

# PWC CONNECTIONS

Your Link to News & Information from the Fayetteville Public Works Commission February 2023

## Upcoming Events

**Annual Water Changeover**  
PWC temporarily stops adding ammonia to its water treatment disinfection process  
**March 1 – March 31**  
Visit [faypwc.com](http://faypwc.com) for details

**Fayetteville PWC's 118th Anniversary**  
**Celebrating 118 Years as a Reliable Public Power Provider!**  
Saturday, March 4  
[www.faypwc.com/history/](http://www.faypwc.com/history/)

**Fix-A-Leak Week**  
March 20-26, 2023

### PWC Connections: The Podcast

Listen to PWC's Podcast for FREE on your favorite podcast listening platform.



Learn More!



## 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.



## Committed to Providing Clean, Safe, Drinking Water

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.

### What Does This Mean For You?

PWC goes above and beyond by voluntarily participating in this program to ensure our customers receive the cleanest and safest drinking water.

### Where Does Our Water Come From?

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.

### How Is It Treated?

PWC uses the disinfection method chloramination, which uses both ammonia and chlorine. Chloraminated water is safe for drinking, cooking, bathing and other daily uses. If water treated with this method is used for medical dialysis or fish and 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 Wednesday, March 1, 2023, PWC will stop the addition of ammonia and will resume adding it to the water treatment process on Saturday, April 1, 2023.



Learn More!

Because of the change, during March some water users may experience a 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 beverage.

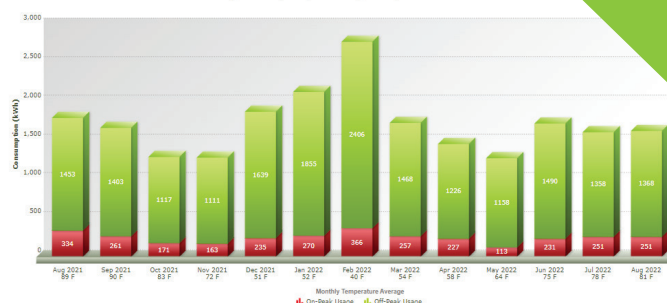
Customers with questions about this required procedure may contact PWC at 910-483-1382. Additional information about the water treatment process can be found on the PWC website.

## Manage Your Electric & Water Use Online with Ease!

FAY / Smart Elec - Resid Svc, 101TC, Active, 04-10-2018, Connection Fee, 0211999096

Monthly Daily Hourly

Aug 2021 to Aug 2022 | AVG Monthly Consumption: 1706.31 kWh



Peak Periods (excludes Saturdays, Sundays, and PWC recognized Holidays)

Summer April-October 3:00 PM - 7:00 PM  
Winter November-March 6:00 AM - 10:00 AM

CONSERVATION  
CORNER



## Do You YouTube?

Spending time watching online videos? Subscribe to PWC's YouTube channel (@FAYPWC) and learn more about your utility services, the local employees that deliver your services and how to save on your monthly bills.

It's a great resource for students too!

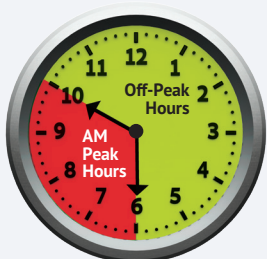


Learn More!

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

Winter weather brings Winter Peak Time-of-Use Electric rates weekdays from 6am-10am. Lower your thermostat and shift as much electric usage outside of the Peak hour window for the most savings. Rates for electricity used during Off-Peak hours cost 35% less than Peak and will 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/](http://faypwc.com/time-of-use-rates/)

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



6-10 AM Weekdays

## 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 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, and 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 dishes, pots and pans prior to washing them.

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

- Hand or baby wipes – even if they're labeled "flushable"!
- Paper towels
- Diapers and feminine hygiene products
- Dental floss and Q-tips
- Kitty litter
- Medical waste
- Hard objects in general



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Learn More!



## Be Aware and Be Wary of Utility Scams!

It's a new year but the old utility scammers are back attempting to take your money! Scammers continue to attempt this by claiming to be from PWC (or other utilities) and telling you there is an overdue balance on your account, and you need to act quickly to avoid disconnection. PWC does not collect payments in this manner. If someone claiming to be from PWC calls you and asks for payment, beware! We do not collect payments at your residence or place of business or ask you for credit/debit card info over the phone. We also will not ask you to purchase a pre-paid money card! If you are contacted in this manner, please call PWC at 910-483-1382 to verify your account status and report suspicious calls.

## Experience the PWC Expo!

The 9th Annual Power & Water Conservation Expo is scheduled for Friday, March 24, 2023, at SkyView on Hay (121 Hay Street) in Downtown Fayetteville, from 10am to 8pm. All are welcome – young and old! The Expo is FREE and open to the public. Get tips on ways to save on your energy and water bill. Learn about PWC's customer incentive programs, solar power, how we support Electric Vehicle ownership and our upcoming Super Off-Peak rates. Plus, meet the PWC team members who keep your power on and water flowing!

Be sure to fill up your FREE reusable tote with handy household items and conservation items like LED bulbs, Fat Trappers, shower timers and more! And don't miss entering to win a credit on your PWC bill! Look for additional details about the Power and Water Conservation Expo on PWC's social media pages and website!

