

PWC CONNECTIONS

Your Link to News & Information from the Fayetteville Public Works Commission September 2021

Upcoming Events

**International Folk Festival
Downtown Fayetteville**
September 25th - 26th
theartscouncil.com

National Drive Electric Event
October 2nd
PWC/Sustainable Sandhills
955 Old Wilmington Rd.

Public Power Week
October 3rd-9th
*Fayetteville PWC is going to
celebrate all month long!*
publicpower.org/event/
public-power-week

PWC Connections : The Podcast

Listen to PWC's
bi-weekly Podcast
for FREE on your
favorite podcast
listening platform.
Get your questions
answered about your
utility services, learn more
about PWC, and get the scoop
on hot topics!



PWC TV: Now Streaming!



Watch Your PWC Connections
anytime on your favorite
streaming device in
addition to daily airings
on Fay TV – the City of
Fayetteville's government
access channel on Spectrum
Cable channel 7. Your PWC
Connections is also avail-
able on PWC's Youtube
channel & website.

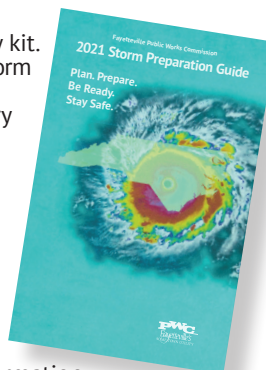


Safety Begins with Smart Planning

Prepare Your Family & Your Home

It is important to have an emergency plan for potential loss of power and water for infants, the elderly, pets and those with special needs.

- Prepare a disaster supply kit. See pages 6-7 of PWC's Storm Preparation Guide for a complete list of necessary items.
- Designate a friend or relative outside of town as your contact in the event your family is separated during an emergency.
- Help young children memorize important information such as family name, address and phone number.
- Don't forget your pets. Have a safe place to take your pet in case of an evacuation. Most disaster shelters won't accept pets.



- Check roofs, chimneys, walls and foundations – fix things such as clogged gutters and loose shingles that could cause problems.
- Take photos of your home and property before a storm hits. Photos will help if you must file an insurance claim.
- Remove or secure items that could blow away from your yard.
- Have flood insurance. Flood damage is not usually covered by homeowner's insurance.
- Fully charge portable charging stations.
- Contact PWC's Customer Service at 910-483-1382 or customer.service@faypwc.com to update your account contact information so our system can automatically recognize you when reporting an outage. You can also do this using our Online Account Manager.

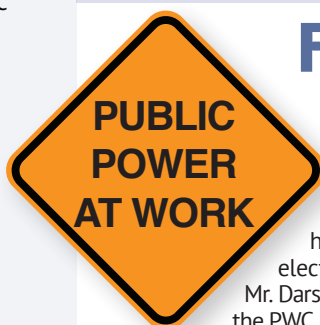
Does Your Life-Saving Equipment Rely on Electricity?

If a PWC customer requires life-sustaining equipment that is dependent on electric and/or water service, you should always have a backup power plan. Prepare extra batteries and equipment to charge your batteries or identify somewhere to relocate to that has power.

Through PWC's Medical Priority Program, you can also sign up to receive early notification 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 our website, faypwc.com.



Fayetteville PWC Commissioner Rogers Completes Tenure



As a Public Power community, Fayetteville benefits from having its own local municipal electric system and local leadership. Mr. Darsweil Rogers, elected to serve on the PWC Board of Commissioners in September 2013, completes his second four-year term this fall. Mr. Rogers served as Chairman of the Board in 2015-2016 and 2018-2019.

During Mr. Rogers' time on the Board, he was a part of several decision-making processes to include PWC's multi-million dollar Power Supply contract with Duke Energy Progress, the construction of North Carolina's first municipally owned solar



farm and the launch of PWC's Community Solar Program, and oversaw countless other projects and decisions that had a direct impact on PWC customers.

Fayetteville PWC thanks Mr. Rogers for his leadership and willingness to serve and we wish him the best as he continues to serve our community in another capacity.

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 incidents by following these guidelines for proper food disposal. Trap your grease, fat and oil – then toss it in the garbage!

Attention PWC Water Customers

PWC’s *Wastewater Collections and Treatment Systems Annual Performance Report* for the for the fiscal year July 1, 2020–June 30, 2021, as required by the Clean Water Act of 1999, is now available. Read the report on PWC’s website. To receive a copy by mail, please call 910-223-4009.

**Summer Peak Hours (April - October)
For PWC Electric Customers
3pm-7pm Weekdays**



Reminder: Summer Electric Peak Hours 3pm – 7pm

Time-of-Use Summer Peak hours are in effect through October. Rates for electricity used during Off-Peak hours cost 35% less than Peak hours and will occur 20 hours on weekdays and all day on weekends and PWC observed holidays.

Drive Electric Rolls into the Sandhills on October 2nd

Fayetteville PWC is partnering with Sustainable Sandhills on October 2nd, to bring Electric Vehicle (EV) car enthusiasts a full day bursting with exciting electric vehicle technology. The event will be held at PWC – 955 Old Wilmington Road – from 11am to 3pm.

- Test drive the latest EV models
- Chat with local EV drivers
- Enjoy a car show and vote for your favorite rides
- Have fun with kids’ activities, including a book signing with author Alison Paul Klakowicz
- Grab some swag, raffle prizes and more!
- FOLLOW #SandhillsDriveElectric ON FACEBOOK AND INSTAGRAM FOR THE LATEST UPDATES!



Hurricane Fran: 25 Years Later

September 5th marked the 25th anniversary of Hurricane Fran striking the Cape Fear region. Fran was a Category 3 storm with maximum sustained winds of 120 mph when she made landfall on the North Carolina coast the evening of Sept. 5, 1996. After landfall, Fran moved into interior eastern North Carolina with the storm’s center crossing Boiling Spring Lakes and the towns of Delco, White Lake, Roseboro, Dunn and Buies Creek. PWC employees worked tirelessly, 24 hours a day, both in the field and in the office, for several days while restoration continued.

Hurricane Fran By the Numbers

- 80mph: Wind gusts measured in Fayetteville.
- 6.75: Inches of rain that fell in the Cape Fear region from the afternoon of Sept. 5 to the morning of Sept. 6
- 46 feet: Height at which the Cape Fear River crested on Sept. 7.
- 45,000: PWC customers without power during the height of the storm in the early morning hours of Sept. 6. Considerable damage occurred to power lines primarily from wind and uprooted trees.
- 95%: PWC customers had power restored by Sept. 9
- \$2 million: Estimated damage that Fran caused to the PWC system.
- 41,740 Homes in North Carolina reporting damage from Hurricane Fran



Don’t Delay: PWC’s Rain Sensor Incentive Program Ends Soon

Rain sensors are devices that can be attached to an automatic irrigation system to monitor rainfall levels. When a certain amount of rainfall is detected, the rain sensor temporarily overrides the controller to prevent unnecessary irrigation. Once the rain sensor dries out, the system operates according to the timer. A rain sensor can significantly reduce your water bill while benefiting both the customer and the community over time.

Fayetteville PWC’s Rain Sensor Program runs through September 30, 2021*. Water customers may purchase and install any new rain sensor to qualify for the incentive**. A bill credit of up to \$50 will be applied to utility bills after the rain sensor is installed, a PWC Conservationist may contact you to verify installation. For complete Program details and application, visit PWC’s website and click the “Incentives” link on the home page.

*PWC reserves the right to cancel or amend the Program at any time

**Limit one Rain Sensor Incentive per account

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