



**PWC SCHEDULE OF DEPOSITS, FEES AND CHARGES**

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**I. DEFINITIONS**

*Public Utility:* Shall be defined as electric, water, gas or telephone company.

*Good Credit History:* Shall be defined as the circumstance where a utility customer has not been discontinued for non-payment of a bill, has not had more than three occasions on which bills were not paid when due, and has not had more than one returned check during the most recent twelve months of service.

*Area Light:* Luminaire owned, installed and maintained by PWC.

*Lateral:* Shall be defined as the installation which joins a Public Works Commission main located in a public street or PWC right-of-way and the point of delivery for service (usually at or near the property line of the applicant.)

*Mobile Home Park:* Shall be defined as any site or tract of land upon which is (are) located three (3) or more mobile home dwellings capable of being occupied for dwelling or sleeping purposes.

*Split Lateral:* Shall be defined as a service lateral split for more than one water meter. Use of split laterals is limited to non-domestic use, such as watering lawns, filling swimming pools, etc.

*Combination Laterals:* When both the water and sanitary sewer service laterals are installed at the same time in the same ditch.

*FIFs:* Facilities Investment Fees which represent pro rate shares of the cost of the systems which are attributable to the increased demand such additional connections create upon the systems.

**II. DEPOSITS**

**A. Establishment of Credit**

The Public Works Commission shall require of any applicant for utility service (electric, water and/or sanitary sewer) the establishment of credit securing the payment of sums accruing under the Service Agreement. Such credit establishment is required to limit the revenue losses associated with uncollectible accounts and to minimize the amount of those losses which ultimately must be borne by all customers of PWC. The deposit policies of the PWC are based strictly on credit risk. No regard is attached to the location or the ownership status of the domestic or nonresidential premises involved.

The establishment of credit by an applicant for utility service will be deemed acceptable if:

1. The applicant is, or has been within a period of two years of the application date, a customer of PWC with good credit history.
2. The applicant makes a cash deposit or submits an acceptable financial instrument to secure the payment of bills accruing under the agreement. Such deposits shall be determined by PWC and may not exceed two times the estimated average bill of the service location.

If the usage history is unknown for **Residential** applicants, the deposit will be calculated based on two times the monthly estimate of 1,200 kWh, 5,000 gallons for water and 5,000 gallons for wastewater at the applicable rates and charges in effect at the time the service is connected. The following deposits shall apply:

<u>Utility</u>	<u>Inside City</u>	<u>Outside City</u>
Electric	\$280	\$280
Water	\$55	\$95
Sewer	\$80	\$140
Total	\$415	\$515

If the usage history is unknown for **Nonresidential** applicants, PWC shall determine this deposit based on available information.

Establishment of credit, including payment of a deposit by the applicant, will in no way relieve the applicant of the obligation to pay service bills when due, nor will it deprive PWC of the right to terminate service for non-payment of such



bills. An existing applicant who has demonstrated to be a credit risk will be required to establish and/or re-establish a deposit.

An existing applicant who has an outstanding debt with PWC will provide payment for such debt before service can be reestablished.

**B. Deposit Refunds**

Deposits made to PWC by applicants will be reviewed and refunded for services if the following actions occur:

- 1. PWC will undertake a monthly review of its customer deposit accounts and automatically refund the deposit of any **residential** customer who has had a deposit with PWC for a period of thirty-six (36) months, who is not currently delinquent in the payment of bills for service, and who has established a good credit history with PWC.
  - a) Deposit refunds will be made in the form of credits to the succeeding bills for service.
  - b) **Nonresidential** customer deposits will be kept until the service is discontinued unless express written consent is obtained from PWC's General Manager.
- 2. Upon discontinuance of service PWC will automatically refund that portion of the customer's deposit which is in excess of any unpaid bills for service. Transfer of service within PWC's territory from one premise to another shall not be considered as a discontinuance of service.

