

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

February 26 & March 25
theartscouncil.com

Fayetteville Home Design & Remodeling Show

Crown Complex

Friday, February 26 -
Sunday, February 28
fayettevillehomeshow.com

Annual Water Changeover

PWC temporarily stops adding ammonia to its water treatment disinfection process

Tuesday, March 1 -
Thursday, March 31

Daylight Savings Time Begins

Sunday, March 13

Fix a Leak Week

March 13-20
epa.gov/watersense

First Day of Spring

Sunday, March 20

Good Friday

PWC Offices Closed
Friday, March 25

Safe Digging Month

April 1-30
call811.com

2nd Annual Power and Water Conservation Expo

SkyView on Hay
Friday, April 22
10:00am - 9:00pm
faypwc.com/pwvexpo



PWC on the Air

Join host, Wendy Riddle, for *Your PWC Connections*, anytime on PWC's website or watch nightly on FayTV7 (Time Warner Cable Government Access Channel 7) or on YouTube.



Fayetteville Water Resources Division Wins Statewide Awards



The North Carolina American Water Works Association and the North Carolina Water Environment Association (NC AWWA-WEA) recognized PWC's wastewater collection system last fall. The Wastewater Collection System of the Year - Large System Award (750+ miles of collection system) honors the collection system personnel that serve their community with a high level of professionalism and diligent work in the operation and maintenance of their wastewater collection system facilities. This includes employees of our system maintenance, engineering and wastewater treatment plant maintenance.

The NC AWWA-WEA also presented PWC's Glenville Lake & P.O. Hoffer Water Treatment Facilities with the Walter J. Courmon Safety Award. PWC's water treatment facilities treat 24 million gallons of water daily on average. This marks the second time PWC has achieved this award since 2005.

PWC's Cross Creek & Rockfish Creek Water Reclamation Facilities received the George W. Burke, Jr. Safety Award for placing the highest priority on serving over 82,000 wastewater customers. The Cross Creek and Rockfish facilities treat 25 million gallons of wastewater daily while maintaining 72 lift stations and over 1,280 miles of collection lines.



In addition to winning the NC AWWA-WEA awards, PWC was recognized as the North Carolina 811 Safe Digging Partner for the month of November.

Cease the Grease - Don't Be a Pain in the Drain



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:

DON'T dump cooking oil, poultry fat or 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 - available 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 commercial customers at our website, www.faypwc.com/grease_trap.aspx

Get \$2 off

the admission price to the Fayetteville Home Design & Remodeling Show

The Fayetteville Home Design and Remodeling Show is February 26-28, 2016 at the Crown Expo Center. Be sure to visit PWC's booth for tips on how to lower your water and energy consumption. Plus, speak with conservation experts about ways to save at home, and take home useful conservation items like LED bulbs. Compliments of Fayetteville PWC.

Show Hours:

Friday: Noon - 8pm
Saturday: 10am - 8pm
Sunday: 11am - 6pm
Friday: Seniors (65+) get in FREE*
Sunday: Military get in FREE*

www.fayettevillehomeshow.com

Adults: \$8 | Children 12 and under FREE with paying adult

*ID required for Senior and Military discounts. One coupon per person

HOME DESIGN & REMODELING SHOW



Save the Date!

The 2nd Annual Power and Water Conservation Expo is scheduled for Friday, April 22 at SkyView on Hay in Downtown Fayetteville from 10:00am – 9:00pm. The expo is free and open to the public. Learn ways to save on your energy and water bill, fill up your complimentary reusable tote with handy conservation items like LED bulbs and tree seedlings, meet PWC linemen and educational mascots, Willy Water Drop and Wally Watt Watcher, take home a Fat Trapper, and much, much more! Visit PWC's website for more information about the Power and Water Conservation Expo in the coming weeks!

Planting a Tree for NC Arbor Day? Plan Before You Plant!

Friday, March 18, 2016 is designated as NC Arbor Day. Please keep the following tips in mind if you're planning to plant a tree:

- When planting under or within 25 feet of power lines, only plant shrubs or trees that won't grow more than 20 feet high.
- Before you plant a tree, shrubs, or garden plants, make sure you know where your underground lines are. Just call 811 or visit www.nc811.org. They will locate and mark utility line locations. It's smart, safe and best of all...free!
- Do not plant near utility underground transformers—those green boxes used when electric services are underground.

Be sure to visit PWC at the Power and Water Conservation Expo to receive a free tree seedling (while supplies last).

Don't Fall for this Call!

Some of our customers have been contacted by scammers trying to collect payment over the phone. If you receive a call directing you to immediately pay a past-due PWC bill or risk losing service, hang up and call us at 910-483-1382. Our employees will never call to ask you for financial information over the phone nor do they collect payment in person.



PWC's New Electric Car-Charging Stations

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 now charge your electric vehicle at one of PWC's four new Level 2 (208/240 volt) charging stations for FREE!



Locations

Marketfair Mall
5084 Campground Rd.

Honeycutt Park
352 Devers St.

Clark Park
Cape Fear River Trail

Lake Rim Park
2214 Tar Kiln Dr.

Electric Car Benefits

- **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 (CO₂) emissions** – CO₂ 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 CO₂ and other greenhouse gases.
- **Free charging** – thanks to a grant received from the NC Clean Energy Technology Center.
- **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.

Safe Drinking Water - Our Commitment to You

Fayetteville PWC is a member of the Partnership for Safe Drinking Water and is committed to treating water to a higher standard than the EPA requires. In fact, PWC has been honored for maintaining the standards of the program's Director's Award for more than a decade. For more information on the Partnership for Safe Drinking Water, visit our website at, <http://www.faypwc.com/partnership-for-safe-drinking-water/>

Where Our Water Comes From & How it is Treated

The water PWC treats for your use is surface water from the Cape Fear River and Glenville Lake. Water is processed at PWC's P.O. Hoffer Water Treatment Facility and Glenville Lake Water Treatment Facility.

PWC uses the disinfection method chloramination, which uses both ammonia and chlorine. Chloraminated drinking water is perfectly safe for drinking, cooking, bathing and other daily uses. If water treated with this method is used for medical dialysis or aquatic pets, it requires pre-treatment to remove the ammonia.

Annual Water Treatment Process Change During March

Each year, PWC is required to temporarily stop adding ammonia to its water treatment disinfection process by the NC Department of Environment and Natural Resources. Beginning

Sunday, March 1, 2016, PWC will stop the addition of ammonia and will resume adding it to the water treatment process on Wednesday, April 1, 2016.

Because of the change, during March some water users may experience chlorine odor. Some users may also experience periods of discolored water a result of the system maintenance during this process. PWC will "flush" water out of the system by opening fire hydrants and allowing water to flow freely.

Water customers should be aware that during March, there could still be traces of ammonia in the water that would need to be removed prior to the water being used in fish aquariums and ponds, kidney dialysis and some commercial manufacturing of food and beverage.

Customers with questions about this required procedure may contact PWC at 910-483-1382. Additional information about the water treatment process can be found on the PWC website, or by scanning the QR code.



Partnership for Safe Water

