

Realy World Today
825 Gum Branch Road, Sulte 112
Jacksonville, NC 28540
910-455-3200

NEWCOMER'S GUIDE

ELECTRIC COMPANIES

Jones Onslow Electric
225 Western Blvd.
800-682-1515
910-353-1940

Duke Progress Energy
800-452-2777

TELEPHONE COMPANY

Century Link
1335 Western Blvd., #A3
910-347-9011

GAS COMPANIES

Piedmont Natural Gas
800-752-7504

Great Gas Propane
910-347-7138

Jenkins/Suburban Propane
252-633-5560

GARBAGE/TRASH COLLECTION

Rays Rural Garbage
910-324-3645 - Richlands

M&W Hauling-Hubert
910-326-2766

Coastal Containers
910-347-5163 - Jacksonville

Waste Management
910-347-4395
Local Number for Call Center

A-1 Marine Sanitation
1510 Burgaw Hwy
910-347-9033

WATER & SEWER CO'S

City of Jacksonville
211 Johnson Blvd
Jacksonville, NC 28541
910-938-5248

ONSLow County Water &
Sewer
232 Georgetown Rd.
Jacksonville, NC 28540
910-455-0722

Scientific Water & Sewer
223 Scientific Lane
Jacksonville, Nc 28540
910-455-3743

Webb Creek Water & Sewer
250 Zachary Lane
Hubert, NC
910-326-3132

Rock Creek Country Club
Sewer
308 Country Club Rd.
Jacksonville, NC 28540
910-324-3022

Aqua North Carolina, Inc.
762 W. Lancaster Ave.
Bryn Mawr, PA 19010
877-987-2782

Integral Water
Old North State Water Co.
P. O. Box 10127
Birmingham, AL 35202=0127
877-511-2911
205-326-3200
(Carolina Plantations)

CABLE/TV COMPANIIIES

Time Warner Cable
910-353-3500

Charter Communications of
Lejeune
910-353-8677

DIRECT TV
800-892-1168

Garbage Disposal Care

Garbage disposals work best if you follow these basic rules:

- Use cold water when grinding food (hot water can melt fats and clog the mechanism and the pipes)
- Do not overfill
- Do not pour bleach, drain cleaners, or other chemicals into the unit
- Do not grind overly fibrous materials, bones, or coffee grounds or such materials as glass, metal, or rubber
- Run water before and after you use the disposal

If something has been put in the disposal that should not have been, use tongs or pliers to pull the material out. Never use your hand.

To clean a garbage disposal of built-up sludge and debris, fill it with ice cubes and then run it for about five seconds. If your garbage disposal smells bad, you can deodorize it by running warm water down it while you grind a quartered lemon.

Trouble Shooting your Garbage Disposal:

- 1) Check the plug in to be sure it has been knocked lose.
- 2) Check the circuit breaker to be sure it hasn't tripped.
- 3) Push the reset switch on the bottom.
- 4) Unplug the unit. Locate the hex shaped hole on the bottom side of the unit. Find the hex wrench (usually attached to the unit) and fit the wrench into the hole. Move the wrench back and forth to free the debris. This may take a couple of tries to get things moving.
- 5) If none of these items work or if the unit is leaking, please turn in a work order letting us know that you have tried these things and it is still not functioning.

If you clog the disposal because of improper use you will be charged for the service call and possibly the replacement of the unit if it is not repairable.

Heat Pump Operation and Trouble Shooting

Do's:

- Change the air filter every 30-45 days
- Only change the temperature 2 degrees at a time
- Leave all vents open
- Be sure that all air return grills are unblocked and clean
- Set it and forget it, changing the thermostat constantly will cause higher electrical bills. A heat pump works best when it is able to maintain a constant temperature not fighting to cool back down the house or warm it up because you have been gone all day.
- Keep the outdoor unit clear of grass, weeds, leaves and snow. It needs to be able to circulate the air around it.
- Set the summer temperature between 77 and 83 degrees for optimal usage
- Set the winter temperature between 65 and 72 for optimal usage

Don't

- Expect the unit to cool more than 20 degrees lower than the outside temperature. It is not designed nor equipped to maintain 65 degrees inside when it is 95 degrees outside.
- Close all the interior doors in the house, the air has to circulate throughout the home
- Keep shades and curtains open in the summer, this causes excess heat that the unit may not be able to handle
- Leave windows open and the unit on.

