



Tornado, Fayetteville, 2011

Fayetteville Public Works Commission

2023 Storm Preparation Guide

**Disasters happen.
Be prepared,
heed the warnings
and stay informed.**



Hurricane Matthew, Fayetteville, 2016

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Hurricane Florence, Fayetteville, 2018

Important Numbers

List important numbers you may need in an outage/emergency. Keep this list handy and take it with you if you have to evacuate. Be sure to write down important numbers from your cell phone as a backup.

Dial 2-1-1, Help Starts Here

NC211 is a free information and referral service that connects you with human service resources in Cumberland County including disaster services.
www.NC211.org



PWC 24 Hour Emergency Number

877-OUR PWC1 (877-687-7921)

Other Local Utility Providers:

- Duke Energy: Text OUT to 57801, report online, or call 800-419-6356
- Lumbee River EMC: 800-683-5571 or 910-843-4131
- South River EMC: 800-338-5530 or 910-892-8071
- Piedmont Natural Gas: 800-752-7504

Insurance:

Type _____ Policy #: _____ Phone: _____

Type _____ Policy #: _____ Phone: _____

Type _____ Policy #: _____ Phone: _____

Plumber: Name: _____ Phone: _____

Electrician: Name: _____ Phone: _____

Other:

Name: _____ Phone: _____

Name: _____ Phone: _____

Name: _____ Phone: _____

Notes:

The 2023 Storm Preparation Guide is prepared and distributed by the Fayetteville Public Works Commission. The guide and request form for additional printed copies is available at www.faypwc.com or call 910-223-4009.



Request
Storm Guide

Be Ready. Be Prepared. Just in Case!

PWC is Fayetteville's Hometown Utility - providing our community with the benefits and resources of a locally owned/operated municipal utility and providing reliable, safe and affordable electric and water services.

With the onset of hurricane season, we're always hopeful we can avoid weather's wrath. However, the unfortunate events of recent years – Matthew in 2016 and Florence in 2018 – are harsh reminders that we can't always count on Mother Nature to cooperate ... and, that we need to be prepared, just in case! Having prudent plans in place and being thoroughly prepared can help you and your family stay safe and avoid or mitigate damage in the event of a hurricane, severe weather or another emergency.

At Fayetteville PWC, we have aggressive and proactive emergency response plans, ready to implement when faced with a hurricane or other disasters. Our crews are always prepared to swing into action, just as soon as it's safe, and work around the clock to restore your service. To keep you "in the know," we also have our Electric Outage Map that shows the location of all current power outages in our service area, and you can sign up for electric outage notifications. (See p. 18 for details)



Storm Central

This guide provides valuable reminders and comprehensive safety tips to help you be prepared. Visit www.faypwc.com/storm-central/ for more online resources and information.

2023 Hurricane Names

<i>Arlene</i>	<i>Lee</i>
<i>Bret</i>	<i>Margot</i>
<i>Cindy</i>	<i>Nigel</i>
<i>Don</i>	<i>Ophelia</i>
<i>Emily</i>	<i>Philippe</i>
<i>Franklin</i>	<i>Rina</i>
<i>Gert</i>	<i>Sean</i>
<i>Harold</i>	<i>Tammy</i>
<i>Idalia</i>	<i>Vince</i>
<i>Jose</i>	<i>Whitney</i>
<i>Katia</i>	

Watches vs. Warnings

Hurricane watches and warnings are issued to give people time to prepare their homes and businesses for hurricane conditions.

A **watch** means hurricane conditions (sustained winds of 74 mph or higher) are possible (may or may not occur) in a specified area. It is issued 48 hours before tropical storm-force winds (39 to 73 mph) are expected in an area.

A **warning** means hurricane conditions are expected (will most likely occur) in an area. A warning is issued 36 hours before tropical storm-force winds are expected.



Does your life saving equipment rely on electricity?

Power can be more than a convenience. For some people it is a medical necessity. 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 and renew annually.



Download
Application

www.faypwc.com/storm-central/

Prepare Your Family

- Have an emergency plan (for loss of power and water) for infants, elderly, pets and those with special needs.
- The **FIRST 72 IS ON YOU**. Prepare a 72-hour supply kit for use in a disaster.
- Have an emergency plan if someone in your household relies on electric powered life support or medical equipment.
- Designate a friend/relative outside your town or area as your contact in the event your family is separated during an emergency. Agree upon a place where family members can meet if separated.



