



Your PWC Connections

JUNE/JULY 2012

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 Public Information Office.



Upcoming Events

Flag Day -

Thursday, June 14
www.nationalflagday.com/default.asp

Summer Begins -

Wednesday, June 20

Fayetteville After 5 - Festival Park

Thursday, June 21
www.faydogwoodfestival.com/fayetteville-after-5

Swampdog Post Game Fireworks -

J.P. Riddle Stadium
 Tuesday, July 3
www.goswampdogs.com

4th of July -

PWC Offices Closed
 Wednesday, July 4

July 4th Celebration - Fort Bragg

Wednesday, July 4
www.fortbraggmwr.com

4th Friday - Downtown

Friday, June 22 and July 27
www.theartscouncil.com



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 I

24-Hour Emergency

Visit Us Online

Pay the easy way at:
www.faypwc.com



Hurricane Season is Here & PWC is Ready, Weather or Not!

June 1 kicked off hurricane season and PWC wants you to be prepared for potential storms or other emergencies that cause utility outages. Here are some tips to better prepare you and your family:



Must Do:

- ✓ Have an emergency plan if someone in your household relies on electrically powered life support
- ✓ Keep emergency supplies such as flashlights and extra batteries in a place that's easily accessible in the dark
- ✓ When storing water, be sure to use clean containers
- ✓ Locate the main electric fuse box, water service main and natural gas main. Learn how and when to turn these utilities off
- ✓ One change of clothing and footwear per person, and one blanket or sleeping bag per person
- ✓ A first aid kit that includes your family's prescription medications
- ✓ Emergency tools including a battery-powered radio, flashlight and plenty of extra batteries
- ✓ An extra set of car keys and a credit card, cash or traveler's checks
- ✓ Sanitation supplies
- ✓ Special items for infant, elderly or disabled family members

Put a Family Emergency Kit in Place

- ✓ A three-day supply of water (one gallon per person per day) and food that won't spoil
- ✓ An extra pair of glasses
- ✓ Keep important family documents in a waterproof container



2012 Hurricane Tracking Map Available

Pick up your copy of "Eye on the Storm" Hurricane Tracking map at PWC and visit us at www.faypwc.com for more information to prepare you and your family for hurricanes, including operating portable generators, storing water for emergencies and surviving flash floods.

Code Red Weather Warning — Keeping Citizens Informed



Cumberland County Emergency Services encourages citizens to sign up for its free emergency notification system to receive phone calls and text messages moments after a warning has been issued by the National Weather Service. Visit www.co.cumberland.nc.us and follow the link to the "CodeRED Community Notification Enrollment" page to sign up now. Citizens can supply phone numbers, email addresses and cell numbers

for text messages. Citizens without internet access may call the Emergency Management Office at 678-7641 to supply their information over the phone.

Remember to keep up to date with the latest news, advisories, and official information when you follow PWC on Twitter and Facebook. Look for details at www.faypwc.com.

Remember to follow Fayetteville's Outdoor Watering Guidelines All Year Long.

Set your sprinklers/irrigation systems to follow the three days a week Odd/Even watering schedule and remember you may hand water or wash your car on any day.

Even Street Addresses: Monday, Wednesday, Saturday

Odd Street Addresses: Tuesday, Thursday, Sunday

Do We Have Your Correct Information?

If your phone number is not current in your PWC file, you may not get timely information. Having your updated phone number is also helpful when reporting an emergency. Our system automatically recognizes your phone number and identifies your service location, so we can begin the process to restore your services as quickly as possible. Updating your information is quick and easy. Just visit www.faypwc.com/customercontact.aspx.

Save Time and Gas! Try Other Convenient PWC Options

Western Union: now including area Food Lion stores

eBill: PWC's new no-cost payment option

Automatic Bank Draft: Makes your payment on your due date

Your Bank's Bill Pay

Service: Free at most banks

SpeedPay by Phone: 1-866-735-7743

Visit www.faypwc.com or look at the back of your bill for details.

