

If you received this brochure, it means sanitary sewer and/or water service is available for connection to your residence.

## How to Get Connected to Newly Installed Services.

*The City of Fayetteville offers financial assistance to income eligible homeowners to assist with plumber connection charges and/or the forthcoming assessment. To determine if you qualify, please contact the Community Development Department at (910) 433-1598 prior to hiring a plumber.*

1. You will need to contact an independent licensed plumber to install the service line from your home to the edge of your property (to connect with PWC's service lateral). The cost is paid by the homeowner to the plumber. When selecting a plumber, it is recommended that you get more than one quote from plumbers to ensure that the quote is reasonable. References from friends and neighbors are a good resource for the selection of a plumber. A list of local licensed plumbers is available on the PWC website. Homeowners who live on the property can perform work themselves if they choose and must follow the same permit process as a plumber.
2. You or your plumber will need to obtain a permit from the City of Fayetteville's Inspection Department (910-433-1588) before proceeding with the work.
3. As services are being connected, call (910) 223-4600 to inform PWC that you are ready to connect. You will be establishing a new account or adding water and/or sewer service to your existing account. A deposit may be required. Please remember that services connected within six (6) months of notification will have the Facility Investment Fee (FIF) waived.
4. The City of Fayetteville will perform the final inspection when plumbing work is complete. For water connections, the Inspection Department should be called immediately after work is complete to avoid delays in your service.

### 5. PWC billing for utility usage will begin:

- For Water or Water/Sewer Service – when meter is set
- For Sewer Service only – within 30 days of your application for connection or notification of a permit application/or immediately upon inspection from the City Inspections Department. **(Be sure to contact PWC at (910) 223-4600 if work is not complete within the initial 30-day period, to avoid being billed before services are connected.)**

## What Will My Service Cost If I Want to Connect to PWC Sewer and/or Water?

### *A summary of charges involved for connection and usage:*

If you choose to connect, there is no initial charge for your connection. The property owner is responsible for paying the plumber's fee and the person occupying the home is responsible for the monthly water and/or sewer usage. All property owners, whether connecting or not, are billed an assessment for the utility improvements made in their neighborhood and will receive a notification of assessment cost following the City Council confirmation.

**Plumber's Fee\*:** The amount charged for installation of the service line from your home – paid by the homeowner directly to the plumber.

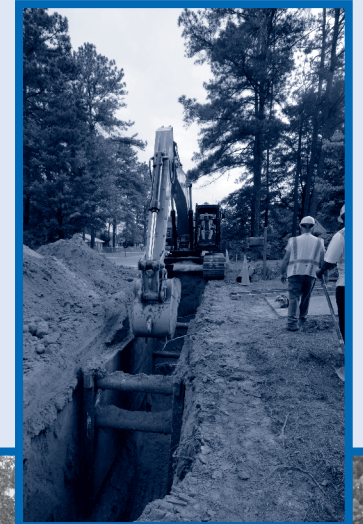
**Monthly Usage:** If you are a PWC water customer, your sanitary sewer bill is calculated by your water usage. Sewer customers who do not have PWC water service will be charged a flat monthly rate that is the same amount each month. Current PWC rates are available at [www.faypwc.com](http://www.faypwc.com) (Residential>Rates/Fees).

**Facility Investment Fee (FIF):** A fee for all new users of PWC's sewer and water systems, which helps offset the impact of expansion on our treatment plants and other major components of our utility infrastructure. **IF YOUR PROPERTY IS IN THE CITY OF FAYETTEVILLE'S PHASE V ANNEXATION AREA, YOUR FIF WILL BE WAIVED IF YOU CONNECT WITHIN SIX (6) MONTHS OF BEING NOTIFIED THAT SERVICE IS AVAILABLE.\*\***

\* The City of Fayetteville offers financial assistance to income-eligible homeowners.  
\*\*Subject to change

## Utility Improvement Assessments

The property owner's shared cost in the sewer and/or water utility improvements is an assessment. Utility improvements are very expensive, costing millions of dollars. The City and PWC pay the majority of the construction costs and the City Council has capped Phase V annexation property owner assessments not to exceed \$5000. The City of Fayetteville offers financial assistance to income eligible homeowners. PWC will provide financing options to pay your assessment, plus interest, for up to ten (10) years or 120 payments. PWC can also bill you monthly.



This information is being provided to help residents better understand the connection to new utilities and is subject to change.



## Frequently Asked Questions

**Q:** Why doesn't PWC connect the sewer for us?

**A:** PWC is responsible for installing and maintaining utilities within the public right-of-way. Property owners are responsible for installing and maintaining all utility lines on their private property.

**Q:** Can PWC recommend reliable, honest plumbers?

**A:** As a public entity, PWC does not recommend individual plumbers, but does provide a list of local licensed plumbers on its website. If you do hire a plumber to do the work, PWC suggests that you use a licensed plumber, get references, and perhaps check with the Fayetteville Area Plumbers Association. It is recommended that you get more than one quote to ensure it is reasonable.

**Q:** Will my other utilities change to PWC after I connect to PWC water and/or sewer?

**A:** No, the service provider you currently have for other utilities will remain the same after you connect to the newly installed PWC services.

**Q:** If I do not connect to PWC utility service, do I still have to pay the assessment?

**A:** Yes. Assessments help recover some of the significant costs involved in making quality utility services available to customers. Therefore, all residents in areas where PWC utility lines have been installed are responsible for the assessment, whether or not they connect to the service. The assessment amount becomes a lien on your property until it is paid in full.

**Q:** If I am already connected to PWC water and/or sewer, do I have to pay the assessment?

**A:** In some cases, there are residents located within water and/or sewer utility installation project areas that already have services. Assessments will be levied for utility expansion for properties served by the newly installed services.

**Q:** What happens if I'm paying my assessment in monthly installments and I sell my home before the full amount is paid?

**A:** The unpaid portion is a lien on the property.

**Q:** Is there assistance for low-income residents?

**A:** Depending on your income level, assistance may be available through the City's Community Development Office. For assessment or plumbers' fee assistance, call (910) 433-1598 for more information.

**Q:** My property requires a grinder pump, which will cost me additional money. Will I still have to pay an assessment?

**A:** Yes, all property owners are assessed if water and/or sewer service is made available to their property. Due to the location and elevation of some properties, a grinder pump may be required. Please call (910) 233-4600 and PWC will discuss the situation with you.

**Q:** Are there any circumstances that would make connection necessary?

**A:** Connection may be required if your septic tank needs repair. If the property is currently within the city limits of Fayetteville and within 200 ft. of a municipal sewer connection, property owners are required to connect to a public sewer (N.C. G.S. 160 A-317). Also, residents/homebuyers financing a home may find that the lender requires connection, if public water and/or sewer service is available, before they will approve the loan.

**Q:** Am I required to do anything about my septic tank once I'm connected?

**A:** Currently, there are no plumbing code requirements for existing septic tanks when connecting to sewer service. However, the Cumberland County Health Department for safety purposes recommends pumping out the septic tank then crushing and filling in with soil.

## Who to Call

For questions about connection, call PWC at:

**(910) 223-4600**

**[www.faypwc.com](http://www.faypwc.com)**



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