- Teach each family member how to use a fire extinguisher.
- Teach your children to call for help.
- 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 evacuation. Most disaster shelters cannot accept pets. Make sure all pets have identification and proof of vaccination. Consider having them microchipped in case they are lost.
- Emergency plans should be tailored to meet specific needs. If you have a disability, it may require extra planning to handle an emergency.

- Write down emergency phone numbers and numbers for family and friends. Keep them handy at home and programmed in your cell phone.
- Locate the nearest shelter and different routes you can take to get there if you have to leave your home.
- Download FEMA's *Are You Ready Citizen Preparedness Guide* www.ready.gov/plan.
- Stay informed: www.readync.org



Prepare Your Home

- Check roofs, chimneys, walls and foundations, and fix things (such as clogged gutters or loose shingles) that could cause problems.
 - Take photos and/or video of your home and property before the storm hits. Photos will help if you have to file an insurance claim. Consider backing up photos and important documents to the cloud.
 - Have tarps on hand to protect your roof.
 - Trim dead or threatening branches from trees.
 - Remove or secure items that could blow away from your yard, deck, patio or porches. Don't forget flags and flowerpots.
 - Learn how to shut off main switches for water and electricity.
 - Install smoke detectors on each floor in your home.
 - Keep a ladder that will reach the roof.
 - Have a garden hose that is long enough to reach any area of your home.
 - Make sure your address is clearly visible and emergency responders can reach your home.
 - Have flood insurance. Flood damage is not usually covered by homeowner's insurance (see page 9 for more information).
 - Fully charge portable charging stations.
 - Store water in your freezer by filling plastic bags or other leak-proof containers about 2/3 full, then freezing. If electricity goes out, stored ice helps keep food frozen longer and if needed, melts for water.
 - Lower the thermostat in your refrigerator and freezer to the coolest possible temperature.
 - Prepare your property by keeping storm drains, ditches and ponds free of debris.
 - If you are a new resident to Fayetteville/Cumberland County, familiarize yourself with flood prone areas and prepare your home and family, especially if you are located in an area that has experienced prior flooding events.
- Visit FayettevilleNC.gov/Flood for more information.



- Contact PWC's Customer Service at customer.service@faypwc.com or 910-483-1382 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.
- Know your electric service provider. PWC serves more than half of Cumberland County residents. Others are served by Duke Energy, Lumbee River EMC and South River EMC.

Make a 72-Hour Emergency Supply Kit

Once a disaster hits, you won't have time to shop for supplies, so prepare your supply kit in advance and make sure everyone knows where it's kept. FEMA recommends having enough emergency supplies to last 72 hours (3 days). Items can be assembled over time, but check every six months for things that need to be replaced. And remember, with power out, services – like ATMs and gas pumps – may be down. Have cash on hand and fill your vehicle(s) with gas before an impending storm.

Visit redcross.org/get-help to download helpful apps to keep you prepared!



Learn More

Essentials

- Battery-operated radio, rechargeable
- Flashlights and/or solar lights that can be charged during the day
- Extra batteries, various sizes; replace batteries according to expiration dates (check at least every six months)
- Do not include candles, which can cause fires
- Cell phone and charger
- Power inverter to use car battery as a backup charger
- Scissors and utility knife
- Plastic sheeting or tarp (in case tree/wind damages roof)
- Signal flare
- Plastic storage containers
- Heavy cotton or hemp rope
- Patch kit and can of sealant for tires
- Jumper Cables
- Duct tape, plumber's tape or strap-iron
- Map of the area (for locating shelters)
- Assorted tools (wrench, pliers, hammer)
 - Plastic bucket with tight lid
 - Plastic garbage bags and zip lock bags



Food

- Minimum of one gallon of water per person, per day, in a food-grade plastic container (3-day supply)
- Additional water for sanitation
- Minimum three-day supply of non-perishable food that requires no refrigeration, no preparation and little or no water
- Store food in cool, dry place and away from oven or refrigerator exhausts (exhaust heat may cause food to spoil more quickly)
- Utensils, including non-electric can opener
- Aluminum foil

