



# Your PWC Connections

DEC 2012/JAN 2013

## 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

**Christmas  
PWC Offices Closed**  
Monday, Dec. 24 and  
Tuesday, Dec. 25

**New Year's Day  
PWC Offices Closed**  
Tuesday, Jan. 1

**19th Annual Grinding  
of the Greens -  
Cape Fear Botanical  
Garden**  
Saturday, Jan. 12  
(Fayetteville City tree pickup  
begins Jan. 7)

**Martin Luther King Jr.'s  
Birthday  
PWC Offices Closed**  
Monday, Jan. 21

**Carolina Home Show -  
Crown Expo Center**  
Saturday, Feb. 23 and  
Sunday, Feb. 24  
[www.carolinahomeandgarden-show.com](http://www.carolinahomeandgarden-show.com)

**4th Friday -  
Downtown**  
Friday, Jan. 25 and Feb. 22  
[www.theartscouncil.com](http://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](http://www.faypwc.com)



## Wishing You a Safe & Happy Holiday Season

PWC wants you to have a safe and happy holiday and encourages you to keep these safety tips in mind while decorating for the holidays:

- ❄ Make sure all lights and decorations have the UL seal – and be sure anything electrical put outdoors is labeled for outdoor use.
- ❄ Plug outdoor decorations into outlets protected by Ground Fault Circuit Interrupters (GFCIs) to prevent shock.
- ❄ Don't handle lights while they're plugged in.
- ❄ Don't string too many lights together or overload sockets and use a surge protector.
- ❄ Inspect cords; don't use anything that's frayed or damaged.
- ❄ Don't run extension cords in traffic paths or over metal.
- ❄ Keep live trees watered because dry trees can be fire hazards.
- ❄ Make sure lights aren't touching paper or metal.

- ❄ Keep electrical decorations away from water.
- ❄ Miniature lights are safer – and, they use less power.
- ❄ When hanging outdoor decorations, keep ladders away from power lines.
- ❄ Always unplug lights/electrical decorations when you leave home or go to bed. Consider using an automatic timer to ensure that lights are not left on by mistake.



## From the PWC Family to Yours: Seasons Greetings!

PWC Offices will be closed Dec. 24 and 25 to spend the holidays with our families. We will re-open on Wednesday, Dec. 26. PWC will observe the New Year's Holiday on Tuesday, Jan. 1 and re-open on January 2. We would like to extend a special thank you to our dedicated employees who will be working during the holidays to keep your power on and water flowing and responding to emergencies so that we can all have a wonderful holiday.



During the cold winter months, remember those less fortunate with a contribution to Project: People Who Care. Simply add a donation amount to your utility bill (bank draft customers can call 910-483-1382 for other options).

## Tis' the Season to Make a Powerful Difference~Give to Project: People Who Care

Donations can be mailed to:

Project: PWC  
P.O. Box 7000  
Fayetteville, NC 28301

Funds are administered by the Salvation Army to help those most in need with their energy bill.

## Recycle Your Christmas Tree!

The tree you've enjoyed during the holiday season can help forever "green" the Cape Fear Botanical Garden at "Grinding of Greens!" For nearly 20 years PWC, Duke Energy (formally Progress Energy), & The City of Fayetteville have partnered to recycle trees as mulch for the Garden's beds and paths. If you live in the city, simply put your live tree out for pick-up by the morning of Jan. 7. Or take your tree to the Cape Fear Botanical Garden anytime before 8:30 am on Saturday, Jan. 12. Trees will be turned into mulch that morning so be sure to get there early! Remember to remove all decorations and lights!



# Make MLK, Jr. Holiday a Cumberland County Day of Service

The United Way of Cumberland County & the Fayetteville Cumberland County Ministerial Council Inc. will sponsor the annual Cumberland County Day of Service on the Martin Luther King, Jr. holiday, January 21, 2013. Please join volunteers from across our community for four hours who will be answering the call to make the holiday a day **on** rather than a day **off**. To participate, please email [cumberland-countydayofservice@gmail.com](mailto:cumberland-countydayofservice@gmail.com).

