



Your PWC Connections

AUG/SEPT 2013

Your PWC Connections

is a bi-monthly newsletter for PWC customers and the community. If you have comments, concerns or suggestions for upcoming issues, please contact PWC's Communications/Community Relations Office.



Upcoming Events

Hurricane Season
June 1 - November 30

4th Friday - Downtown
Friday, August 23 and
September 27
theartscouncil.com

National Airborne Day Airborne & Special Operations Museum
Saturday, August 24
asomf.org

An 1812 Salute ~ US Army Ground Forces Concert Band Festival Park
Friday, August 30 at 7:00 pm
bands/army.mil

Labor Day PWC Offices Closed
Monday, September 4

Senior Day ~ Cumberland County Fair Crown Center
Thursday, September 19
cumberlandcountyfair.org

35th Int'l Folk Festival Festival Park
Friday, September 27 -
Sunday, September 29
theartscouncil.com

WIDU Community Expo Crown Center
Friday, October 11
widuanniversary.com



PWC on the Air

Join Host Wendy Riddle for Your PWC Connections anytime on PWC's website, or watch on Fay TV 7 (Time Warner Cable Government Access Channel 7). Check local listings for dates and times.



What Happens When the Power Goes Out?



When a major power outage happens, many of our customers have the same question in mind: When is the power coming back on? When a storm hits and we experience utility outages, PWC crews work around the clock to restore services as quickly as possible to all our customers.

Our goal is to safely restore services to the greatest number of customers in the shortest time possible. While damage to the Transmission System (where high voltage power is received from the generation source) isn't likely, when it does occur, it can affect tens of thousands of homes and businesses. Under our power restoration plan, organizations that provide essential services do get priority. These include hospitals, any facilities used as

disaster shelters, and public safety facilities including fire and police stations.

The next step is to check for damage at our Substations. That's where the voltage is reduced to a level safe for distribution. PWC operates more than 30 local substations, and each substation serves thousands of customers. Repairing damage at this level usually means restoring power to a large number of people.

Our crews then proceed to repair any damage to the Customer Distribution System, which includes: Main "Feeder" Lines, "Lateral" or "Tap" Lines and Service Lines. Repairing the Customer Distribution System is based on safety concerns and restoring power to the greatest number of people. In general, we repair the main feeder lines first, followed by the lateral and service lines. If your power outage is caused by damage between the line to your home and the service installation, it is the customer's responsibility to have an electrician repair the damage before PWC can restore power.

To learn more about how PWC crews respond to power outages visit our website at: www.faypwc.com/hurricane_preparedness.aspx



Report What You See-Help Keep Your Electric Services Reliable

PWC is committed to providing customers reliable services and each year works to upgrade and repair our system to ensure this. In July, thieves stole copper from a PWC substation. As a result, the equipment suffered significant damage and will be costly to replace. It also impacted electric services to customers in the immediate area during one of the hottest weeks of the summer.

PWC needs your help to prevent this from happening again. Contact local police if you see a theft in progress or call PWC's Utility Theft Hotline at 223-4088. Any information you provide will remain completely anonymous.

PWC Employees Celebrate Major Milestone

PWC employees have reached a significant milestone! Completing more than two million hours worked with no lost-time injuries. Two million hours is no small feat...it's equal to one person working 1000 years! PWC's last lost-time injury occurred in November 2011.

The accomplishment was recognized by the North Carolina Department of Labor and marks the second time since 2007 that PWC has surpassed the two million hour mark. PWC employees have surpassed the one million hour mark seven times in the last 15 years.

In addition to the Department of Labor's Certificate for Safety Achievement Award, PWC also received the American Public Power Association's Electric Utility Safety Award for the 21st straight year.

Over the last 11 years, PWC employees have worked more than 15 million hours (and counting) combined! PWC has nearly 600 employees who enter confined spaces, work around dangerous electrical voltages, dig trenches 20+ feet deep, handle hazardous chemicals, operate heavy machinery and drive an average of 7,000 miles daily.