Medical Needs

- Prescription drugs, including diabetic supplies
- OTC medications, including pain killers, antacids and burn ointment
- Tube of petroleum jelly or some other lubricant
- First Aid kit
- Thermometer
- Tweezers
- Needle
- Latex gloves (two pairs)
- Medicine dropper
- Disinfectant
- Stop the Bleed Kit
- Contact lenses and supplies



Personal Items

- Car and house keys
 - Sunscreen and aloe
 - Moistened towelettes/baby wipes
 - Bug spray
 - Assorted sizes of safety pins
 - Paper, pencil or pen
- Soap, liquid detergent
- Personal hygiene items
- Toilet paper, paper towels
- Sunglasses
- Hat and gloves
- Rain gear
- Sturdy shoes or work boots
- Blankets or sleeping bags
- Thermal underwear
- One complete change of clothing/footwear per person
- Baby supplies
- Pet supplies
- Games and books
- Face coverings – cloth or disposable masks
- Rescue Whistle



Important Documents*

- Cash or travelers checks, change
- Copy of will, insurance policies, contracts, deeds, stocks and bonds
- Passport, social security cards and copy of immunization records
- Family records (birth, marriage, death certificates)
- Record of credit card account numbers
- Inventory of valuable household goods
- Important telephone numbers

Prepare your Finances:

www.ready.gov/financial-preparedness

* Keep originals in a waterproof container, and take pictures of important documents with your phone. Some may be required for FEMA assistance.



Be Prepared To Store Water

How much water should I have on hand?

A good rule of thumb is to store one gallon of water per person per day for at least three days. Remember, you'll need more water in hot temperatures and if you're engaging in strenuous activities. People with special needs such as nursing mothers, young children and family members with illnesses also require more water. If you have advanced warning of a disaster or other possible disruption of your water supply, fill bathtubs, sinks and all available containers with water to supplement the water you have stored.



How long can I store tap water safely?

As long as disinfected tap water is stored in an airtight, clean container and in a cool location, the water should remain safe indefinitely. As a general rule, change your emergency water supply at least every six months to ensure freshness. Store the water in quality plastic

containers instead of glass to minimize breakage. Make sure the container has been washed well with a non-toxic soap and rinsed completely before filling. Do not use containers that once contained chemicals or toxic materials.

What Happens During PWC Water Emergencies

Storms or flooding may cause water system damage which can cause low water pressure or loss of water services. Depending on the severity of system damage, PWC will send out public notification when conditions have occurred that could potentially contaminate the water supply. This may include a major loss of water pressure in the PWC distribution system.

PWC will issue a precautionary advisory recommending that customers boil any water used for drinking for at least three minutes to make sure it is safe (or use your stored water for drinking). When advisories are issued, there is no confirmation of contamination, just conditions somewhere within our water distribution system (1,200+ miles) that may have caused contamination.



[Learn More](#)

How will I know the water is safe again?

PWC will be testing to confirm the water is safe and will notify customers when advisories are lifted. Listen to your local news, visit the PWC website and follow PWC social media channels for the status of the advisory and updates.

Important Insurance Information*

What Types of Insurance Cover What

- Homeowners' insurance covers dwellings, structures and contents of your home.
- Renters insurance covers damage to your belongings inside your home.
- Flood insurance covers damage from flooding.
- Damage to vehicles is covered by *comprehensive* auto insurance.



Homeowners' Insurance

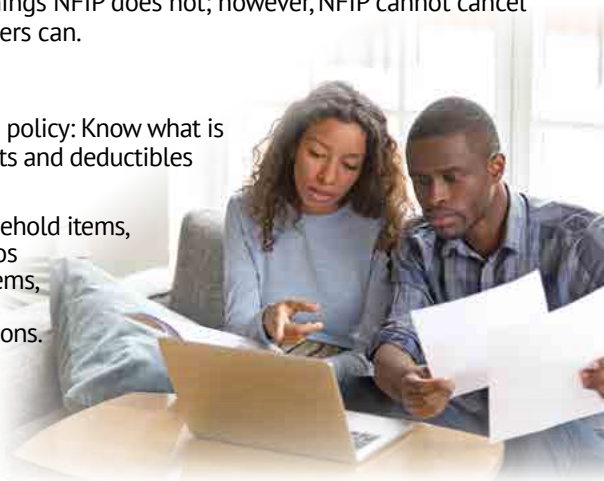
- Covers storm damage to buildings and contents; however, may exclude things outside your house, such as garages, sheds, fences, gates, etc.
- Insurers may put a moratorium on buying new policies in the 24-48 hours before a forecasted storm.
- **Standard homeowners' insurance DOES NOT cover flood damage.**

