

WHAT YOU NEED TO KNOW ABOUT PLANNED CONSTRUCTION IN YOUR NEIGHBORHOOD

When?

If you have received this brochure, it means PWC is moving forward to extend sewer and/or water services to your area where they are not currently available. Construction crews will soon be working in your neighborhood. When the work is completed, and service is ready for you to hook up, you will receive official notification from PWC. We will continue to keep you informed throughout the process.



Why?

As our area continues to grow, the amount of wastewater generated by our growing population is “outgrowing” the ground’s capacity to hold it. When older septic systems cease to function properly, wastewater becomes a serious threat to the environment and to the health of our citizens. The solution becomes PWC installing sanitary sewer in existing neighborhoods. Sanitary sewer service takes wastewater from your home to a PWC treatment plant, where it undergoes a series of processes to “re-sanitize” it. This clean water is then returned to the environment. Both PWC wastewater treatment plants – Cross Creek and Rockfish Creek – have won national awards for outstanding operations from the Environmental Protection Agency. In addition, the growth in the area and recent drought conditions have stressed many wells in the area. The infrastructure for a public water system may also be installed to provide a safe reliable public water source for the residents.

Who’s Responsible for What?

- PWC is responsible for installing the sewer and/or water utilities.
- Sewer mains are the primary lines that “collect” wastewater and carry it to PWC treatment plants. The major portion of the sewer main is 8 inches in diameter and is installed at least 3 feet below

the ground, under street rights-of-way or easements. The service lateral is a line 4 inches in diameter that connects the collection main to a “cleanout” located at the edge of your property.

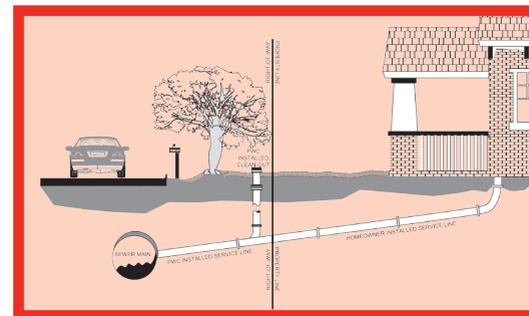
- Water mains are the primary lines that deliver water from PWC water treatment facilities to homes and businesses. The major portion of the water main ranges in size from 4 to 12 inches in diameter and is installed at least 3.5 feet below the ground, under street rights-of-way or easements. The water service lateral is a line 1 inch in diameter that connects the water main to a water meter located at the edge of your property.
- The proposed location of your sewer cleanout will be marked “C/O” (cleanout) or “S/L” (sewer lateral) with a stake or indicator inside the right-of-way. The proposed location of your water meter will be marked with “W/M” (water meter) with a stake or indicator inside the rights-of-way. **Homeowners should review these locations and discuss relocation (if necessary) with PWC prior to installation.** Customers may also consult with a licensed plumber to verify appropriate location. Re-location after installation is complete will be the responsibility of the property owner and additional fees may be incurred.
- Property owners are responsible for installation of the sewer service line, which runs from your home and connects with the sewer service lateral at your property line. Property owners are also responsible for the water service lines that run from your home and connect to the water meter. Installation of these lines can be done after PWC has notified you the sewer and/or water lines are complete and available for connection.
- In certain areas, the depth of the sewer lateral will make it necessary for PWC to install an additional pipe beyond the right-of-way (into your property) to assist your plumber with proper connection to the sewer lateral. This will require PWC’s contractor to access your private property. Depending on the depth of the lateral, the contractor may be 5 to 10 feet inside your property and is responsible for restoring your property to as good as or better condition than existed prior to construction.

PWC will coordinate with the City of Fayetteville’s Inspection office to ensure plumbers are aware this additional pipe has been installed and is required for connection. After connection, the property owner is responsible for any maintenance to this additional pipe or any others installed within their property. PWC will maintain the mains and laterals within the right-of-way.

Construction/Installation – What’s Involved?

PWC and the City of Fayetteville partner with experienced construction companies for work involved in the installation of mains and service laterals.

- Contracted construction companies will prepare the area – clearing easements, typically 10 to 15 feet from each side of the proposed water and/or sewer main that runs down the right-of-way; cutting asphalt in the streets in preparation of water and/or sewer main installation in the street; putting up temporary fencing; and establishing work zones.
- They may need to remove grass, plants, shrubs and trees for the installation
 - Grass disturbed will be appropriately repaired after final construction is completed.
 - Contractors may honor individual requests to set aside trees/plants, but the property owner will be responsible for replanting them.
- If mailboxes or fences are disturbed, mailboxes will be “reset” or replaced if damaged (within 24 hours). Fences will be repaired as soon as possible, but may wait until construction is complete and restoration can begin.