**III. CUSTOMER SERVICE FEES AND CHARGES**

**A. Service Charges**

- 1. A permanent service charge will be assessed when the PWC first supplies electric, water, and/or sanitary sewer service to the customer under any applicable rate schedule (either separately or combination). A customer transferring such service from his present location to another location will be assessed the same service charge as a new customer. There will be no charge for discontinuing services. Applicable service charge amounts are:

During Normal PWC Business Hours.....	\$22
After Normal Business Hours.....	\$65



- 2. In those circumstances where the customer fails to pay bills when due and payable or service is terminated, or for any other breach of service agreement by the customer, the following charges apply:

Late Fee Assessed one day after the last day on which a bill is payable timely,  
 ..... the greater of 5% or \$5

Disconnection Attempt Fee\*\* ..... \$22

Reconnect Fee during Normal PWC Business Hours..... \$30

Reconnect Fee after Normal PWC Business Hours ..... \$60

Returned Bank Item ..... \$25

Court Costs..... Actual Fees

Install Valve and Valve Box for Sewer Only Accounts ..... \$1,250

Consumptive Loss Application Fee..... \$ 355

\*\*A trip made to Customer's premise to disconnect for non-payment and services were left active due to an agreement with the customer.

**B. Temporary Service Charge**

Where temporary service is provided to developers, builders, or other electric customers the following charges will apply

Temporary Underground Charges: \$105.00  
Temporary Overhead Charges: \$170.00

If construction of facilities not required for permanent service is needed to serve the temporary service, a charge will be determined by the PWC Electrical Engineering Department for the installation based on estimated construction costs.

**C. Meter Testing Fees**

Meters are inherently very accurate instruments. They are tested by the manufacturer and by PWC, both upon receipt and at intervals after installation. However, PWC will test meters upon request provided:

- 1. Customer arranges definite date and time for test and accompanies PWC representative to the PWC Meter Shop to witness the test.
- 2. Customer pays:
  - a) Testing fee of **\$50** for each electric meter tested wherein accuracy falls within limits established by ANSI.
  - b) Testing fee of **\$85** for each water meter tested wherein accuracy falls within limits established by AWWA.



- 3. Customer pays no fee if meter tested does not exhibit acceptable accuracy. In this circumstance, the customer's current and previously billed amounts (up to twelve months) are subject to adjustment, up or down.

**D. Meter Tampering Fee**

In accordance with the provisions of NC General Statue 14.151, it is the policy of PWC to aggressively prevent, identify, deter and control all activities related to theft of service.

As allowed by the Prima Facie evidence rules, any individual that receives the benefit of an unauthorized service, unlawfully alters, tampers, or bypasses any meter and or related equipment designed to register the quantity of service may be assessed up to \$500 per incident. Other charges, to include replacement of PWC's equipment/property, can be assessed to return the damaged equipment/property to PWC's standards, and additionally may include Criminal/Civil Actions as warranted.

**E. Special Services Fee**

PWC provides assistance to its customers and potential customers for the provision of electric, water and sanitary sewer utility services following the guidelines established in the service and rate regulations as usual and customary and following best industry practices. In the event Customer requires more than reasonable and customary assistance, Customer will be liable for and billed at cost for additional services above those that are reasonable and customary.

Special Services Fee. . . . . Actual Fees

**IV. ELECTRIC FEES AND CHARGES**

**A. Electric Service Extension Charges**

The PWC will extend electric service, upon request, subject to the conditions delineated in the PWC Procedure for Electric System Extensions. Fees and charges thereon are summarized below.

**B. Permanent Extensions**

- 1. PWC will construct, own, operate, and maintain an overhead or underground service extension to the normal point of delivery at its

expense up to the point where its Construction Cost (less the cost for Electric System Improvement) exceeds the customer's Revenue Credit where:

- a) Construction Cost is the estimated installed cost of PWC's facilities to the normal point(s) of delivery;
  - b) Electric System Improvement is construction which enhances the electric system in serving existing and/or future loads; and
  - c) Revenue Credit is the estimated net energy revenue received from the customer during the first five years of service.
2. The customer will be required to make a non-refundable contribution in aid of construction where the Construction Cost (less the cost for Electric System Improvements) is in excess of the customer's Revenue Credit. Such contribution will be equal to the difference between the net Cost and the Revenue Credit.
  3. PWC will be compensated at cost by any customer requesting service beyond the normal point of delivery or any customer requiring non-standard installation procedures.

**C. Temporary Extensions**

In situations where the customer requires temporary (up and down) electric service for construction purposes, PWC will require a non-refundable contribution, in addition to the charge shown in **Section III(B)**, to cover the costs of construction which will not become a part of the permanent service.

**D. Service Conversions**

At the request of the customer, PWC will replace an existing overhead residential electric service with an underground service. The customer will be required to pay the following:

1. An overhead service conversion charge of \$ 910 plus excess construction costs, where applicable. Excess construction costs shall be computed as \$5 per linear foot of underground conductor in excess of 100 feet and/or \$15 per linear foot for boring; or,
2. If the customer's load has grown to the point where replacement of the overhead conversion service is necessary, there will be no charge and the replacement underground service will be evaluated as a new service.