Flood Insurance

- Previously available only through FEMA's NFIP (National Flood Insurance Program), flood insurance is now offered by many private insurers.
- Most flood insurance policies do not take effect for **30 days** after purchase.
- Private insurance may cover things NFIP does not; however, NFIP cannot cancel your policy, while private insurers can.

Plan Ahead

- Be familiar with your insurance policy: Know what is and is not covered and the limits and deductibles stipulated in your policy.
- Have an inventory of your household items, especially valuables. Take photos and/or videotape household items, as well as your house, vehicles, boats and other major possessions. Include identifiers such as name plates, VIN numbers, etc. Keep this information in a safe place outside your home.



When You've Sustained a Loss

- Document all damage – with photos/videotape.
- Contact your insurance agent immediately to begin the claim process. Complete any claim forms as soon as you can.
- Be aware of any time limits for filing claims.
- Check with your insurer before you throw away any damaged items/materials.

*Information provided as general reference. Please consult with your licensed insurance professional for details, as policies and coverage may vary.

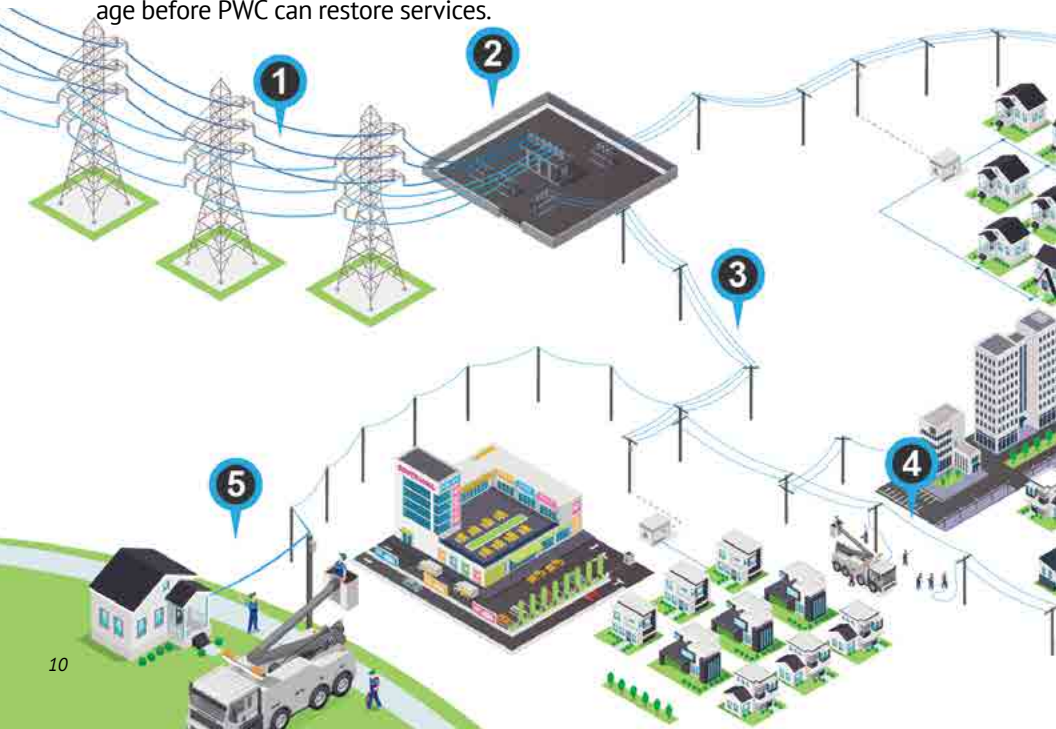
As a local Public Power electric utility, we provide the fastest response when an emergency happens. And PWC has been recognized by the American Public Power Association as a Diamond Level-Reliable Public Power Provider, which means we have fewer outages and shorter outages when they do occur.