This information is being provided to help residents better understand sewer installation and is subject to change.

- Because water and/or sewer mains are installed below other utility lines, it’s possible that other services may be disturbed. Should this happen, we will do everything possible to help resolve the situation in a timely manner.
- There are three phases to construction: (1) street cutting and utility installation, (2) street repair, and (3) restoration. Crews will work systematically throughout the project area installing utilities. There are typically two work crews. The first crew will install the water and/or sewer main down the center of the street. The second crew will follow installing service laterals. Once the lines are in the ground, they will make the streets passable and move to the next street. Once a utility installation is complete in the area, street repairs will be made. After all street repairs are completed, restoration to lawns, driveways and other repairs will be made.

Provisions for Your Street

- In order to install water and/or sewer lines, asphalt will need to be removed. During the work, trenches opened to install the utilities will be filled in with stone in order to make the street passable. After all services are installed and inspected, street repairs, restoration to lawns, driveways and other repairs will be made.
- Your service providers – including emergency services, school bus, mail delivery and trash collection – will be notified that construction will be going on in your neighborhood, so any necessary arrangements can be made to ensure service access.
- Please be assured that PWC and our contractors will do everything possible to minimize the inconvenience caused by the work in progress. Contractors are required to “maintain” the street, which may include spraying water to keep construction dust to a minimum. (Note that it is more difficult to control construction dust during hot, dry weather.)

Frequently Asked Questions

In addition to the information provided in this brochure, the following will answer some of the questions that may arise during the installation/construction phase and after completion.

Q: *How long will construction last?*

A: Once a contractor has begun work in your area, utility installation may take up to 12 months depending on the size of the project. Work will proceed as quickly as possible, but may be delayed by weather conditions and other uncontrollable factors.

Q: *How can I find out where they will be working and what they are doing?*

A: PWC's website will have updates on your project area including the schedule of work by streets in your area. See Project Updates under City Annexation at www.faypwc.com.

Q: *What time of day do crews work?*

A: Regular work hours are 7 am - 5 pm Monday through Friday unless the contractor requests and is granted an exception by PWC.

Q: *What can I do about construction equipment on my property?*

A: Construction equipment may be placed in the public right-of-way or easement area in front of your property. Unless the contractor has made prior arrangements with you, no equipment or construction materials should be placed outside the road right-of-way or easement area. Residents can ask the contractor to have equipment moved. However, if equipment is left on your property, please do not remove it (you could become liable for loss or damage). Document the situation and contact PWC at (910) 223-4730 during normal business hours. We will work closely with the contractor to resolve the situation in a timely manner.

Q: *If I notice work vehicles speeding in my neighborhood, who can I contact?*

A: Call PWC at (910) 223-4730 or (910) 483-1382 and provide the location and description of the vehicle, the driver, and vehicle number if applicable.

Q: *What should I do if the contractor does not reset my mailbox or fence – or replace them if damaged?*

A: Call PWC at (910) 223-4730 during normal business hours. If damage has occurred, be sure to document it.

Q: *Who is responsible if my property is damaged outside the easement limits agreed to with PWC?*

A: The general contractor is responsible for controlling the work done (by contractor and sub-contractor crews) and is liable for repairing any damage done, whether by accident or otherwise. Document the damage and call PWC at (910) 223-4730 during normal business hours.

Q: *If my car is damaged while I'm trying to travel through a street under construction, what can I do?*

A: Please remember that driving slowly through construction areas will greatly reduce the risk of damage to your vehicle. Contractors are required to have insurance for such occurrences; however, this generally requires verification of neglect on the part of the contractor. If damage occurs, document the damage and contact PWC at (910) 223-4730 during normal business hours.

Q: *If rain washes out an area where utilities have been installed and a pothole occurs, who do I call?*

A: If this occurs in an area where utility installation has taken place, contact PWC at (910) 223-4730 or (910) 483-1382 and it will be repaired. Please remember that potholes on other city streets should be reported to the City of Fayetteville at (910) 433-1FAY.

Q: *When the construction crews are no longer on my street, are they finished?*

A: No, there are multiple phases to the construction: installation, street repair and restoration. You can follow the project schedule and status of your street on the PWC website - see Project Updates under City Annexation at www.faypwc.com.

Thanks for Your Help

We appreciate your patience and cooperation during this essential installation process. Some things you can do to help:

- Drive slowly through construction areas to help ensure worker safety and reduce the spread of dust and debris.
- Remember that speaking with construction crews is not the best way to resolve concerns.

If you have a concern, call PWC at (910) 223-4730 during normal business hours.



www.faypwc.com

See Project Updates under City Annexation

24-Hour Emergency
1-877-OUR-PWC1



UTILITY INSTALLATION IN EXISTING NEIGHBORHOODS

STEP 1 - CONSTRUCTION

