

## 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  
NC811.com

### 4th Friday

#### Downtown Fayetteville

April 28 & May 26  
theartscouncil.com

### PWC's Rain Sensor Incentive Program Returns

Earn up to \$50 in the form of bill credit

Visit PWC online for complete Program details

April 1 - September 30, 2017  
faypwc.com

### Earth Day

Saturday, April 22

### Dogwood Festival Festival Park

Visit PWC's booth  
Saturday and Sunday  
April 28-30  
faydogwoodfestival.com

### National Electrical Safety Month

May 1 - 31

### National Drinking Water Week

May 7 - 13

### National Public Works Week

May 21 - 27

### Public Works Exhibit

#### The Arts Council

May 26 - July 22

### Memorial Day

#### PWC Offices Closed

Monday, May 29



## Fayetteville PWC Awarded For Excellence and Charitable Giving

Fayetteville PWC took home five Public Power Awards of Excellence in February. The awards are given by Electricities of North Carolina, Inc. and honor public power communities across the state for outstanding performance in five key areas: business environment, energy efficiency, financial stability, legislative involvement and customer service.

"It is an honor to recognize these outstanding public power communities for their commitment to providing exceptional service to their customers and communicating the value of public power," said Electricities CEO Roy Jones. "These hardworking employees and community leaders are truly at the heart of public power, showing tireless dedication and exemplifying what it means to be a committed community partner."

Fayetteville PWC was awarded the following:

**Competitive Business Environment Award** - recognizes a city's efforts to create a strong business climate by participating in activities such as promoting economic development.

**Energy Efficiency Award** - recognizes communities' efforts with energy-efficient building programs, energy education, energy audits and weatherization programs.

**Financial Stability Award** - recognizes communities that provide convenient, customer-friendly billing and payment options that help communities maintain financial stability.

**Legislative Involvement Award** - recognizes city and town officials' and staff members' involvement in the legislative process on issues pertaining to public power.

**Service Excellence Award** - honors outstanding efforts to communicate with customers through advertisements, online resources, social media or other community-based methods.

Fayetteville PWC also 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 over \$113,000 which will impact the lives of thousands in Cumberland County! This is PWC's 11th Spirit of North Carolina Award. PWC was also the recipient of the Marquis Award for promoting leadership and giving and the Chairman's Award for showing continuous outstanding employee support.

## \$50 Rain Sensor Incentive Program Returns

Rain sensors are devices that can be attached to an automatic irrigation system to monitor rainfall levels. When a certain amount of rain-fall 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.

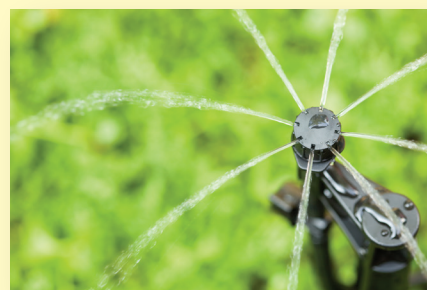
Fayetteville PWC's Rain Sensor Program runs from April 1, 2017 - September 30, 2017\*. Water customers may purchase and install any new rain sensor to qualify for the incentive\*\*.

A bill credit of up to \$50 will be applied to utility bills after the rain sensor is installed, and 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*



## PWC Presents "Public Works"

Join Fayetteville PWC for 4th Friday on May 26th at the Arts Council's largest art show of the year during National Public Works Week! "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](http://www.theartscouncil.com).

In addition to viewing amazing artwork in the gallery, you'll have an opportunity to get a close look at some of the trucks and equipment we use every day to ensure that our customers have reliable water and wastewater services. Plus, meet some of the Water Construction employees who make it happen every day!





# Attention PWC Water Customers

PWC’s annual Water Quality Report as required by the EPA will be available on May 1, 2017. 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 online at [www.faypwc.com](http://www.faypwc.com). To request a copy by mail, please call 910-223-4009.

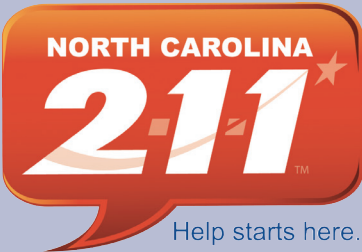
## NC211 — Do You Need Help, But Don’t Know Where to Turn?

Cumberland County residents can dial 2-1-1 for FREE! NC211 is a 24-hour, multilingual telephone referral service that offers information about:

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

Visit NC211 online at [www.nc211.org](http://www.nc211.org) for additional information including a referral database of hundreds of health and human service programs.

### DIAL



## PWC On the Air

Join host, Wendy Riddle, for Your PWC Connections, anytime on PWC’s website and YouTube Channel, or watch nightly on Fay TV (Time Warner Cable Government Access Channel 7).

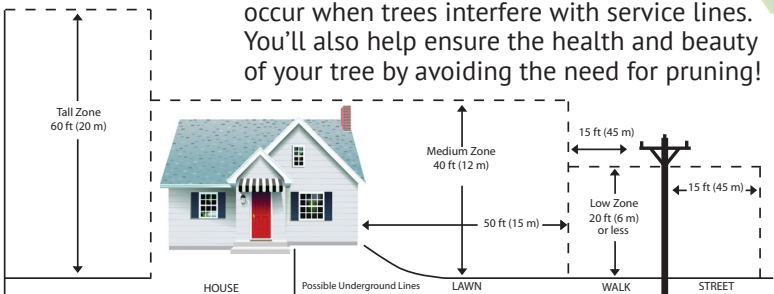


### TREE POWER

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 the ultimate mature height of your new tree 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. 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 as tall as 60 feet are recommended for areas without any overhead restrictions. Trees that grow up to 40 feet should only be planted where the available above ground space will let them reach their mature height. 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 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.

- Always remember to turn off your sprinklers when it rains.\* Install a new rain sensor to your existing irrigation system and earn a \$50 bill credit from PWC. Complete program details can be found at [faypwc.com](http://faypwc.com)
- Take advantage of PWC’s Rain Sensor Program (see front page) to avoid unnecessary watering.
- 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

## F R O M T H E C I T Y

### Grate Efforts

When was the last time you inspected the storm drain near your property? While you are doing yard work or just out getting your mail, take a look at the nearest storm drain. If there is trash or yard debris on or around the storm drain, there is a possibility the next time it rains that your street or even your yard could flood. Leaves and pine straw are two of the biggest causes of localized flooding in our area. It is important to clean these and other debris from the



storm drain grates to minimize the potential for flooding and eliminate pollution in our streams, rivers and lakes.

When it rains, stormwater runoff flows untreated to local waterways! By simply using a shovel, rake or pitch fork and containerizing the debris, you can place it behind the curb to be picked up on your regular yard waste collection day. With your help, Fayetteville will be a cleaner, greener community!

For stormwater questions, concerns or presentations please contact the Stormwater Division at 910-433-1613 or check out their website [www.fayettevillenc.gov/stormwater](http://www.fayettevillenc.gov/stormwater).