Trouble Shooting

- ❖ Ensure air filter and grills on air returns are clean
- ❖ Remove all debris from around the outside unit – grass, bushes, leaves, snow
- ❖ Check to make sure temperature is set to within 20 degrees of outside (in the summer)
- ❖ Turn unit off for an hour and restart it
- ❖ Check the breaker box to be sure the breaker has not been tripped
- ❖ Find the outdoor unit reset button and push it
- ❖ Check the indoor unit breaker

Heat Pump Operation

We hope this explanation on how a heat pump works along with a few do's and don'ts will help you get the most efficient use out of the heat pump system.

The heat pump collects heat and transfers it from one place to another. In the winter, the heat pump takes heat from outside air and transfers it into your home. It takes considerable less energy to transfer heat than it takes to generate heat. A heat pump system has two stages of heat. The first stage uses the heat pump only. This is the cheaper of the two stages. The second stage uses heat strips in addition to the heat pump. The heat strips function as a back up heat sometimes called emergency or auxillary heat. When they are on, it is usually indicated by a small light on the indoor thermostat. Anytime the heat is turned up more than two degrees, these heat strips kick on. In extreme cold weather, a heat pump reaches a point where there is very little to no heat in the air. At this point the heat strips begin to come on to help the heat pump maintain a comfortable temperature in your home. This is why you will notice a jump in your electric bill during really cold snaps of weather.

All heat pumps are equipped with a defrost cycle. When the unit ices up from high humidity, snow or freezing rain, the unit will automatically go into a defrost cycle. During this cycle you may hear loud noises or see steam rise from the unit. The steam is from the ice melting on the hot coils. This is normal during the defrost cycle.



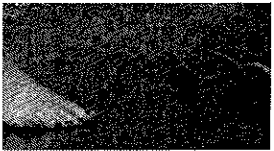
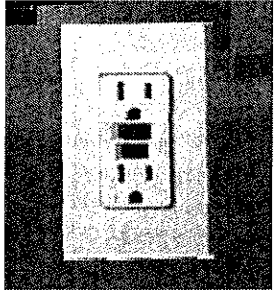
CPSC Fact Sheet

WHAT IS A GFCI?

A ground fault circuit interrupter, called a GFCI or GFI, is an inexpensive electrical device that can either be installed in your electrical system or built into a power cord to protect you from severe electrical shocks. GFCIs have played a key role in reducing electrocutions. Greater use of GFCIs could further reduce electrocutions and mitigate thousands of electrical burn and shock injuries still occurring in and around the home each year.

Ground fault protection is integrated into GFCI receptacles and GFCI circuit breakers for installation into your electrical system, especially for circuit outlets in particularly vulnerable areas such as where electrical equipment is near water. Portable GFCIs are also available to provide on-the-spot ground fault protection even if a GFCI is not installed on the circuit.

The GFCI is designed to protect people from severe or fatal electric shocks but because a GFCI detects ground faults, it can also prevent some electrical fires and reduce the severity of other fires by interrupting the flow of electric current.



What Is A Ground Fault?

A ground fault is an unintentional electrical path between a power source and a grounded surface. Ground faults most often occur when equipment is damaged or defective, such that live electrical parts are no longer adequately protected from unintended contact. If your body provides a path to the ground for this current, you could be burned, severely shocked or electrocuted.

How Do They Work?

A GFCI constantly monitors current flowing through a circuit. If the current flowing into the circuit differs by a very small amount (as little as 0.006 amperes) from the returning current, the GFCI interrupts power faster than a blink of an eye to prevent a lethal dose of electricity. GFCIs are designed to operate before the electricity can affect your heartbeat. A GFCI works even on two-slot receptacles.

Here's an example: A bare wire inside an appliance touches its metal case. The case is then charged with electricity. If you touch the appliance with one hand while another part of your body is touching a grounded metal object, such as a water faucet, you will get shocked. If the appliance is plugged into an outlet protected by a GFCI, the power will be shut off before a fatal shock can occur.

Where to Install/Use

The circuits that require GFCI protection are designated by the *National Electrical Code (NEC)*.¹ The NEC typically only applies to new construction/major renovations. The coverage of GFCI protection has gradually increased over the years.

