

PWC CONNECTIONS

Your Link to News & Information from the Fayetteville Public Works Commission Feb / March 2019 IN-173886

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, February 22

Friday, March 22

theartscouncil.com

Fayetteville Home Design & Remodeling Show

Crown Complex

Coupon to save on price of admission available online.

Friday, February 22 through

Sunday, February 24

National Engineers Week

February 17 - 23

Annual Water Changeover

PWC temporarily stops adding ammonia to its water treatment disinfection process

Friday, March 1 -

Sunday, March 31

Visit faypwc.com for details

Fix-a-Leak Week

March 18 - 24

5th Annual Power & Water Conservation Expo

Skyview on Hay

FREE Admission

Friday, March 22 &

Saturday, March 23

Visit faypwc.com for details



Countdown to Time-of-Use

Beginning in May, PWC will put in place Time-of-Use Rates that are similar to how we buy power from Duke Energy. Summer Peak will run through October. Rates for electricity used during off-peak hours will cost 30% less than on-peak and will occur 20 hours of the weekday and all day on weekends and holidays.

Summer Peak Hours 3pm - 7pm

Make Time-of-Use Rates work for you!

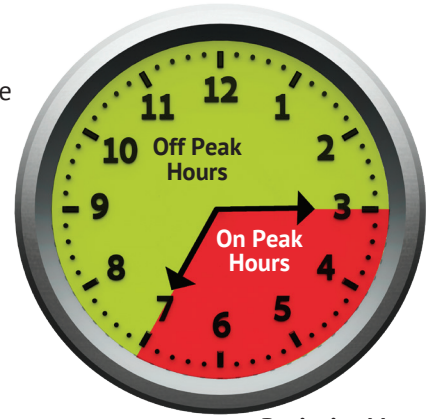
Here are a few tips for use during on-peak times.

Heating and Cooling account for a large portion of your electric use:

- Turn your thermostat up in warm weather - A/C at 78° still feels great!
- Minimize the use of appliances and use fans to make the temperature feel about 4° cooler.

Water Heaters are the next highest energy user:

- Avoid using large amounts of hot water.
- Use cold water settings for laundry.



Beginning May - Oct.
PM Peak Hours: 3 - 7 PM*
*weekdays only

In General:

- Wash and dry laundry and run your dishwasher during off-peak hours.
- Consider purchasing "smart" appliances.
- Take showers/baths during off-peak hours.



All New! PWC's Smart Thermostat Incentive Program

Purchase an ENERGY STAR® WiFi connected thermostat to be in control of your energy use and earn up to \$160 in bill credits! Visit PWC online for complete program details, application and FAQs.

Some Benefits of WiFi Connected Smart Thermostats:

- **Conserve Energy** - allowing you to keep your indoor air at comfortable temperature without overworking your HVAC system. They help optimize energy efficiency, permitting your heating and air unit to use less power and run effectively.
- **Save Cash** - improving your system's energy efficiency can result in lower power bills and provide the option of fine-tuning temperature settings without increasing the demand on your heating and cooling system.
- **Control Remotely** - enables you to control your heating and air system from your tablet or smartphone! Come home to a comfortable household with the touch of button wherever you are.



Experience the Expo!

We're Celebrating our Customers with a FREE Community Event

The 5th Annual Power and Water Conservation Expo is scheduled for Friday, March 22 and

Saturday, March 23 at SkyView on Hay in Downtown Fayetteville. The expo is **FREE** and open to the public. Learn about Time-of-Use Rates (coming May 2019), new customer incentive programs and get tips on ways to save on your energy and water bill. Fill up your complimentary reusable tote with handy conservation items such as LED bulbs, tree seedlings and Fat Trappers! Look for additional details about the Power and Water Conservation Expo on PWC's social media pages and website.





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

Friday, March 22, 2019 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 NC 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).

NC211 — Do You Need Help, But Don't Know Where to Turn?

Cumberland County residents can dial 2-1-1 for FREE! NC211 is a 24-hour, multilingual telephone referral service that offers information about:

- Affordable high quality child care
- Counseling and support groups
- Health services
- Food, clothing and housing
- Services for seniors and the disabled



Visit NC211 online at www.nc211.org for additional information including a referral database of hundreds of health and human service programs.

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).

Trap it, Then Toss it and Keep Wipes Out of the Pipes!

Smart food disposal and refraining from putting items labeled "flushable" down the drain 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. Wipes labeled "flushable" don't break down in the system and can also cause blockages that lead to sewage back-ups which 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 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 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.

Always remember, the following items should **NEVER** be flushed down the toilet:

- Baby wipes
- Paper towels
- Diapers
- Feminine hygiene products



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 20 years.

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 chloramination disinfection method, 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 fish/aquatic pets, it requires pre-treatment to remove the ammonia.



Annual Water Treatment Process Change in March

Each year, PWC is required to temporarily stop adding ammonia to its water treatment disinfection process by the NC Department of Environmental Quality. Beginning Friday, March 1, 2019, PWC will stop the addition of ammonia and will resume adding it to the water treatment process on Monday, April 1, 2019.

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.

Leaks Can Run, but They Can't Hide



Fix-a-Leak Week is March 18-24, 2019

Did you know that an American home can waste, on average, more than 10,000 gallons of water every year due to running toilets, dripping faucets, and other household leaks? Nationwide, more than 1 trillion gallons of water leak from U.S. homes each year. That's why we're reminding you to check your plumbing fixtures and irrigation systems each year during Fix-a-Leak Week.

Common types of leaks found in the home include worn toilet flappers, dripping faucets, and other leaking valves.

- ✓ One way to find out if you have a toilet leak is to place a drop of food coloring in the toilet tank.
- ✓ If the color shows up in the bowl within 15 minutes without flushing, you have a leak.
- ✓ Make sure to flush immediately after this experiment to avoid staining the tank.
- ✓ Most leaky showerheads can be fixed by ensuring a tight connection using pipe tape and a wrench.
- ✓ If you are replacing a showerhead, look for one that has earned the WaterSense® label.