



Your PWC Connections

AUG/SEPT 2012

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

It's Electrifying - Museum of the Cape Fear

Through Sunday, Sept. 16
www.museumofthecapefear.ncdcr.gov/

Fayetteville After 5 - Festival Park

Thursday, Aug. 16 and Sept. 20
www.faydogwoodfestival.com/fayetteville-after-5

4th Friday - Downtown

Friday, Aug. 24 and Sept. 28
www.theartscouncil.com

22nd Umoja Festival - Seabrook Park

Saturday, Aug. 18

Labor Day - PWC Offices Closed

Monday, Sept. 3

Senior Day - Cumberland County Fair

Friday, Sept. 14

Fall Begins

Saturday, Sept. 22

International Folk Festival - Festival Park

Friday, Sept. 28-30
www.theartscouncil.com

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



Coming Soon: Pay-by-Text – Payment in the Palm of your hand!

Pay-by-Text will soon be PWC's newest payment option. It's secure (personal information is not sent by text message), paperless, fast, and convenient. It also gives you the ultimate control over paying your utility bill each month.

Here's how it works – each month, about five days before your bill is due, you'll receive a "payment alert" text message. All you have to do is text "YES PWC" then hit send when you're ready to pay. Your monthly payments will be made directly from your bank account or paid by your credit or debit card.

To sign up, call 1-866-735-7743 or visit www.faypwc.com and log into your account. Sign up using your bank routing and account number and Pay-by-Text is free! A fee will



be applied for credit or debit card payments. Even if you're signed up for Pay-by-Text, you always have the option to make your payment in another way.

To find out if your cell phone provider supports PWC's Pay-by-Text, visit www.speed-pay.com/westernunionpaybytext.asp. For more information call 1-866-316-3360 or call PWC at 910-483-1382.

eBill is Quick as a Click!

eBill is PWC's free, secure electronic billing service that is environmentally friendly and convenient to use. With eBill, you can view and pay your bill quickly and safely without paper. When you sign up for eBill, your monthly bill will be delivered to you as a secure PDF email attachment summary of your charges just like the paper copy you currently receive. It also allows you to easily pay your bill using a link in your monthly email, with a no-cost electronic payment option. Visit PWC online at www.faypwc.com to enroll today.

Avoid Becoming a Victim of Scams

Scams come in all shapes and sizes, over the phone, in the mail, on-line and even at your door. A recent scam swept the nation by claiming that President Obama would pay utility bills through a new federal program. To receive the money, scammers told victims they needed the customers' social security and banking information. Victims were given fake bank routing numbers to pay their utility bills but in reality, there was no money, customers bills were not paid and their personal information and potentially money was stolen.

Scammers often use government or major organizations such as PWC to attempt to defraud others. Please protect yourself and follow this to avoid falling for a scam:

- ◆ Never provide your social security number, credit card number or banking information to anyone unless you initiated the contact and feel confident with whom you are speaking.
- ◆ If someone claiming to be from PWC pressures you for immediate payment or personal information, call PWC customer service at 910-384-1382. PWC employees do not accept/collect any payments at private residences.
- ◆ Always think safety first. Unless you have requested a special service from PWC such as a water test, PWC employees do not enter homes.

If you believe you have been victimized by a scam, please contact the NC State Attorney Generals' office at 1-877-NO-SCAM or if you feel someone is a threat to you at your home, call 911.

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 to leave a message on our Theft Hotline, please call 223-4088.

Thank you for joining the fight against utility theft!

Be Prepared

Keep your family and home safe by being prepared for potential storms. Pick up your copy of the 2012 "Eye on the Storm" hurricane tracking map at PWC (955 Old Wilmington Rd.) while supplies last. Or visit the PWC website at www.faypwc.com for tips on how to prepare you & your family for hurricanes including operating portable generators, storing water for emergencies and surviving flash floods.

Stay Connected

Keep up with the latest news, advisories, updates and official information when you follow PWC on Facebook, Nixle and Twitter. Become a fan at www.facebook.com/faypwc and look for details at www.faypwc.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).



NC211— Do You Need Help, But Don't Know Where to Turn

Just as people call 9-1-1 for emergencies and 4-1-1 for information, callers in Cumberland County can now dial 2-1-1! It's a free, 24-hour, multi-lingual telephone referral service. Those who call will speak with a trained referral specialist.

2-1-1 offers information about:

- Affordable high quality child care/after-school care



Don't Pour Grease down the Drain!

Smart food disposal can help protect our environment and source of drinking water as well as your own property. Fat, grease, and oil 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.

Protect Your Property and the Environment

- ✓ 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.

Do You Have a Question About PWC?

Why are PWC's sewer charges more than water charges?

Wastewater is collected and then treated in accordance with the sanitary sewer use ordinance of the City of Fayetteville, and following strict environmental regulations. The cost to treat wastewater to return it to the Cape Fear River is higher than treating drinking water resulting in a higher sewer rate.

What is the difference between a street light and an area light?

Area lighting is used to light private areas such as backyards, playgrounds, storage yards and general customer areas. These lights are installed as requested by a customer for a monthly fee. Street lighting is used primarily to illuminate the city's public thoroughfares and residential streets. Some lights are on private streets where residents pay an additional monthly cost.

How can I get replacement Fat Trapper bags?

Free bag refills are available by contacting the PWC System Protection Section at (910) 223-4703.

Who do I call to avoid underground utilities if I want to dig a hole in my yard?

NC811 is a non-profit organization funded by its member utilities that takes location information from anyone engaged in excavation activities. Call their toll free phone number 1-800-632-4949, or you may dial 811 within North Carolina. To learn more, visit www.nc811.org.

How can I find out about jobs at PWC?

Job openings at PWC are published in the classified section of the Fayetteville Observer on Sundays. You can also visit www.faypwc.com/jobs.aspx to look at current job postings on PWC's website.