NEC GFCI requirements (and effective date):

- Underwater pool lighting (since 1968)
- Receptacles:
 - Outdoors (since 1973)
 - Bathrooms (since 1975)
 - Garages (since 1978)
 - Kitchens (since 1987)
 - Crawl spaces and unfinished basements (since 1990)
 - Wet bar sinks (since 1993)
 - Laundry and utility sinks (since 2005)

Also consider portable GFCI protection:

- Whenever operating electrically-powered garden equipment (mower, hedge trimmer, edger, etc.)
- With electric tools (drills, saws, sanders, etc.) for do-it-yourself work in and around the house



CPSC Fact Sheet

How to Install

Circuit breaker and receptacle-type GFCIs may be installed in your home by a qualified electrician. Receptacle-type GFCIs may be installed by consumers with adequate knowledge and skills to conform to proper electrical wiring practices and the instructions accompanying the device. When in doubt about the proper procedure, contact a qualified electrician; do not attempt to install it yourself.

A portable GFCI gets plugged into a receptacle just like any other cord-and-plug-connected device.

How to Test

Test every GFCI:

- After installation
- At least once a month
- After a power failure²
- According to the manufacturer's instructions.

If you do not have the instructions follow this procedure:

- Plug a lamp into the outlet and turn the lamp on.
- Press the GFCI's test button. Did the light go out? If not, the GFCI is not working or has not been correctly installed. Contact a qualified electrician to correct the wiring and/or replace the defective GFCI.
- Press the reset button. Did the light come back on? If not, replace the GFCI.

Types of GFCIs

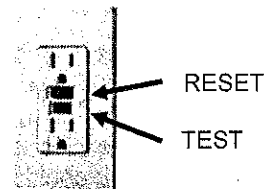
CIRCUIT BREAKER

- A circuit breaker with a built-in GFCI may be installed in a panel box to add protection to the circuits it supplies.
- Protects against both a ground fault and a circuit overload
- Protects the wiring and every outlet, lighting fixture, or appliance on the branch circuit that it supplies.



RECEPTACLE

- Used in place of the standard duplex receptacle.
- Fits into a standard outlet box and protects against ground-faults for whatever is plugged into the outlet and other electrical outlets further "down stream" in the branch circuit.
- Can even replace older ungrounded, two-slot receptacles with new GFCI receptacles. Must use supplied label "NO EQUIPMENT GROUND GFCI PROTECTED" to identify that the receptacle is not grounded.



PORTABLE

- Used where installed GFCIs are not practical.
- One type contains the GFCI circuitry in a plastic enclosure with plug blades in the back and receptacle slots in the front. It can be plugged into a receptacle, then the electrical product is plugged into the GFCI.
- Another type of portable GFCI is an extension cord combined with a GFCI. It adds flexibility in using receptacles that are not protected by GFCIs.



¹ The NEC is published by the National Fire Protection Association (NFPA 70). It is the most widely adopted building code for requirements for electrical system installations in the U.S. It may be adopted into law by states, counties or local jurisdictions for enforcement by inspection authorities and is currently revised every three years.

² Blackouts and other power disturbances can sometimes damage a GFCI's ability to function properly.

SMOKE DETECTORS

The NC General Statutes § 42-42 states the Landlord shall:

1. Provide operable smoke alarms, either battery-operated or electrical and install.
2. Replace or repair the smoke alarms within 15 days of receipt of notification if the landlord is notified of needed replacement or repairs in writing by the tenant.
3. Ensure that a smoke alarm is operable and in good repair at the beginning of each tenancy.
4. Place new batteries in a battery-operated smoke alarm at the beginning of a tenancy and the tenant shall replace the batteries as needed during the tenancy, except where the smoke alarm is a tamper-resistant, 10-year lithium battery smoke alarm.
5. Failure of the tenant to replace the batteries as needed shall not be considered as negligence.

The NC General Statutes § 42-43 states Tenant shall:

Not deliberately or negligently destroy, deface, damage, or remove any part of the premises, nor render inoperable the smoke alarm or carbon monoxide alarm provided by the landlord, or knowingly permit any person to do so.

CARBON MONOXIDE DETECTORS

Carbon monoxide detector regulations only apply to a dwelling unit having fossil-fuel burning heater, appliance, fireplace, or attached garage.

1. At the beginning of each tenancy the landlord must provide a minimum of one operable carbon monoxide detector per level, either battery operated or electrical.
2. Landlord shall install detectors in accordance with either the standards of the National Fire Protection Association or the minimum protection designated in the manufacturer's instructions.
3. Landlord shall replace or repair the carbon monoxide detector within 15 days of receipt of notification of needed replacement or repairs in writing by the tenant.
4. Landlord shall replace batteries in a battery operated carbon monoxide detector at the beginning of tenancy, and the tenant shall replace the batteries as needed during the tenancy. Failure of the tenant to replace batteries as needed shall not be considered as negligence on the part of the tenant or the landlord.
5. A carbon monoxide detector may be combined with smoke detectors if the combined detector does both of the following: (i) complies with ANSI/UL2075 for carbon monoxide alarms and ANSI/UL217 for smoke detectors; and (ii) emits an alarm in a manner that clearly differentiates between detecting the presence of carbon monoxide and the presence of smoke.