**E. Area Lighting**

The PWC offers to its customers the option to purchase area lighting service consisting of a luminary owned, installed and maintained by PWC. The monthly rates for such service are state on Rate Schedule AL. The basic contract terms as well as charges for additional facilities as needed or requested are described below.

The customer obtains area lighting by completing an Area Lighting Installation Contract with the PWC. If the light facility is already in place, the standard monthly rates will apply and there will be no additional charges. If the lighting facility is to be installed on an existing PWC distribution pole, the customer must sign a three year contract. If the lighting facility requested is not to be installed on an existing PWC distribution pole, the customer will pay additional charges based on either of two options, in addition to the terms of the Area Lighting Installation Contract. If the customer's service is disconnected for non-payment, the early termination fee will apply.

The following charges apply when the customer requires the installation of an additional pole up to a 35 foot wood pole and 50 foot of overhead wire and elects to be surcharged monthly per pole.

Additional Facilities ..... \$4.50 per month per pole  
(If other additional facilities, the customer may have an additional upfront charge)

If the customer does not elect to be surcharged monthly, or chooses the installation of a pole other than the standard wood pole, the charges listed below will be assessed on a one-time basis when the lighting facility is requested:

1. If the customer requires or requests underground service to an area lighting facility, the customer must pay an assessment of \$5 per linear foot of underground conductor and \$15 per linear foot for boring, if necessary. There may be additional charges when unusual soil conditions (as described in PWC's "Policy for Electric System Extensions") are encountered.
2. The following installation charges, per pole, may be assessed prior to the installation of area lighting:
 

Wood Pole (30 foot/ Class 5 Pole) .....	\$510
Secondary, lift wood pole .....	\$465
All Other Poles .....	Per Estimate





- 3. The charges stated below are assessed when a customer requests relocation of the lighting facility following initial installation.  
 Relocation of pole after initial installation ..... \$255

**F. Street Lighting**

The installation of poles in an underground development as requested by a developer, additional poles requested by a responsible governmental authority, or as required to meet the applicable IES Roadway Lighting Standards, will be installed by PWC at no charge. However, should the developer request poles other than standard wood or fiberglass lighting poles in new subdivisions or apartment projects, a one-time non-refundable charge will be assessed. Such charge shall be based on the estimated cost differential between the requested installation and the installation of standard poles.

The Community Street Lighting charge provides illumination of community public streets located inside the corporate limits of the City of Fayetteville. It specifically enhances the safety of both pedestrians and vehicular traffic. As outlined in the customer's appropriate rate schedule, this charge will be applicable to all electric meters except for Industrial classified customers and for Traffic Signal, Sports Field Lighting and Buy All Sell All rates.

A customer may contract for installation and maintenance of additional lighting facilities. These facilities charges shall be in addition to the monthly Community Street Lighting charge.

- 1. Contract Street Lighting is for installation and maintenance of lighting facilities along public roadways located outside the corporate limits of the City of Fayetteville. This lighting service is available to homeowners, homeowner associations, mutual customer groups, developer, etc. that enters into a contract with or petitions PWC for this lighting service. There is a minimum of 6 electric meters needed to execute this contract. As set Forth in the contract, this monthly charge will be billed per the customer's applicable rate schedule.
- 2. Contract Private Lighting is available for entities that request the installation and maintenance of lighting facilities in Residential Parking Lots, Common Areas and along Private Streets. This service is available both inside and outside the corporate limits of the City of Fayetteville to homeowners, homeowner associations, mutual customer groups, developer, etc. that enters into a



contract with PWC for this service. There is a minimum of 6 electric meters needed to execute this contract. As set forth in the contract, this monthly charge will be billed per the customer's applicable rate schedule.

- 3. Contract Area Lighting is for the installation and maintenance of area lighting facilities at specific locations as requested by an individual or company. Each individual or company must enter into a contract with PWC for these installations. A monthly rate will be charged for each lighting unit per the Area Lighting Service Schedule.

**V. WATER AND SANITARY SEWER FEES AND CHARGES**

**A. Main Extension Charges**

A Main charge is the fee charged to customers to recover the cost of water and sewer lines installed along the perimeter of the property for service. PWC will extend water and sanitary sewer service to new subdivisions and existing developments within and outside the limits of the City of Fayetteville, subject to the conditions delineated in the PWC Water and Sanitary Sewer Main Extension Permitting Procedure.

