

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

Friday, June 23, July 28, & August 25
theartscouncil.com

Fayetteville After 5

Festival Park

Friday, June 9, July 14, & August 11
faydogwoodfestival.com

National Smart Irrigation Month

July 1 - July 31

Remember to take advantage of PWC's Rain Sensor Incentive Program and earn up to \$50 in the form of bill credit. Program ends September 30, 2017. Visit us online for complete details.

Independence Day Observance

PWC Offices Closed

Tuesday, July 4th

Fort Bragg July 4th

Celebration

Main Post Parade Field

Tuesday, July 4th

3pm - 10 pm

bragg.armymwr.com

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).



Have a Plan in Place for Hurricane Season

We're always hopeful we can avoid weather's wrath. However, if needed, PWC has an aggressive and pro-active plan for operations in the event of a hurricane, other severe weather, or emergency situation. Our crews stand ready to swing into action, as soon as it's safe, and we're prepared to work around the clock to restore your service. We also encourage you to be prepared as well.

Plan ahead for all the members of your family:

- Battery-powered radio
- Flashlight
- Extra batteries
- 3-day supply of water for each person in your household
- Non-perishable foods
- Manual can opener
- Medications and a first-aid kit
- Cash (ATMs and card readers may not work)
- Portable battery charger for cell phones and tablets
- Plastic sheeting (tarp), garbage bags, and containers with plastic lids
- Change of clothes
- Personal hygiene items



Other important reminders

- Have an emergency plan for infants, elderly, pets and those with special needs
- Become familiar with safety tips and emergency preparation information on our website – select Outage Central on the PWC home page
- During a power outage, remember to keep your refrigerator and freezer doors closed as much as possible to maintain the cold temperature. A refrigerator **should** keep food cold for about four hours if the door is kept shut. A **full** freezer **should** hold its temperature for up to 48 hours.
- Be sure PWC has your current phone number so our emergency system can identify you if you call. You can update your information on our website, or call Customer Service at 910-483-1382 between 8am-8pm.
- To report a power outage or an emergency, such as a tree limb on a power line or a water main break, call our emergency hotline 24/7 at 1-877-OUR-PWC1.

2017 Hurricane Tracking Map Available

In mid June, look for a copy of "Hurricane Watch 2017" – a useful storm tracking map -- in the *Fayetteville Observer*. And, remember to visit us at faypwc.com for even more information to prepare you and your family for severe weather. You'll find helpful tips including how to safely operate a portable generator, storing water for emergencies and surviving flash floods.



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 a scheduled or emergency 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.

Are You Ready for Severe Weather?

Weather emergencies such as hurricanes, tropical storms, and tornados can be extremely dangerous. Knowing how to respond before, during, and after these events can keep you and your loved ones safe. Test your safety knowledge below:

1. How much water should you have stockpiled in your emergency kit, per person
 - a. 10 gallons per person per day
 - b. 15 gallons per person per day
 - c. 1 gallon per person per day
 - d. 3 gallons per person per day

A good rule of thumb is to store one gallon of water per person per day for at least three days. Remember, you'll need more water in hot temperatures. Nursing mothers, young children, and seniors may require more water.

2. If a hurricane hits Cumberland County and the surrounding areas, what are some ways to stay updated on power outages, restoration efforts, and other issues related to Fayetteville PWC?
 - a. By visiting faypwc.com
 - b. By following PWC on Twitter and Facebook
 - c. By making your sure your contact information is up to date in PWC's system
 - d. All of the above

Stay connected to Fayetteville PWC by visiting our website, and following us on social media. Remember to update your contact information so that we can notify you during emergency situations if necessary.

3. What steps should a family emergency plan include?
 - a. How to get in touch with each other during an emergency
 - b. Where everyone will meet
 - c. How to remain in contact
 - d. All of the above

Your family may or may not be together when a storm strikes so it is important to plan in advance. You can download emergency family communication plans for parents and kids at FEMA.gov.

4. What items should I stock in my emergency kit.
 - a. Non-perishable food items
 - b. Flashlight with extra batteries
 - c. First-aid kit including medications
 - d. Battery-operated or hand-crank radio
 - e. Extra cash
 - f. All of the above

At a minimum, you should have the items listed above in your emergency kit. Visit the Storm Central page on PWC's website for a complete list of items to stock in your family kit.



1-c, 2-d, 3-d, 4-f