

PWC CONNECTIONS

Your Link to News & Information from the Fayetteville Public Works Commission February 2024

Upcoming Events

Annual Water Changeover
PWC temporarily stops adding ammonia to its water treatment disinfection process
March 1st – March 31st
Visit FayPWC.com for details

Women in Construction Week
March 3rd – March 9th

NC Severe Weather Preparedness Week
March 3rd – March 9th

Fayetteville PWC's 119th Anniversary
Celebrating 119 Years as a Reliable Public Power Provider!
Monday, March 4th
www.FayPWC.com/History/

Daylight Savings Time begins
Sunday, March 10th

Fix-A-Leak Week
March 18th-24th, 2024

PWC Connections:

The Podcast

Listen to PWC's 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!



Learn More!



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 to 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 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 drinking 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 Friday, March 1, 2024, PWC will stop the addition of ammonia and will resume adding it to the water treatment process on Monday, April 1, 2024.

Because of this change, during March, some water users may experience a chlorine odor. Some users 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 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.

Engineers Make a Difference in Everyday Life

PWC engineers play an important role in the safe delivery of utility services to our customers. Without their hard work and attention to detail, PWC would not be able to provide safe drinking water, reliable electricity, or return wastewater to the Cape Fear River cleaner than what we take in. Engineers are responsible for planning, inspecting, and monitoring more than 1,400 miles of electric lines and 2,800 miles of water and wastewater infrastructure. In 2023, PWC treated more than 10.7 billion gallons of drinking water that meets and exceeds state and federal requirements. PWC also operates a power generation plant capable of producing 268 megawatts of electricity, which helps to keep electric rates lower for PWC customers when compared to other utilities.

To educate the public about the impact of engineers in everyday life, the week of February 18th is proclaimed Engineers Week. Engineers Week also promotes STEM curriculums in schools and encourages young boys and girls to consider a future as an engineer. March 4th is World Engineering Day, a global celebration of how engineers, technicians, and technologists make a difference in our community and around the world.



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

Winter Time-of-Use Electric rates continue through the end of March. Winter peak hours are 6am-10am, so shifting energy use away from Peak hours will help you save! The cost of electricity used during Off-Peak hours is 35% less than Peak and occurs 20 hours each weekday 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/



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



6-10 AM Weekdays

PWC Employees Raise Funds for Alzheimer's

PWC employees raised \$12,352 for the Alzheimer's Foundation. The PWC Jaywalkers are employees who raise funds in the name of Jay Reinstein, a former assistant manager for the City of Fayetteville who retired after being diagnosed with the disease. This year the team participated in a walk-a-thon and sponsored a golf tournament.

Experience the PWC Expo!

The 10th Annual Power & Water Conservation Expo is scheduled for Friday, March 22, 2024, at SkyView on Hay (121 Hay Street) in Downtown Fayetteville, from 10am to 8pm. The Expo is FREE and open to the public. Get tips on ways to save on your energy and water bills, learn more about our customer incentive programs and much more! Plus, meet the PWC team members who keep your power on and water flowing! Learn more about this year's Expo at www.FayPWC.com/PWC-Expo/



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

CONSERVATION CORNER

Proper 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.

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 - 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 labeled "flushable" (they don't break down in the system)
- Baby wipes, diapers
- Paper towels
- Dental floss
- Medications/Medical waste (syringes)
- Kitty litter
- Feminine hygiene products
- Cigarette butts
- Food wrappers
- Plastic products
- Q-tips®/ cotton balls
- Clothing tags



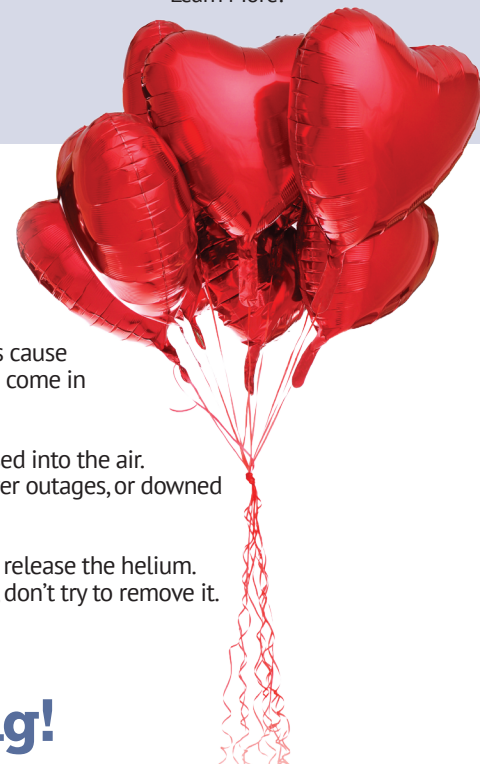
Scan to
Learn More!

Don't let Balloons Burst Your Bubble

Balloons may be pretty, but they are also a hazard. Mylar balloons cause thousands of power outages each year when they float away and come in contact with overhead power lines.

Use weights to ensure balloons stay in place and don't get released into the air. Loose balloons that strike power lines can cause explosions, power outages, or downed power lines.

When you are ready to dispose of them, puncture the balloons to release the helium. If a mylar balloon does float away and gets stuck in a power line, don't try to remove it. Please call PWC at 910-483-1382 for assistance.



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.