



PROJECT UPDATE

P4B Volume 1 No. 1

Annexation News From Your Public Works Commission

May 2004

Phase IV-B Annexation Construction Plan

The Public Works Commission of the City of Fayetteville has begun installation of utilities in the Phase IV-B annexation area. This Project Update is to help residents in the area stay informed of the progress of this construction until its completion.

What Residents Should Expect

Over the past year, PWC and local engineers have been in your neighborhoods designing the plans for the sanitary sewer system. Design is now complete and construction has begun or will soon begin.

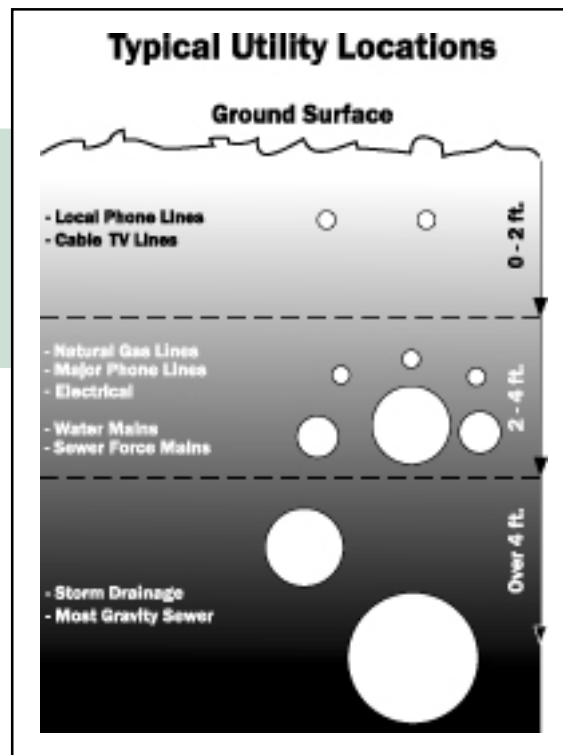
Some of the projects had been started, but had to be halted due to contractor issues. This was done to ensure public safety and provide savings for the taxpayer against poor quality work. Work in the Arran Lakes area was restarted in November 2003 and is expected to finish in May 2004. Work in the Queensdale and South Lafayette Village areas will be commencing in March 2004 and is expected to be completed in December 2004.

PWC and the City of Fayetteville have partnered with Construction Dynamics Group (CDG) to manage the numerous construction areas involved in this project. CDG will closely monitor all activity and will be working with residents to resolve concerns during the project.

As construction crews begin preparing the area for installation. This will involve the clearing of easements, setting temporary fencing, and establishing staging areas. During construction, it may be necessary for contractors to remove plants, trees and/or shrubs. Contractors may honor individual requests to set aside plants or shrubs, however, they are not responsible for relocating or replacing them. It is the responsibility of the resident(s) to relocate and maintain any plantings removed by the contractors and their crews. Grass disturbed during construction will be replaced with sod or seed after final construction is completed.

This project will involve numerous work crews in areas where utilities are to be installed. As installation begins on your street, you will see the removal of asphalt. This will allow crews to install 8" gravity sanitary sewer lines and, where necessary, 8" water mains. The majority of this construction work will involve sewer lines, however, some storm drainage and water line construction may occur. Because sewer lines are installed deeper than water lines, there is a possibility of disturbing existing utilities.

After the installation, the roads will be patched to allow for travel. A complete resurfacing will not be completed until services are installed and inspected.



Work of this nature in established neighborhoods is disruptive. However, the construction schedule has been designed to reduce the impact on the neighborhoods as much as possible. Natural occurrences, such as weather conditions, may pose conditions which alter the schedule.

How You Can Help

During this time, PWC and the City of Fayetteville will make every effort to keep residents informed of the project. Residents can also help in the following areas.

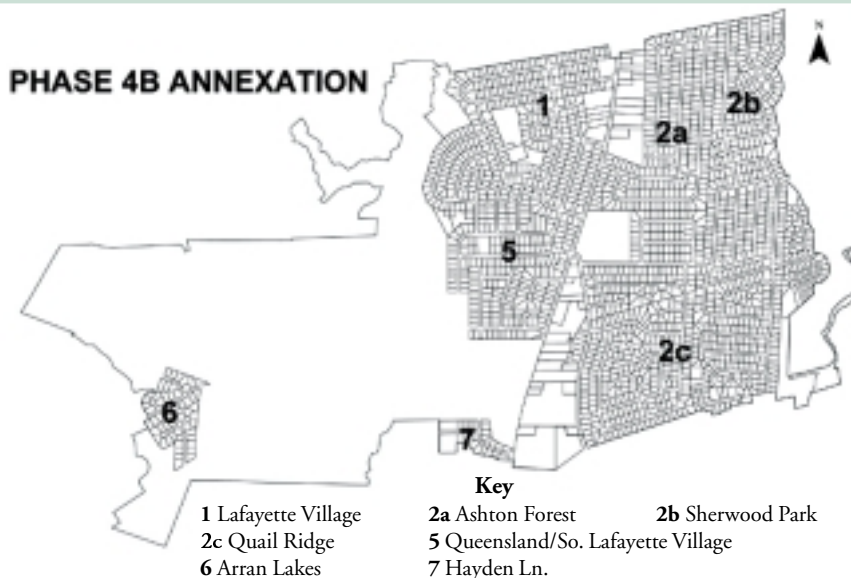
- Reduce speed in construction areas. Doing this will increase the safety for workers as well as reduce spread of debris and dust.
- PLEASE call the Citizens' Inquiry Line at 483-1382 if you need to talk with someone concerning construction in your area.
- Contact with construction workers may not effectively resolve your concerns. Calling PWC at 483-1382 will be the most effective way to getting solutions.