## Energy Savings All Year Round

Get energy saving tips year round with the complimentary 2013 Energy Saver wall calendar. You can pick up your copy (while supplies last) starting Monday, December 3 at the PWC Customer Service Center located at the corner of Eastern Blvd. and Old Wilmington Road. Energy Saver wall calendars are also available at City Hall (433 Hay Street). You may also call 910-223-4009 to make a request a calendar by mail.

## Ahora en Espanol!

Spanish speaking customers can now access information on our website in two languages! Learn how to establish service, access account information, determine which payment option is best for you, and more, all with a click of a mouse! Scan the QR code below for more information or visit our website at [www.faypwc.com/spanish.aspx](http://www.faypwc.com/spanish.aspx).



## 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](http://www.faypwc.com)) and the City of Fayetteville's website ([www.cityoffayetteville.org](http://www.cityoffayetteville.org)).



# Tap Water Delivers Quality of Life

As your water provider, we're constantly monitoring your water to make sure that it's safe and available 24/7. We make sure that there's an adequate supply of water to meet community needs. We carefully treat water to remove any potentially harmful contaminants, and we disinfect the water to make sure it's still safe when it reaches your faucet. Here at PWC we maintain an elaborate underground network of mains and pipes to get it there. And we deliver more than water...it is our duty to deliver fire protection, support for the economy, and the overall quality of life we all enjoy.

Did you know that Americans use 40+ BILLION gallons of tap water every day! The typical single-family home uses approximately 160 gallons of tap water per person, per day.

### Facts about Tap Water and Water Systems

- There are more than **56,000 community** water systems providing water to the public in the United States.

- Public water suppliers process **43 billion** gallons of water per day.
- Approximately **1 million** miles of pipes carry water through the United States and Canada. That's enough to travel from Earth to the Moon and back – TWICE!
- The average person spends **less than 1%** of their personal income on water and wastewater services.
- Each person uses an average of **160 gallons** of water per day.
- One gallon of water weighs **8.34 pounds**.
- Each person uses approximately **9,340 pounds** of water per week – that's more than the weight of an adult elephant!
- Above ground storage tanks ensure that water pressure is consistent and the **volume** is sufficient to fight fires.

*Courtesy of the American Water Works Association*

## Attention PWC Water Customers

Recently, a number of PWC water customers have been contacted by companies requesting water samples and personal information. PWC is not affiliated with any company that sells home water filtration systems or bottled water dispensers, and our customers are under no obligation to participate, provide water samples, and/or personal information if solicited with offers from independent business. If you are interested in purchasing the filtration systems or dispensers, we encourage all of our customers to carefully evaluate the products before making a final decision.

### Important Tips to Remember:

- Never provide your social security number, credit card number or banking information to anyone requesting it over the phone or at your home unless you initiated the contact and feel confident with whom you are speaking.
- If you receive a call from someone claiming to be from PWC and feel pressured for immediate payment or personal information, hang up the phone and call PWC customer service at 910-483-1382.
- Always think safety first. Do not give in to high pressure tactics over the phone for information or in person to get into your home.

## PWC Employees Celebrate Major Milestone

PWC employees have reached a significant milestone! Completing over one million hours worked with no lost-time injuries. One million hours is no small feat...it's equal to one person working 500 years! PWC's last lost-time injury occurred in November 2011.

The accomplishment was recognized by the North Carolina Department of Labor and marks the seventh time in the last 15 years PWC has reached one million safe hours worked. PWC surpassed the two million hour mark in 2007.

In addition to the Department of Labor's Certificate for Safety Achievement Award, PWC also received the American Public Power Association's Electric Utility Safety Award for the 20<sup>th</sup> straight year.

Over the last 10 years, PWC employees have worked more than 13 million hours (and counting) combined! PWC has nearly 600 employees who enter confined spaces, work around dangerous electrical voltages, dig trenches 20+ feet deep, handle hazardous chemicals, operate heavy machinery and drive an average of 7,000 miles daily.