When the power goes out, PWC crews work as quickly as possible, as soon as it's safe, to restore services. Certain work and repairs, such as those requiring the use of bucket trucks, may not begin until conditions (wind speeds and gusts) are safe for workers. Until that work can start, PWC will be locating safety hazards such as downed wires and poles and assessing damage to create our restoration plan.

Initial repairs include main electric lines and infrastructure which may not be as visible to you. Even if you do not see crews working nearby, rest assured we are working to get services restored. Priority is given to critical facilities such as: hospitals; schools/other facilities used as disaster shelters; county and city facilities including fire and police stations; water and wastewater facilities serving our customers; and public facilities and private homes with people on life support systems. We then repair damage that will return power to the greatest number of customers in the least amount of time, and then restore neighborhoods and individual customers.

Once we begin restoring services to homes and buildings, be aware that there are often multiple lines in areas that may be located on both sides of the street. If you notice a neighbor's power is back on before yours, your home may be on a different circuit or line, and power may not always be restored at the exact same time.

Please refer to page 15 for information on power restoration and note that if you have damage to your property, you may need to have an electrician repair the damage before PWC can restore services.



We appreciate your patience and understanding while we work to get the lights back on. Here's a look at how PWC restores services when the power goes out.

1 High-Voltage Transmission Lines

We begin by repairing any damage in the lines to and from our transmission system – where high voltage power (typically 100,000 volts – up to 750,000 volts) is received from Duke Energy, our power supply provider. While damage at this level is less likely, when it does occur, it affects the greatest number of customers and must be repaired before other parts of the system can operate.

2 Distribution Substations

The next step is to check for damage at our substations – where the voltage is reduced to a level safe for distribution. Each local substation serves several thousand customers, so repairing damage here may restore power to a large number of people.

3 Main Distribution/Feeder Lines

We then proceed to repair any damage in the distribution system, starting with the main distribution/feeder lines that carry power to groups of customers such as neighborhoods/housing developments.

4 Lateral/Tap Lines

Most outages are small and isolated because they involve the lateral or tap lines. These lines deliver power to transformers, either mounted on poles – or placed on pads for underground service, outside homes, businesses and schools.

5 Service Lines

Service lines carry power, either overhead or underground, between a transformer and your individual home or business. If your power outage is caused by damage between the line to your home and the service installation, it is your responsibility to have an electrician repair the damage before PWC can restore power. Other things to keep in mind as well: 1) underground outages typically take longer to restore, and 2) it is not uncommon for lights to flicker when power restoration is going on near your residence.



About PWC
Restoration
Plan

**Report Outages and
Emergencies**

**24-Hour Emergency:
1-877-OUR PWC1**

If Your Power Goes Out:

- Unplug any electrical appliances or electronics to prevent spikes once the power is restored. Ideally, sensitive electronics or devices should be on surge protectors to prevent damage.
- Turn the air conditioner off to prevent a surge once the power comes back on.
- Leave one light on so you're able to see when the power is restored.
- To keep thawing and spoiling food to a minimum, open the refrigerator or freezer as seldom as possible during a power outage.
 - Food will stay frozen for up to 48 hours if your freezer is full and tightly packed and the door is kept closed.
 - Before the storm, freeze containers of water that can be used as ice blocks to help reduce thawing.
 - If food does defrost, use it within one or two days. Never refreeze food that has thawed completely.
- When the power comes back on, wait a few minutes before beginning to switch on circuit breakers, one breaker at a time. To give the electrical system a chance to stabilize, turn on essential appliances first, then gradually turn on other electronics.
- If your HVAC won't turn on after a storm, you may need to restart it. Check the owner's manual for restart instructions for your unit. If you have any doubts, or if the circuit breaker shuts off again after resetting it, call a professional.
- When power is restored, check and reset GFCIs (ground fault circuit interrupter outlets) throughout your home, especially freezers in garages.



