August 27,
September 24, 7 pm - 10 pm
www.theartscouncil.com

Labor Day -

PWC Offices Closed

Monday, September 6

Seniors' Day -

Cumberland County Fair

Friday, September 24

International Folk Festival -

Downtown/Festival Park

September 25-26
www.theartscouncil.com

Heritage Day -

Cape Fear Botanical Garden

Sunday, October 3
CFBG: 486-0221

WIDU Anniversary Expo and Concert -

Crown Coliseum

Friday, October 8 & Saturday,
October 9

American Heart

Association's

Heartwalk -

Festival Park

Saturday, October 9
heartwalk.sandhillsnc@heart.org
heart.org

Customer Service

Telephone Service

483-1382 Monday through
Friday 8:00 am to 8:00 pm,
excluding holidays

Customer Service

955 Old Wilmington Rd.
Monday - Friday 8:30 am - 5:30 pm

We're On It!

1-877-OUR-PWC1

24-Hour Emergency

Visit Us Online



Dedicated to Providing Reliable Electric Service

In early 2010, PWC underwent an audit of our electric system by the Southeastern Electric Reliability Council (SERC) and was found to be 100 percent compliant in all areas. SERC is the enforcement agency that monitors electric utilities to ensure that reliability of the electric grid is maintained. They enforce standards and regulations put in place by the federal government following the Blackout in the Northeast United States in August 2003.

During the audit, SERC reviewed PWC policies, procedures and records to ensure PWC was compliant with these federal standards. The audit

covered PWC's high voltage transmission facilities and included a review of PWC substations, maintenance procedures, and tree trimming.

The results of this review re-affirm PWC's designation as a Reliable Public Power Provider (RP₃) for providing its customers with the highest degree of reliable and safe electric service, making your PWC electric services a great value.



But What Happens if the Power Does Go Out?

When a major power outage happens, we all want to know when power will be restored. If a storm hits and we experience utility outages, PWC will work around the clock to restore power or water services as quickly as possible to all our customers.

Our goal is to restore services safely to the greatest number of customers in the shortest time possible. Under our power restoration plan, organizations that provide essential services do get priority. These include hospitals, any facilities used as disaster shelters, and public safety facilities including fire and police stations.

The next step is to check for damage at our Substations - where the voltage is reduced to a level safe for distribution. Each local substation serves several thousand customers, so repairing

damage here may restore power to a large number of people.

We then proceed to repair any damage in the Customer Distribution System, which includes: Main "Feeder" Lines, "Lateral" or "Tap" Lines and Service Lines. Repairing the Customer Distribution System is based on safety concerns and restoring power to the greatest number of people. In general, we repair the main feeder lines first, followed by the lateral and service lines. If your power outage is caused by damage between the line to your home and the service installation, it is the customer's responsibility to have an electrician repair the damage before PWC can restore power.

Put Safety First When Using Portable Generators

Generators are handy during a power outage, but can be very dangerous if used improperly. The primary hazards to avoid when using a generator are carbon monoxide (CO) poisoning from the toxic engine exhaust, electric shock or electrocution, and fire. PWC hopes you will follow these tips when using portable generators:

- The generator should be properly grounded and must be placed in a dry area away from windows, doors, vents, and air conditioning units.
- Fuel should be stored in labeled containers away from living areas and heat sources. The generator should be cooled before refueling.
- Use an extension cord to plug your appliances into the generator. Take caution not to overload the generator. When turning the generator on or off, keep the appliances turned off.

- Never try to power the house wiring by plugging the generator into a wall outlet, a practice known as "backfeeding." ***This is an extremely dangerous practice that presents an electrocution risk to utility workers and neighbors served by the same utility transformer.***
- Generators can produce carbon monoxide, an invisible and odorless gas. If you begin to feel dizzy, lightheaded, weak or nauseous turn off the generator. It is recommended that you install a carbon monoxide detector.
- A licensed electrician can help properly install a generator.



Be Prepared

Keep your family and home safe by being prepared for potential storms. Pick up your copy of the 2010 "Eye on the Storm"



hurricane tracking map at PWC (955 Old Wilmington Rd.) while supplies last. Also, visit us at www.faypwc.com for more information to prepare you & your family for hurricanes including operating portable generators, storing water for emergencies and surviving flash floods.

Do You Think Someone is Stealing Electricity or Water?

Utility theft hurts all customers with increasing costs and it can lead to property damage, personal injury and in extreme cases death. Utility theft is a **crime!**

PWC needs your help in reporting suspected theft so we can help you save money. Remember the information that you provide is completely anonymous. If you would like to speak with one of our investigators in person, or leave a message on our Theft Hotline, please call **223-4088**.

Thank you for joining the fight against utility theft!

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 websites (www.cityoffayetteville.org).



Putting Quality Service to the Test

To ensure top quality utility services, PWC conducts periodic maintenance/testing procedures. Here's what PWC Water and Sewer customers should know when projects are being conducted in their area:

Water System Flushing

Flushing our water system, which involves opening fire hydrants and letting water flow freely, is a vital measure to keep our distribution system "refreshed." Your water service should not be disrupted. However, you may notice discolored water. There are no health risks, but we recommend limiting activities (such as washing clothes) that may be affected by discoloration. If you notice discoloration at the tap, run water for 5-10 minutes. If it's not clear within 10 minutes, contact PWC.



Smoke Testing of our Sewer System

"Injecting" a non-toxic smoke tests for defects in our sewer system. The smoke is not harmful to humans, animals or plants and leaves no residue. If you notice traces of the gray-white

smoke or its distinctive (not unpleasant) odor in your home/building, you could have a problem with plumbing fixtures associated with your sewer lines. These problems are the property owner's responsibility, and we recommend consulting a plumber. (If test smoke can enter your home, sewer gases/odors may also be able to.) PWC notifies local fire departments during testing, as smoke alarms may go off.

Water Main Relining

Cleaning and relining older water mains

improves the flow and helps assure constant water pressure in your home. (It's also essential for fire protection). You may have seen blue above-ground lines running along the streets in some neighborhoods. These are areas where pipes are being relined. During

this process, which lasts about 2-3 weeks at each location, water service is provided by temporary water lines running above-ground.

Locations of monthly schedules of this maintenance are available on the PWC website and are published in the Fayetteville Observer the first Sunday of each month. Check out www.faypwc.com.

Protect Your Property and the Environment. Don't Pour Grease Down the Drain!

Smart food disposal can help protect our environment and source drinking water as well as your own property. Fat, grease and oil poured down the drain can cause grease blockages, a primary cause of untreated wastewater spills. Do your part by following these guidelines for proper food disposal:

- Dispose of fats, grease and oils properly. Pour fat, grease and used cooking oil into a disposable container and put it in the garbage.
- Wipe grease from pots and pans with a paper towel before you wash them.

- Compost your vegetable scraps or throw them in the trash.
- Never throw meat scraps down the drain.
- Don't think heavy-duty drain cleaners "melt" the grease. It re-solidifies inside sewer lines and blocks them up.



Keep Our Waterways Clean!

Each year thousands of volunteers work together to clean North Carolina waterways. Big Sweep 2010 is scheduled for October 2, 2010 across the state. In Fayetteville, cleanups to clear up trash and debris will take place in several locations, including the Cape Fear River.

For this portion of Big Sweep, boaters with boats of all types, from kayaks to pontoons, will be needed. Anyone willing to come out and help make a difference with the cleanliness of the Cape Fear River is welcome and will be greatly appreciated. If you or your organization want to volunteer, call 910-257-7614.



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