Start "Pinning" with PWC

Your Hometown Utility is now on Pinterest! The pinboard-style photo sharing site allows users to create image collections based on their favorite events, interests, and hobbies. Users can browse other pinboards for images and "re-pin" images to their own boards, and similar to Facebook, users can also "like" the pins of others.

Check out PWC's boards for green tips, conservation how-tos, safety and emergency preparedness info, fun facts about water and energy, and much, much more! There's even a board dedicated to linemen and another featuring the latest trends in eco-friendly products.



Be Storm Ready

Keep your family and home safe by being prepared for potential storms. Visit PWC online for tips on how to prepare you and your family for hurricanes including operating portable generators, storing water for emergencies and surviving flash floods.

Attention PWC Water Customers

PWC's Wastewater Collections and Treatment Systems Annual Performance Report for the fiscal year July 1, 2012 - June 30, 2013, as required by the Clean Water Act of 1999 will be available after August 31, 2013. You may read the report at www.faypwc.com, or to receive a copy by mail, please call 910-223-4009.

Customer Service

Telephone Service
483-1382 Monday through Friday 8:00 am to 8:00 pm, excluding holidays
We're On It!
1-877-OUR-PWC | 24-Hour Emergency
Visit Us Online
Pay the easy way at: www.faypwc.com



Don't Be a Pain in the Drain

Smart food disposal can help protect our environment and source drinking water as well as your own property. Pouring fat, grease and oil down the drain is not only illegal, but also can cause grease blockages. These blockages are the number one cause of untreated water spills. Do your part to prevent such accidents by following these guidelines for proper food disposal:

- ◆ 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 at the PWC Customer Service Center, 955 Old Wilmington Road.
- ◆ Wipe grease from pots and pans with a paper towel before you wash them.
- ◆ Compost vegetable scraps or put them in the trash.
- ◆ Never put meat scraps down the drain.
- ◆ 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.
- ◆ Own a business? Check out special disposal information for commercial customers at our website, faypwc.com/grease_trap.aspx



PWC is pleased to announce that you can now pay your monthly utility bill – by cash – at any Western Union location world-wide! For the first time ever, you can

pay your bills with ease while you're out running errands around town, and when traveling abroad, too. A fee applies.

Western Union stations give you the option of paying on the weekend and after normal business hours. The service allows you to make a same day payment in seconds! Plus, you'll receive proof of payment in minutes.

In addition to paying at any Western Union location around the world, PWC offers several quick and convenient options for paying your monthly utility bill. Choose the option that's best for you today! Visit our website at: faypwc.com/pay_options.aspx



Save Water and Money with PWC's High Efficiency Toilet Incentive Program

PWC's popular High Efficiency Toilet Incentive Program has been extended through September 30, 2013*! That's great news if you haven't yet taken advantage of this exciting new program that gives our water and sewer customers the opportunity to receive a \$100 incentive. Simply replace your old water-wasting toilet (3.5 gallons or more per flush) with a new WaterSense® high-efficiency model, and pay close attention to the "Incentive Checklist" to receive the

bill credit! The incentive will be given in the form of a bill credit on your PWC bill. A limit of 3 incentives (\$300 maximum credit) per same address during this limited time offer will be accepted. Allow up to 90 days for the credit to appear on the account holder's bill.

For complete program details and application, visit PWC's website, call Customer Service at 483-1382, or scan the QR code!

*PWC reserves the right to cancel or amend the program at any time.

Cut Standby Power and Save

With the flip of a switch, you can save a month's worth of electricity every year! If your home is like most, you have about 25 electronic devices and gadgets that are plugged in all the time – printers, audio equipment, home electronics, and even cell phone chargers. These account for about 15% of your electric bill. Shutting them off when not in use will save you about 10% - roughly a month's electricity over the course of a year.

Too much bother? Not anymore! Many stores now carry "smart" power strips that shut off devices when not in use. Many are priced under \$20. They feature outlets for things that need to remain on and things that don't.

For more energy saving tips, visit faypwc.com

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