If you don't have power when it's restored to others in your area:

- Check your breaker box panel and make sure all the switches that should be on, are on, including the main breaker.
 - If you have a tripped breaker, move it to the off position and then push it hard to the on position. If it does not click on, you may have a breaker issue.
 - If you have a blown fuse, it will be visible and needs to be replaced.
- Check for damage to the service line that connects your home or business to main power lines (See page 15).

Portable Generator Safety Tips

- Keep the generator **outside** in a dry, well-ventilated area – and away from windows – to prevent carbon monoxide poisoning and electric shock.
- Wait until the rain has passed before starting a portable generator. A wet generator is an electrocution hazard.
- PWC does not provide or sell portable generators.
- Consult a licensed electrician about proper connection to ensure safety.



Learn More

- Never connect generator to a wall outlet. “Backfeed” can occur, putting you and utility workers repairing lines at risk of electrocution.



- Keep fuels stored safely in an outside location and away from children.

- If you connect your appliances to the generator, use the appropriate-sized extension cord.

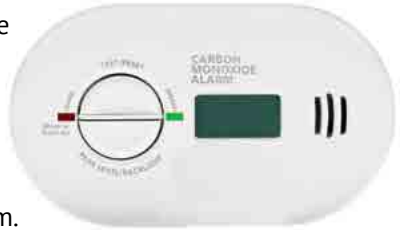
- Consider installing carbon monoxide alarms inside your home.

- Look at the labels on lighting, appliances

and equipment you plan

to connect to determine the amount of power that will be needed to operate them.

If your equipment draws more power than the generator can produce, you may blow a fuse on the generator or damage the connected equipment.



Know What To Do After The Storm

- Report any broken utility lines or trees on power lines to your service provide. While customers are responsible for removing trees that fall on private property, be sure any downed or damaged power lines are de-energized before starting work. See page 15 for more on property owner responsibilities.
- Stay away from downed power lines. If a power line falls on your car, do not get out – wait for help.
- Never enter a flooded basement or room unless you're certain the power has been disconnected.
- Avoid driving in flood water/water covered roads. Heed the warnings and "Turn Around, Don't Drown."
- Take photographs and videos of storm damage as soon as possible.
- If you need electrical repairs, choose a licensed electrician.
- Beware of snakes, insects and animals driven to higher ground.
- Wear a mask to avoid inhaling mold spores and wear sturdy shoes to protect your feet.
- Storm debris removal is not a PWC service. Debris pickup is announced by local municipalities.
- Be wary of scam artists who overcharge or ask to be prepaid for services.
- If you need documentation of a power outage for your employer, etc. please contact PWC's Customer Service at 910-483-1382.



After the Storm... Who is Responsible for Fixing What?

Service lines carry power, either overhead or underground, between a transformer and your individual home or business. If you have damage to equipment (weatherhead, meter can) that connects the service line to your property, it is your responsibility to have an electrician repair the damage before PWC can restore power.

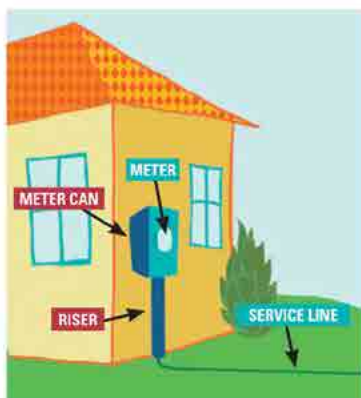
Before a storm, identify a licensed electrician who can do the work if damage occurs. Repairs will require an inspection before PWC can reconnect. Also note that if flooding occurs in a home and the water level is above the electrical outlets or up to the electric meter box, customers will need an electrical inspection before PWC is allowed to restore service.



CUSTOMER RESPONSIBILITY



PWC RESPONSIBILITY



Cumberland Alerts

EMERGENCY NOTIFICATION SYSTEM

Cumberland County uses the **Cumberland Alerts** notification system to contact thousands of businesses and residents in an emergency.

Cumberland Alerts notifies residents about severe weather, fires, floods, and other emergency situations in their area.

www.cumberlandcountync.gov/alerts

Sign up to receive text messages, emails and pre-recorded phone messages about emergency situations.

Stay alert. Stay safe.

Sign up today!