Fireplace & Woodstove Safety

With sky-high heating costs predicted, those of you lucky enough to own a fireplace or woodstove are likely counting on those heat sources to help cut costs. Now is the time to get your fireplace or woodstove ready for winter use. Many homeowners assume that as long as the chimney is standing it must be working correctly. That is simply not true. The Chimney Safety Institute of America recommends an annual inspection of your fireplace and chimney. A qualified chimney sweep can determine whether the chimney needs cleaning or repair. A dirty chimney can be dangerous. Soot in the venting system could catch fire, and the chimney is not designed to withstand high temperatures. A chimney can also deteriorate and not perform properly if animals, leaves or branches have entered the flue. The biggest mistake homeowners make is burning trash (like pizza boxes, Christmas trees or wrapping paper) in their fireplace. Your fireplace is not an incinerator. Especially large fires should be avoided.

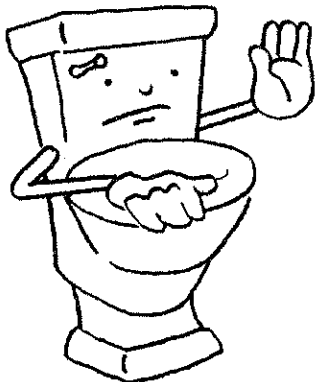
When using your woodstove, keep all flammable household items—drapes, furniture, newspapers, and books—far away. Start fires only with clean newspaper and dry kindling. Never start a fire with gasoline, kerosene, charcoal starter, or a propane torch. Do not burn wet or green (unseasoned) logs. Do not use logs made from wax and sawdust in your wood stove or fireplace insert - they are made for open-hearth fireplaces. If you use manufactured logs, choose those made from 100 percent compressed sawdust. Build small, hot fires. A smoldering fire is not a safe or efficient fire. Keep the doors of your wood stove closed unless loading or stoking the live fire. Regularly remove ashes from your wood stove into a metal container with a cover. Store the container of ashes outdoors on a cement or brick slab (not on a wood deck or near wood). Keep a fire extinguisher handy.

Septic System

DO NOT FLUSH

Coffee grinds
Dental floss
Disposable diapers
Kitty liter
Sanitary napkins
Tampons
Cigarette butts
Condoms
Fat, grease, or oil
Paper towels

... and
hazardous materials
Paints
Varnishes
Thinners
Waste oils
Photographic solutions
Pesticides



DO'S



- **Do** learn the location of your septic tank and drainfield
- **Do** keep your septic tank cover accessible for inspections and pumping. If risers are installed take care not to damage them with the lawnmower or weed eater.
- **Do** call the office (910) 455-3200 whenever you experience problems with your system, or if there are any signs of system failure. If your toilets start gurgling or not flushing properly, put in a maintenance request.
- **Do** conserve water to avoid overloading the system. Be sure to report any leaky faucets or toilets.
- **Do** divert other sources of water, like roof drains, house footing drains, and sump pumps, away from the septic system. Excessive water keeps the soil in the drainfield from naturally cleansing the wastewater.

DONT'S



- **Don't** go down into a septic tank. Toxic gases are produced by the natural treatment process in septic tanks and can kill in minutes. Extreme care should be taken when inspecting a septic tank, even when just looking in.
- **Don't** allow anyone to drive or park over any part of the system.
- **Don't** plant anything over or near the drainfield except grass. Roots or nearby trees or shrubs may clog and damage the drain lines.
- **Don't** dig in the drainfield or build anything over it, and don't cover the drainfield with a hard surface such as asphalt or concrete.
- **Don't** use septic tank additives. These products usually do not help and some may even be harmful to your system.
- **Don't** use your toilet as a trash can or poison your septic system and the groundwater by pouring harmful chemicals and cleaners down the drain. Harsh chemicals can kill the beneficial bacteria that treat your wastewater.

**Visit Our Fire Department's Web
Site For The Citizens' Disaster
Preparedness Handbook**

www.ci.jacksonville.nc.us

Disaster Handbook



**Jacksonville Fire Department
Fire Safety Advisory Board**