

PWC CONNECTIONS

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

Upcoming Events

National Preparedness Month
Month of September

17th Annual Field of Honor
September 9th – November 11th
asomf.org

Labor Day
PWC Offices Closed
Monday, September 2nd

Rain Sensor Program Ends
September 30th

**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!

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.



“Light Up Navajo” Brings Electricity to Families

Thirteen lineworkers from PWC recently spent two weeks to help build electric infrastructure within the Navajo Nation. In this region of the country, there are thousands of families whose homes have never had electricity. This is the second year that PWC workers have participated in the mutual aid effort, *Light Up Navajo*, a collaborative effort organized by the American Public Power Association.



The project has brought together crews from across the country since 2019 to support the Navajo Tribal Utility Authority (NTUA) in their efforts to make sure every member has access to electricity.

NTUA is a public power provider and its 27,000 square mile service territory covers four western states. Within the vast service area, there are over 13,000 families that still do not have basic access to electricity, water, or broadband internet.

“I would like to thank our Linemen for volunteering to represent the PWC team as they bring public power to those who truly need it most in the Navajo Nation” said Timothy Bryant, CEO/General Manager of Fayetteville PWC. “This speaks to the dedication of our crews and their volunteerism as they support this life-changing project. Their commitment to service is truly exceptional.”

Last year, PWC workers were a part of *Light up Navajo IV* which included 26 crews from 16 states who connected 130 families to electric service.



Put PWC's Tools to Work for You

Paying bills is not something that everyone looks forward to every month. PWC has online tools and resources to make that chore a little bit easier.

At PWC's website, www.FayPWC.com/PayOptions/, you will find links to the Online Account Manager that help you see your utility usage and how weather and other factors contributed to it. If you haven't visited the Energy Resource Center, it's not too late to take advantage of the tool that will provide recommendations on where you can make improvements to help save on energy costs. You can also learn more about the Water Leak Notification System that can notify you if the water meter shows that there might be a leak going on, such as a broken irrigation line or a running toilet. PWC offers a variety of incentives that can provide bill credits when you make investments in your home.



You can learn about all of these programs, and more, by scanning the QR code to visit www.FayPWC.com/PayOptions/



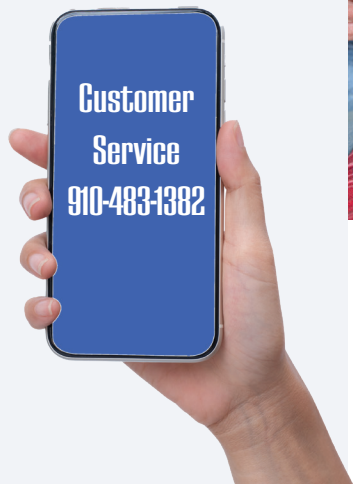
Wastewater Professionals Day



PWC is recognizing every employee who keeps our sewer system flowing smoothly with the second-annual "Wastewater Professionals Day" held on the second Wednesday of every August. Our wastewater professionals are on the front line of environmental defense. They have a challenging job and work hard every day to ensure wastewater is safely treated and returned to the Cape Fear River. Their dedication shines through when called out in the middle of the night to work in the muck and mire to clear sewer mains clogged by grease and wipes. Please join us in saying "Thank You" to these dedicated professionals working in the reclamation facilities, the lab, or out in the field.

New PWC Emergency Number to Call

As of July 1st, PWC's emergency number, 877-OUR-PWC1, is no longer in use. You can report emergencies 24 hours a day, 7 days a week using our Customer Service number, 910-483-1382. Please note, high call volume due to large power outages and other emergencies may result in a busy signal. Non-emergency requests can be submitted online via the chat feature at FayPWC.com or by sending an email request to customer.service@FayPWC.com.



Stay Cool During the Dog Days of Summer

Ready.gov and the CDC have some great tips for preparing for the heat, staying safe and healthy, and understanding heat-related illnesses. Many of the tips for preparing for the heat are the same as those for energy conservation – they can improve the efficiency and comfort of your home AND help keep you safe and healthy during a heat wave.

- Reduce the amount of hot air leaking into your home by adding weatherstripping or caulking to doors and windows and keep them closed as much as possible.
- Cover windows that receive morning or afternoon sun with drapes, shades, or awnings.
- Install window air conditioners snugly; insulate if necessary.
- Check air conditioning ducts for proper insulation.
- Avoid cooking when it's hot outside; prepare cool, light meals instead.
- Avoid running appliances such as dishwashers, clothes washers, and clothes dryers during the heat of the day. All of these will add heat to your home. Instead, run them at night or dry your clothes outside. Follow PWC's Time-Of-Use schedule as much as possible.
- Stay inside as much as you can and consider visiting public buildings such as libraries if you don't have air conditioning in your home.
- Keep your body cool by drinking plenty of water, even when you're not thirsty, and using fans.

Check on neighbors, friends, and family to ensure they are staying cool, especially if they don't have home cooling systems or spend a lot of time alone. Also be sure your pets are cool and have plenty of water. Stay safe, take care of yourselves, and take care of each other—cooler days are ahead!

**Information courtesy of energy.gov*



CONSERVATION CORNER

Summer Peak Hours (April - October)
For PWC Electric Customers



3-7 p.m. Weekdays

Never Too Late to Put Together a 72-Hour 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 like canned food, bottled water, medication, batteries and other perishables. 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. For more tips like this, be sure to get your copy of this year's Storm Preparation Guide, available online at www.FayPWC.com/Storm-Central