**Always be Aware.
Always be Prepared.**



- ✓ Know your neighborhood.
- ✓ Know your area and places you travel.
- ✓ Be prepared with an emergency kit.



Flooding can happen when it rains.

Visit the City's Flood Awareness webpage to stay aware and prepared during the upcoming storm season

FayettevilleNC.Gov/Flood



Be Aware

- Know your neighborhood! Check to see if there are low-lying areas that might flood easily during a storm.
- Know your travel routes! Check out DriveNC.gov for real-time travel information.

Be Prepared

- Have your emergency kit ready!
- Help prevent localized flooding by keeping storm drains free and clear of debris!
- Know your resources! Check out our webpage for local, state, and federal resources for before, during and after the storm.

Stay Aware and Prepared

- Tune into local news stations
- Stay Engaged with the City of Fayetteville for closures, city services, and other updates!
 - Social Media
 - Website
 - FayTV
 - Streaming (Roku, Amazon TV, Android)
 - YouTube
 - E-News!
 - ReadyNC.gov
 - Sign up for Cumberland Alerts



Stay in the Know

Information is power, and PWC has two great ways we share information about power outages with you.

Electric Outage Map

View up-to-date information including:

- Current outage locations in our service area (see if there's an outage that affects you)
- Estimated restoration times
- Weather conditions



Bookmark the PWC Energy Outage Map faypwc.com/electric-outage-map on your smartphone and computer

Notification System

- Sign up to be notified when there's a power outage that impacts you
my.faypwc.com/eportal/#/

Prepare for Flooding

Be aware if you live in a potential flood zone or if your neighborhood has flooded in the past. Plan evacuation routes before the emergency strikes. If you are a new resident of Fayetteville/Cumberland County, familiarize yourself with flood prone areas and prepare your home and family, especially if you are located in an area that has experienced prior flooding events.

- Visit **FayettevilleNC.gov/Flood** for flood information and online resources, or for interactive flooding info for our area.
- View real-time river and stream gauges at **fiman.nc.gov** and sign up for alerts.
- Visit **fris.nc.gov** for interactive and historical flooding info for our area.



Scan for online flood resources

General Safety Tips

- Stay informed of weather and road conditions through local news; learn the meaning of watches and warnings.
- If advised to evacuate, do so immediately. Shut off the electricity and water before evacuating.
- Have valid identification if you evacuate. You may not be allowed back into your area unless you can show proof of residency.
- If you notice any signs of electrical system damage (sparks, broken or frayed wires, or the smell of hot insulation) call an electrician.
- If you live in a mobile or manufactured home, have a pre-established safe shelter that you can get to quickly.
- Move to a safe area before roadways are cut off by floodwaters.
- Never try to cross flowing water by vehicle or foot. Six inches of water can cause you to lose control of your vehicle. Plus, there may be hidden debris that could cause injury or damage.



With up-to-date information, you'll know:

- ***Outage locations (see if there's an outage that affects you)***
- ***Estimated restoration times***
- ***Weather conditions***



PWC STORM CENTRAL

FayPWC.com/storm-central

Your source for vital information
and resource links

- Storm Prep Resources
- Helpful Videos/Downloads
- Weather Resources
- Local Radio & News Sources
- State & Local Government
- FEMA

STAY UP-TO-DATE

- ☐ Follow PWC on Facebook, Twitter, and online for outage updates.
- ☐ Sign up through the Online Account Manager to be notified when there's a power outage that affects you. Our Electric Outage Map –visit www.faypwc.com – shows all current outages in our service area with information that includes estimated restoration times.

View Outage Map
- ☐ Contact us to update your current contact information so our system can automatically recognize you when reporting an outage:
 - call 910-483-1382
 - email customer.service@faypwc.com
 - log in to your PWC Online Account Manager
- ☐ Report Outages: 877-OUR-PWC1 (877-687-7921) or 910-483-1382
- ☐ Sign up for Cumberland Alerts (page 15) to receive time-sensitive messages related to severe weather, flooding evacuations, protective actions, etc. Visit co.cumberland.nc.us/alerts for details.
- ☐ Get free copies of the 2023 Storm Preparation Guide at these convenient locations: Libraries, City Hall, or view/download online at www.faypwc.com.
- ☐ Share this information with your family and friends.

