

PWC CONNECTIONS

Your Link to News & Information from the Fayetteville Public Works Commission February 2025

Upcoming Events

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

Women in Construction Week
March 2nd – March 8th

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

Fayetteville PWC's 120th Anniversary
Celebrating 120 Years as a Reliable Public Power Provider!
Tuesday, March 4th
www.FayPWC.com/History/

Daylight Saving Time begins
Sunday, March 9th, 2025

Fix-A-Leak Week
March 17th-23rd, 2025

Stay Connected with PWC on the Airwaves!
Be sure to tune in to your favorite radio stations: WIDU 1600 AM, WZFX 94.3 FM, WCCG 104.5 FM and WCLN 105.7 FM, to get your questions answered about your utility services, learn more about PWC, and get the scoop on hot topics! Be on the lookout for new podcast episodes that are coming soon. 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 are 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 Water and continues to treat water to a higher standard than current EPA requirements. In fact, PWC has been honored for maintaining the standards of the program's Director's Award for 24 years. And last year we received the Association of Metropolitan Water Agencies Gold Award for Exceptional Utility Performance.



ASSOCIATION OF
METROPOLITAN
WATER AGENCIES

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. Water is processed at PWC's P.O. Hoffer Water Treatment Facility and Glenville Lake Water Treatment Facility.

How is it treated?

PWC treats source water using the chloramination method, 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 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 Saturday, March 1st, 2025, PWC will stop the addition of ammonia and will resume adding it to the water treatment process on Tuesday, April 1st, 2025.

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



Learn More!

Engineers Make a Difference

The week of February 16 – 22 has been designated as National Engineers Week to raise public awareness about the significant contributions of engineers in everyday life. At PWC, it gives us the opportunity to celebrate our 20 professional engineers, who are essential in ensuring the safe and reliable delivery of utility services to our customers. Their dedication and meticulous work enable PWC to provide clean drinking water and dependable electricity, and to return treated wastewater to the Cape Fear River in a better state than when it was taken in. Our engineers are tasked with planning, inspecting, and monitoring over 1,400 miles of electric lines and 2,800 miles of water and wastewater infrastructure. They have an important role in PWC operations, which include treating our safe drinking water supply (more than 10.7 billion gallons provided 2024) and operating a 268 MW power generation plant that helps us keep electric rates for PWC customers lower compared to other utilities.

National Engineers Week also helps promote STEM (Science, Technology, Engineering & Math) education in our schools. By highlighting the achievements of these professionals, we aim to inspire young men and women to pursue careers in engineering, by providing them with role models who demonstrate the impact of engineering on our community and beyond.

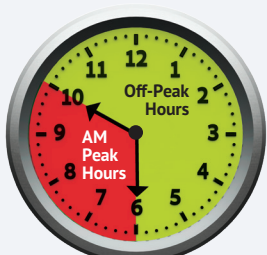
We extend our gratitude to the professional engineers at PWC for their vital role in providing quality services for our customers. We also applaud them for serving as an inspiration to the next generation of STEM enthusiasts.



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 6 a.m. -10 a.m. 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 hours and occurs 20 hours of each weekday and all day on weekends and PWC observed holidays. For details, and tips on ways to Beat the Peak, visit www.FayPWC.com/Time-of-Use-Rates/

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



6-10 AM Weekdays



Energy Assistance Programs are Available

There are various utility assistance programs available in our community for those requiring support. For more information, please visit our website at www.FayPWC.com/Utility-Assistance-Resources/ to learn about how to access these support systems.



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

CONSERVATION
CORNER



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 depend on heavy-duty drain cleaners to fix a grease clog. While these cleaners can break up the clog initially, the grease will re-solidify further down the sewer lines/pipes and cause blockages for you and others.

DON'T dump cooking oil, poultry fat, and grease into the kitchen sink or the toilet bowl.

DO dispose of it in a sealed container and dispose of it in the garbage.

DO use paper towels to wipe residual grease or oil off dishes, pots and pans prior to washing them.

DO remember, the following items should never be flushed down the toilet:

- Wipes labelled “flushable” (they don’t break down in the sanitary sewer system)
 - Baby wipes, diapers
 - Paper towels
 - Medications
 - Dental floss
 - Kitty litter
 - Condoms
- Feminine hygiene products
- Any solid items that were not designed to be flushed down the toilet or drain.



Experience the PWC Expo!

The 11th Annual Power & Water Conservation Expo is scheduled for Friday, March 28th, 2025, at SkyView on Hay (121 Hay Street) in Downtown Fayetteville from 10 a.m. to 8 p.m. The Expo is FREE and open to the public. Get tips on ways to save on your energy and water bill, 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/