Stay Connected

Keep up with the latest news, advisories, updates and official information when you follow PWC on Facebook, Nixle and Twitter. Become a fan at www.facebook.com/faypwc and look for details at www.faypwc.com.

PWC on the Air

Join host, Wendy Riddle, for *PWC Connections*, on Tuesdays at 8 pm on Time Warner Community Channel 7. Followed by *Kaleidoscope, Views of the All-America City* at 8:30 pm. PWC also airs on Tuesdays at 10 am and 4 pm on Time Warner Cable channel 60. Both shows can also be seen on PWC (www.faypwc.com) and the City of Fayetteville's website (www.cityoffayetteville.org).



Help Your Air Conditioner!

Air conditioner energy consumption accounts for 5% of all the electricity produced in the U.S. In warm climate areas, like the Sandhills of North Carolina, we need our air conditioning! Here are some tips that will help you stay comfortable – and save on your summer electric bills:

- Set your thermostat at the highest comfortable level. We recommend 78 degrees. You can reduce your cooling costs by about 5% for every degree you increase the setting
- Cool with fans, but remember to turn the fan off when you're not home
- Close blinds and drapes to cut down on heat from the sun

- Don't block units or vents with furniture or drapes
- Clean or replace filters regularly (at least once a month)
- When possible, delay heat-generating activities such as dishwashing or running the clothes dryer until cooler evening hours.



Be Aware of the Air — Ozone Season is Here!

In North Carolina, ozone is the most widespread air quality problem and the main component in urban smog. Ozone is unhealthy to breathe, particularly among sensitive groups: children, people with asthma and other respiratory ailments, and anyone who works or exercises vigorously outdoors. Emergency room visits for asthma have increased as much as 36 percent on high ozone days, according to some studies.

Here in Cumberland County, we are working to address and prevent high ozone levels. PWC is concerned about the impact ozone has on our community and encourages you to do your part to improve air quality.

Simple Steps for Improving Air Quality

- ✓ Get fuel when it's cool. Refueling during cooler periods of the day or in the evening can prevent gas fumes from heating up and creating ozone.

- ✓ Don't top off the tank. It releases gas fumes into the air. Stopping short of a full tank is safer and reduces pollution.
- ✓ Care for your car. Regular maintenance and tune-ups, changing the oil and checking tire inflations can improve gas mileage, extend your car's life and reduce your car's emissions by more than half.
- ✓ Combine your errands into one trip. Saves time, reduces traffic congestion and air pollution. When you first start a car after it has been sitting more than an hour, it pollutes up to five times more than when the engine is warm.
- ✓ Share a ride or car pool. Reduces traffic congestion and pollution. Can also save money.
- ✓ Take things in stride. When possible, walk or in-line skate instead of driving.

Visit www.fampo.org for information on local efforts to improve our air quality.



Protect your Home Against Sewer Backup

Don't Leave It to Chance

PWC has an active program to maintain our sewer mains and prevent sewage back-

flow, but it's not always in our control. People who put grease and other foreign materials into our sewer system run the risk of creating blockages that can force sewage to back up into their homes!

How You Can Protect Your Home

Some homes and business are more susceptible to sewage backups. You can help protect your property by installing a Backflow Valve. It's an inexpensive solution that only allows sewage to flow away from the property and closes automatically if flow is detected in the opposite direction. The valve re-opens when normal flow is restored.

Who Is Most At Risk

Older homes and businesses located below street level, or with plumbing fixtures in the basement have the highest potential for experiencing backflow problems. If you think you may need a Backflow Valve, contact a licensed plumber.

Who Is Responsible

Property owners are responsible for the installation and maintenance of Backflow Valves. They can be installed by a licensed plumber and should be inspected yearly to make sure they're in good working order.

Clean-up Assistance

Although PWC cannot accept responsibility for property damage caused by sewage backups, in some cases we will offer assistance with the clean-up.

For more information on preventing sewer backups, visit www.faypwc.com/publications.aspx.