**B. Connection Charges**

The applicant shall pay a water and/or sanitary sewer main charge prior to initial connection to the existing system of mains. The main charges are in addition to any lateral charges and meter vault and by-pass charges which may apply. Main Charges are:

1. Residential Main Charge (per connection)

- a.) 1-inch Water.....\$2,360
- b.) 4-inch Sewer.....\$2,400

2. Nonresidential Main Charge

Nonresidential includes Mobile Home Parks. A Mobile Home Park may be permitted one water and/or one sanitary sewer connection.

- a.) Water Service Main Charge.....\$26.24 per front foot (Minimum charge is \$2,360)

b.) Sanitary Sewer Service Main Charge.....\$26.71 per front foot (Minimum charge is \$2,400)

**C. Lateral Charges**

A water or sanitary sewer service lateral is the installation which joins a PWC main located in a public street or PWC right-of-way and the point of delivery for service (usually at or near the property line of the applicant) prior to an initial connection or connections to the PWC system of mains. All charges include labor, equipment, and materials required for the installation of the specified pipe size(s) at a depth not to exceed ten feet. Common exceptions to the standard charges are as follows:

<u>Water Service Laterals</u>	<u>Per Installation</u>
1-inch lateral (utilize 5/8" meter unless larger size justified)	\$2,640
2-inch lateral (utilize 1 1/2" meter unless larger size justified)	\$2,758

<u>Sanitary Sewer Service Laterals</u>	<u>Per Installation</u>
4-inch	\$3,424
6-inch	\$3,784

<u>Combination Water and Sanitary Sewer Laterals</u>		<u>Per Installation</u>
<u>Water</u>	<u>Sewer</u>	
1-inch	4-inch	\$5,864
2-inch	4-inch	\$5,982
1-inch	6-inch	\$6,224
2-inch	6-inch	\$6,342

<u>Split Water Service Laterals</u>		
1-inch (at the time of new installation of domestic lateral)		\$ 464
1-inch (existing lateral)		\$ 678
New 2-inch irrigation tap with jumbo meter box		\$3,179

Above charges are for "Standard" services. Some common exceptions are:

1. Charges for other depths of bury, pipe sizes, and pipe size combinations, unusually difficult construction conditions, etc., and will be the total actual cost. Preliminary estimate will be provided before the work is started.
2. Split Laterals: Copper or PE water service laterals may be "split" for more than one water meter. A one-inch water service can be split only one time. Galvanized pipe or wrought iron pipe cannot be split

3. even if it is a one-inch service. Meter services located in concrete or asphalt cannot be split.

**D. Water Meter Vaults and By-Pass Installations**

The labor, equipment, and material costs incurred by PWC in constructing water meter vaults and by-pass installations are recovered through the charges shown below:

<u>Water Service Lateral</u>	<u>Per Installation</u>
1-inch	No Charge
2-inch	\$2,734
Other sizes	Actual Cost

**E. Facility Investment Fees**

Facility Investment Fees, or FIFs, are fees imposed by PWC on new users connecting to the Water and Wastewater systems which represent pro rata share of the costs of the systems which are attributable to the increased demand such additional connections create upon the systems. FIFs are in addition to the Main Charge and Service Lateral Charge.

Water-Wastewater Facility Investment Fees

Single Family Residential, Non-residential, Industrial and Wholesale (excludes multi-family dwelling units):

<u>Domestic Meter Size</u>	<u>Water FIF</u>	<u>Wastewater FIF</u>
3/4"	\$ 634	\$ 1,107
1"	995	1,738
1 1/2"	2,720	4,749
2"	3,620	6,321
2 1/2"	6,340	11,070
3"	9,060	15,819
4"	18,113	31,627
6"	36,227	63,254
8"	63,400	110,700
10"	99,627	173,954
12"	125,722	219,518

Multi-family Dwelling Units:

- a) For buildings containing multi-family dwelling units in which each unit is individually metered, the Facility Investment Fee

shall be equal to the meter size FIF specified above for Single Family Residential multiplied by the number of meters installed to serve the units.

- b) For multi-family dwelling units in which one meter serves more than one unit, the Facility Investment Fee shall be the greater of: (i) the meter size FIF fee for the meter installed as specified above ; or (ii) the number of units served by the meter multiplied by the per unit fee for multi-family dwelling units set forth below.

