

# PWC CONNECTIONS

Your Link to News & Information from the Fayetteville Public Works Commission Aug/Sept 2017

## 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

### 4th Friday

#### Downtown Fayetteville

August 25 & September 22  
theartscouncil.com

### Water Quality Month

Tuesday, August 1 - Thursday,  
August 31

### Sustainable Sandhills

#### Film Series

Cameo Art House Theatre  
September 9 &  
November 11  
sustainablesandhills.org.

### Labor Day

#### PWC Offices Closed

Monday, September 4th

### National Drive

#### Electric Week

Sunday, September 10 -  
Saturday September 16

### 39th Annual International

#### Folk festival

#### Festival Park

Friday, September 22 -  
Sunday, September 24  
theartscouncil.com

### Energy Awareness Month

Sunday, October 1 -  
Tuesday, October 31

### Public Power Week

Sunday, October 1 -  
Saturday, October 7  
faypwc.com/public-  
power-week/

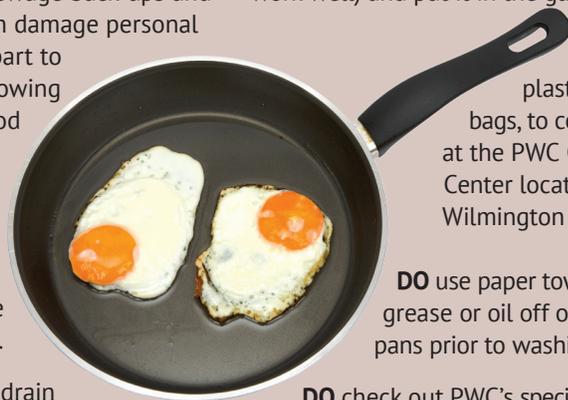


## Trap It, Then Toss It

Smart food disposal can help protect our environment, our sources of drinking water and your own property. Dumping grease, fats and oil is not only illegal, but it can also cause sewage back-ups and flooding. Sewage back-ups can damage personal and public property. Do your part to prevent such accidents by following these guidelines for proper food disposal. Trap your grease, fat and oil, and then toss it in the garbage!

**DON'T** dump cooking oil, poultry fat and grease into the kitchen sink or the toilet bowl.

**DON'T** depend on heavy-duty drain cleaners to fix a grease clog. These cleaners do not melt the grease. Grease re-solidifies inside sewer lines and causes blockages.



**DO** dispose of fats, grease, and oils properly. Pour cooled fat, grease and used cooking oil into a disposable container (empty plastic food containers work well) and put it in the garbage. You can also

pick up a free Fat Trapper, a reusable plastic container with foil bags, to collect grease anytime at the PWC Customer Service Center located at 955 Old Wilmington Road.

**DO** use paper towels to wipe residual grease or oil off of dishes, pots and pans prior to washing them.

**DO** check out PWC's special disposal information for residential and commercial customers at [faypwc.com/cease-the-grease](http://faypwc.com/cease-the-grease)

## What Happens When the Power Goes Out?

When a major power outage happens, many of our customers have the same question in mind: When is the power coming back on? When a storm hits and we experience utility outages, PWC crews work around the clock to restore services as quickly as possible to all our customers.

- Our goal is to safely restore services to the greatest number of customers in the shortest time possible. While damage to the Transmission System (where high voltage power is received from the generation source) isn't likely, when it does occur, it can affect tens of thousands of homes and businesses. Under our power restoration plan, organizations that provide essential services 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. That's where the voltage is reduced to a level safe for distribution. PWC operates more than 30 local substations, and each substation serves thousands of customers. Repairing damage at this level usually means restoring power to a large number of people.



- Our crews then proceed to repair any damage to 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.

## Fayetteville PWC Receives Awards for Financial Reporting and Annual Budget

PWC was awarded the Certificate of Achievement for Excellence in Financial Reporting (CAFR) for Fiscal Year 2016 and the Distinguished Budget Presentation Award for Fiscal Year 2017 from the Government Finance Officers Association (GFOA) for its financial document preparation.

It's the 10th straight year PWC has earned the CAFR Award and the 22nd consecutive year for the Budget Award. There are 90,000 governmental units in the US and less than 5% obtain these achievements.



## Medical Priority Program

Power can be more than a convenience, for some people it is a medical necessity. 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 early advisement and priority restoration consideration in the event of an emergency or scheduled interruption of service. PWC requires the customer and customer's physician to complete a Medical Priority application which can be found on the Residential Programs page on the PWC website.



## Attention PWC Water Customers

PWC's Wastewater Collections and Treatment Systems Annual Performance Report for the fiscal year July 1, 2016–June 30, 2017 as required by the Clean Water Act of 1999 will be available after August 31, 2017. Read the report online at faypwc.com. To receive a copy by mail, please call 910-223-4009.



## PWC On the Air

You can watch *Your PWC Connections* anytime on PWC's website and YouTube Channel, or watch nightly on Fay TV (the City of Fayetteville's government access channel on Spectrum Cable channel 7).

# Putting Quality Service to the Test

To ensure top quality utility services, PWC conducts periodic maintenance/testing procedures.

### 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 ensure 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 a few weeks at each location, water service is provided by temporary water lines running above-ground.



PWC shares posts about scheduled ongoing and upcoming maintenance projects on our website and on social media.

# Charge at No Charge!

### National Drive Electric Week is September 10-16

If you own a plug-in electric vehicle (PEV), or want to buy one, Fayetteville PWC makes it easy to keep your vehicle ready to hit the open road. You can charge your electric vehicle at one of four Level 2 (208/240 volt) charging stations for FREE!

#### Locations

**Marketfair Mall**  
5084 Campground Road

**Honeycutt Park**  
352 Devers Street

**Clark Park**  
Cape Fear River Trail  
631 Sherman Dr.

**Lake Rim Park**  
2214 Tar Kiln Drive



#### Electric Car Benefits

- **Lower operational costs** – The estimated cost of electricity needed to power a PEV is equivalent to or less than one dollar per gallon of gasoline.
- **Lower maintenance costs** – PEVs have fewer moving parts than gas-powered vehicles.
- **Zero operating emissions** – The emissions associated with PEVs come from power plants generating electricity to charge the batteries, not from tailpipe emissions.
- **Overall reduction in carbon dioxide (CO<sub>2</sub>) emissions** – CO<sub>2</sub> is the principal gas associated with global warming.
- **Reduced pollution to oceans, rivers and ground water** – Decreased use of petroleum gasoline and motor oil means fewer spills.
- **Relief from urban noise pollution** – Electric motors are quiet as well as clean
- **Cleaner air** – They help reduce fossil fuel emissions, such as CO<sub>2</sub> and other greenhouse gases.

# Pass the Popcorn

### Sustainable Sandhills Film Series Returns

Join Sustainable Sandhills and Fayetteville PWC at the Cameo Art House (225 Hay Street) in downtown Fayetteville for the Sustainable Saturday Film Series. Doors open at 10:30am on the second Saturday in August, September, and November. Films will start at 11:00am. The following movies will be shown:

September 9 – *Before the Flood*  
November 11 – *Tidewater*

