

PWVC CONNECTIONS

Your Link to News & Information from the Fayetteville Public Works Commission Jan./Feb. 2015

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 27, March 27
and April 24
theartscouncil.com

Plan. Plant. Protect.

Learn How to Plant Trees & Ornamentals Properly through FTCC

(See info on back)
Saturday, March 7

Daylight Saving Time

Sunday, March 8

Fix a Leak Week

March 17-23
epa.gov/watersense

First Day of Spring

Friday, March 20

Power & Water Conservation Expo SkyView on Hay 4th Friday

March 27 6:00 pm - 8:00 pm

Safe Digging Month

April 1 - 30
call811.com

Good Friday PWC Offices Closed

Friday, April 3

PWC on the Air

Join host, Wendy Riddle, for *Your PWC Connections*, anytime on PWC's web-site or watch nightly on FayTV 7 (Time Warner Cable Government Access Channel 7).



Enjoy the Convenience of Bill Payment Options

Paying your Fayetteville PWC utility bills has never been easier! *Pay your way* – either online, over the phone, or in person.

Sign up for eBill*, PWC's paperless billing option, and receive your monthly statement by email. Or, give Pay-by-Text* a try! You'll receive a "payment alert" text message from PWC a few days before your bill is due. When you're ready to pay, just text "YES PWC" and hit send. Even if you're signed up for eBill or Pay-by-Text, you have the option to make a payment in another way. Sign up for Auto Pay and your payment will be drafted automatically from your bank account. You won't even have to think about it. There's no fee if you pay using your checking account number. You can also pay, using your bank's online bill

pay service, at any Western Union** location around the world, or by calling Western Union SpeedPay directly at 866-735-7743 – anytime, day or night.

Through PWC's Online Account Manager you can view and pay your utility bill 24/7. You can also check your monthly energy and water use, see your payment history, and update your account information. To get started, go to www.faypwc.com and click "Pay Bill."



*A convenience fee applies if paying with a debit/credit card

**Western Union applies a minimal processing fee



PWC Employees Celebrate Major Milestone

Fayetteville PWC employees have reached a significant milestone! Completing more than **FOUR MILLION** hours worked with no lost-time injuries. Four million hours is no small feat...it's equal to one person working 2000 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 first time in the Public Works Commission's nearly 110 year history that employees have surpassed the four million hour mark with no

lost-time injuries. PWC employees surpassed the three million mark in spring 2014, the two million mark in summer 2013, and have surpassed the one million hour mark more than seven times in the last 17 years.

PWC has more than 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.

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 anytime at the PWC Customer Service Center located at 955 Old Wilmington Road.
- **DO** use paper towels to wipe residual grease or oil off 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



Traffic Advisory: Lakeview Drive — Hope Mills

Through late June 2015, Sandy's Hauling and Backhoe Service, an approved PWC service provider, will replace the water and sewer mains along Lakeview Road in Hope Mills, between Legion Road and Lakeshore Road. Lakeview Road will be closed to thru traffic between Legion and Hope Mills Road. School buses and local traffic will be detoured through the area in order to maintain access to homes. All non-local traffic will be detoured to Cameron Road. If you live or travel in this area, please watch for detours and delays.

Stay informed of traffic advisories and utility projects by checking www.faypwc.com frequently, and by liking us on Facebook and following us on Twitter!



Plan. Plant. Protect. — Learn How to Plan Smart & Avoid Tree & Utility Conflicts at FTCC

A new tree is a great addition to anyone's property, and we all appreciate the natural character, shade, and environmental benefits it provides. However, problems can arise when we consider installing trees or large ornamentals in our landscape.

Learn how to select a tree or large shrub that is appropriate for our climate and how to properly plant it to ensure healthy growth through FTCC! *Plan.Plant. Protect* is scheduled for **Saturday, March 7, 2015 from 9:00am-12:00pm** at the Horticulture Educational Center (670 N. Eastern Blvd). The class costs \$25.00 and includes a walking tour of the Cape Fear Botanical Garden. Upon completion of the course, students will receive a gift certificate towards the purchase of a tree from a local nursery.

Green thumb not required, but pre-registration is! To learn more call 910-678-8386 or visit www.faytechcc.edu.

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_safewater.aspx

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 the 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, 2015, PWC will stop the addition of ammonia and will resume adding it to the water treatment process on Wednesday, April 1, 2015.

Because of the change, during March some water users may experience chlorine odor. Some users of water may also experience periods of discolored water as 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.



Washroom Conservation Quiz

When it comes to conserving water, small adjustments can have a big impact, especially when those changes are made in the bathroom. Take this quiz to find out how much you know about saving water in the bathroom.

1. The Federal Government requires toilets to use no more than...
- a) 3.5 gallons per flush
 - b) 1.6 gallons per flush
 - c) 1.9 gallons per flush
 - d) 2.8 gallons per flush

Toilets can account for nearly 30% of your home's water use. Consider replacing older toilets with high efficiency models to cut your water usage by up to 46%! Consider taking advantage of PWC's High Efficiency Toilet Incentive Program by replacing your water wasting toilet with a more efficient model to earn a bill credit equal to 25% of the retail purchase price.

2. How much water can a leaky toilet waste?
- a) 200 gallons a day
 - b) 150 gallons a day
 - c) 100 gallons a day
 - d) 50 gallons a day

The average American household of four people can use 400 gallons of water a day, so losing 200 gallons is a huge waste. You

can test for leaks by placing a drop of food coloring in your toilet's tank; if the color shows in the bowl without flushing, you have a leak and need to get it fixed.

3. Where do you install an aerator?
- a) On your faucet
 - b) Attach it to your showerhead
 - c) the washing machine

Aerators can cut water usage from 5 gallons per minute (GPM) to 2.75 gallons or less! The most efficient models use only 1 gallon.

4. How much can you save every year by replacing your standard showerhead with a water-saving one?
- a) 5,000 gallons
 - b) 10,000 gallons
 - c) 20,000 gallons
 - d) 15,000 gallons

You can replace a standard 4.5 GPM showerhead with a 2.5 GPM head for as little as \$5.

Answers: 1=B, 2=A, 3=A, 4=C

Quiz courtesy of National Geographic.com



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