Per Unit Fees for Multi-family Dwelling Units

Water: \$443 per unit  
Sewer: \$774 per unit

**For further information:** Facilities Investment Fee & Water and Sewer Main Extension Permitting Procedures

SCHEDULE OF DEPOSITS, FEES AND CHARGES, REV. #33  
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(Rev # 30, Adopted February 22, 2017, Effective July 1, 2017)



**SUMMARY**  
**PWC SCHEDULE OF DEPOSITS, FEES AND CHARGES**

**DEPOSITS**

Establishment of Credit  
*Unknown Residential History*

Utility	Inside	Outside
Electric	\$280	\$280
Water	\$55	\$95
Sewer	\$80	\$140
Total	\$415	\$515

**CUSTOMER SERVICE FEES AND CHARGES**

Initial Connection: During Normal Business Hours	\$22
Initial Connection: After Normal Business Hours	\$65
Late Fee, whichever is greater	5% or \$5
Disconnection Attempt Fee	\$22
Reconnect during Normal Business Hours	\$30
Reconnect after Normal Business Hours	\$60
Returned Bank Item	\$25
Court Costs	Actual
Install Valve & Valve Box for Sewer Only	\$1,250
Temporary Service Charge-Elec Underground	\$105
Temporary Service Charge-Elec Overhead	\$170
Special Services Fee	Actual
Consumptive Loss Application	\$355

**Meter Testing Fees**

Electric	\$50
Water	\$85
Meter Tampering Fee	Up to \$500

**ELECTRIC FEES AND CHARGES**

Service Conversions	\$910 plus excess construction
Trenching per linear foot (in excess of 100 ft.)	\$5
Boring per linear foot (in excess of 100 ft.)	\$15

**Area Lighting**

Additional Facilities per month per pole	\$4.50
Additional Wood Pole (30 ft/Class 5)	\$510
Secondary pole, lift pole	\$465
Relocation of pole after initial installation	\$255



**WATER AND SANITARY SEWER FEES AND CHARGES**

***Main Extension Charges***

Residential	1 inch Water	\$2,360
	4 inch Sewer	\$2,400
Nonresidential	\$26.24 per front foot	Minimum charge \$2,360
	\$26.71 per front foot	Minimum charge \$2,400

***Lateral Charges***

Water	1-inch lateral (utilize 5/8" meter unless larger size justified)	\$2,640
	2-inch lateral (utilize 1 1/2" meter unless larger is justified)	\$2,758
Sewer	4-inch	\$3,424
	6-inch	\$3,784

***Combination Water & Sanitary Sewer laterals***

Water	Sewer	
1-inch	4-inch	\$5,864
2-inch	4-inch	\$5,982
1-inch	6-inch	\$6,224
2-inch	6-inch	\$6,342

***Split Water Service Laterals***

1-inch	At the time of new installation of domestic lateral	\$464
1-inch	Existing lateral	\$678
2-inch	New irrigation tap with jumbo meter box	\$3,179

***Water Meter Vaults and By-Pass Installations***

1-inch		No Charge
2-inch		\$2,734
Other Sizes		Actual Cost

**Water-Wastewater Facility Investment Fees**

Single Family Residential, Non-residential, Industrial and Wholesale  
(excludes multi-family dwelling units):

<u>Domestic Meter Size</u>	<u>Water FIF</u>	<u>Wastewater FIF</u>
3/4"	\$634	\$1,107
1"	\$995	\$1,738
1 1/2"	\$2,720	\$4,749
2"	\$3,620	\$6,321
2 1/2"	\$6,340	\$11,070
3"	\$9,060	\$15,819
4"	\$18,113	\$31,627
6"	\$36,227	\$63,254
8"	\$63,400	\$110,700
10"	\$99,627	\$173,954
12"	\$125,722	\$219,518

Multi-family Dwelling Units:

- a) For buildings containing multi-family dwelling units in which each unit is individually metered, the Facility Investment Fee shall be equal to the meter size FIF specified above for Single Family Residential multiplied by the number of meters installed to serve the units.
- b) For multi-family dwelling units in which one meter serves more than one unit, the Facility Investment Fee shall be the greater of: (i) the meter size FIF fee for the meter installed as specified above ; or (ii) the number of units served by the meter multiplied by the per unit fee for multi-family dwelling units set forth below.

Per Unit Fees for Multi-family Dwelling Units

Water: \$443 per unit  
Sewer: \$774 per unit