

PWCV CONNECTIONS

Your Link to News & Information from the Fayetteville Public Works Commission February 2022

Upcoming Events

National Engineers Week
February 21st - February 27th

LOOKING AHEAD:
Annual Water Changeover
PWC temporarily stops adding ammonia to its water treatment disinfection process
March 1 - March 31
Visit faypwc.com for details

Fayetteville PWC's 117th Anniversary
Celebrating 117 Years as a Reliable Public Power Provider!
Friday March 4th
faypwc.com/history

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 available on PWC's Youtube channel & website.



Partnership for Safe Water

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 23 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 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 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 Tuesday, March 1, 2022, PWC will stop the addition of ammonia and will resume adding it to the water treatment process on Friday, April 1, 2022.

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

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.



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!

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

- Wipes labelled "flushable" (they don't break down in the system)
- Baby wipes
- Diapers
- Paper towels
- Dental floss
- Medical waste
- Kitty litter
- Feminine hygiene products

There's Still Time to Get Your FREE 2022 Wall Calendar

Get energy and water saving tips year-round with PWC's annual *Connected to Conservation* wall calendar. The calendar provides you

with information about Time-of-Use rates, PWC programs, tips to save you money and more! The 2022 wall calendars are FREE (while supplies last)! Fill out the calendar request form at faypwc.com, or call 910-223-4009 to request a copy by mail. The complementary calendars will also be available at your nearest library!



Ready to Restore and Keep You Informed

Fayetteville PWC Customers, and residents throughout our region, have already seen two big storms this year. Our crews immediately responded to power outages and services were restored quickly to customers without electricity. That's one of the benefits of having Public Power – The employees who make up our crews are local and can respond faster than other types of power providers who depend on teams from outside the area to assist in an emergency.

It's a good plan for all of us to be prepared. Did you know that PWC has a proactive plan in place year-round for inclement weather? Rest assured, our crews are always ready to respond quickly, safely and around the clock to power outages or water emergencies caused by bad weather and we want our customers to be prepared, too.

Sign up for Outage Notifications as inclement weather continues in our area. Signing up is free and easy – login to PWC's Online Account Manager and select "Electric Outage Notifications." Customers who choose to enroll will receive notifications via text and/or email when outages begin and when power is restored in their area. Check out PWC's Storm Central webpage – it's your hub for all storm related information like important phone numbers, links to information and resources to help you weather the storm and more. And be sure to follow PWC on all social media channels. <https://www.faypwc.com/storm-central>



Download the PWC App



PWC's mobile app is available for iPhone and Android.

Download the FREE app and track your energy and water use in the palm of your hand! Other features include a 1-click pay option to pay your utility bill, a "My Wallet" feature that securely stores your banking information so you can easily pay without having to look at your account or debit/credit card info.. Usage graphs and past utility statements are also available.

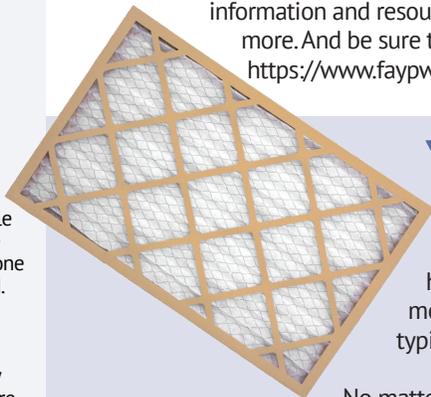
Reminder: Time-of-Use Winter Peak Hours in Effect

Winter Peak Hours (November - March) for PWC Electric Customers



6-10 AM Weekdays

Winter Peak Time-of-Use Rates run through March. Rates for electricity used during Off-Peak hours cost 35% less than Peak and occur 20 hours on weekdays and all day on weekends and PWC observed holidays. For details and tips on ways to Beat the Peak, visit faypwc.com/time-of-use-rates/



You Can Heat Up Your Savings

Our Conservation Specialists are experts in saving you cash year-round. Did you know that heating your home uses more energy and costs more money than any other system in your home – typically making up about 29% of your utility bill.

No matter what kind of heating system you have in your house, you can save money and increase your comfort by properly maintaining and upgrading your equipment. By combining proper equipment maintenance and upgrades with recommended insulation, air sealing and thermostat settings, you can save about 30% on your energy bill while reducing environmental emissions.

Remember to change your air filter monthly. Keep drapes and shades on south-facing windows open during the day to allow the sunlight to enter your home and closed at night to reduce the chill you may feel from cold windows for more savings.

Check out PWC's Ecobee Peak Savings Program for Smart Thermostats and the Aquanta Peak Savings Pilot Program for Electric Water Heaters!



Give Space Heaters Their Space

Heating equipment caused an estimated 50,500 home fires and 500 deaths between 2013 and 2017 according to the National Fire Protection Association (NFPA). Learn how to use space heaters safely with these tips:

- Proper placement of space heaters is critical. Heaters must be kept at least three feet away from anything that can burn, including papers, clothing, curtains, and rugs.
- Never leave a space heater unattended. Turn off when leaving a room or sleeping.
- Don't let pets or children play too close to a space heater.
- Never plug a space heater into an **extension cord**.
- Place space heaters on level, flat surfaces.
- Install and maintain smoke and carbon monoxide alarms.
- Never use a space heater or any appliance with a damaged cord.
- Plug the heater into a **ground-fault circuit interrupter (GFCI)** if it's in an area where water and electricity could come in contact.