Phase IV-B

Installation of Sanitary Sewer & Water Utilities

The Phase IV-B annexation has been divided into multiple project areas. This map and chart indicate the contractor to which the construction bid was awarded and the estimated date on which construction will begin and be completed.

ID	Project Area	Contractor/Projected Completion Date
1	Lafayette Village	EX&J Enterprises/ October 2004
2a	Ashton Forest	Sanford Contractors, Inc./ April 2005
2b	Sherwood Park	
2c	Quail Ridge	
5	Queensdale So. Lafayette Village	Sanford Contractors, Inc./ December 2004
6	Arran Lakes	Billings & Garrett, Inc./ May 2004
7	Hayden Lane	Nortech Services/ May 2003



The following are some answers to questions which may arise during construction.

Q: How long will construction last?

A: Installation of the utilities in the annexed areas is scheduled for completion in the spring of 2005. Various streets and easement areas will be finished at varying times as the work progresses.

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

A: Unless the contractor has made prior agreements with you, no equipment or materials should be placed outside of the road right-of-way or easement limits. As the property owner, you should document the situation. Please do not remove the equipment so that you do not become liable for damage or any losses. Please contact the Citizen's Inquiry Line. The Construction Management Team (CMT) will work with the contractor to ensure that the situation is resolved in a timely and satisfactory way.

Q: How will emergency vehicles, school buses, mail delivery, and trash pickup get access during construction?

A: The PWC, CMT, and the City of Fayetteville have contacted the service organizations serving your neighborhood and informed them about the pending construction project. Their input was included in the preparation of the design and construction of the project. Contractors are required to furnish traffic management plans to the City of Fayetteville. All emergency service divisions, school, postal and waste pickup authorities will be furnished with copies of these plans and will be notified on the status of road conditions.

Q: There are work trucks speeding in my neighborhood. Who do I contact?

A: If you have concerns about speeding or unsafe vehicles, please contact the Citizens Inquiry Line with a location and description of the vehicle.

Q: Who is responsible for resetting or replacing my mailbox?

A: The contractor is required to reset or replace damaged mailboxes within 24 hours. If this does not occur, document the damage and contact the Citizens' Inquiry Line.

Q: Who is responsible for replacement or repair of fences?

A: The contractor is responsible for replacement or repair of the resident's personal property disturbed during construction. If you have questions or concerns, please promptly contact the Citizens Inquiry Line.

Q: My septic tank or drain field was damaged by a contractor. Who do I call?

A: You should contact the Citizens Inquiry Line and the CMT will work with the contractor to ensure that the situation is resolved in a timely and satisfactory way.

Q: When will my street be paved?

A: Final resurfacing of the streets within the annexation area will be completed after all construction is complete.

Q: What can be done about dust?

A: Contractors are required to maintain the streets which may include sweeping or spraying the streets with water. Dust will be much more difficult to control during hot, dry periods and your patience is appreciated.



The following are some answers to questions which may arise during construction.

Q: My car was damaged trying to travel through a street under construction. How do I handle this?

A: Please remember that driving slowly through construction areas can greatly reduce the risk of damage to your vehicle. Each contractor and their subcontractors are required to carry insurance for such occurrences, however, this normally requires verification of neglect on the part of the contractor. If damage occurs, contact the Citizens Inquiry Line.

Q: My property has been damaged outside the easement limits agreed to with PWC. Who is responsible?

A: The General Contractor is responsible for controlling the work of his crews and those of subcontractors. The contractor is also liable to repair all damage he and his crews or subcontractors' crews have caused whether by accident or otherwise. Document the damage and contact the Citizens' Inquiry Line.

Q: When can I start paying on my assessment?

A: As assessment rolls are confirmed, you will have the option of paying the assessment in full or over an extended period of up to 10 years.

Q: When can we connect to the sanitary sewer or water system?

A: Once utility improvements in your area are complete, you will be notified by PWC. You will need to obtain the services of a licensed plumber or, as the homeowner, you may extend your plumbing to the lateral after making application for services by calling the PWC Customer Service at 483-1382 and securing a permit from the City of Fayetteville's Inspections Department.

Q: How much will it cost for me to connect?

A: Property owners pay a portion of the utility installation costs referred to as assessments. Based on past projects, PWC estimated that the typical sanitary sewer assessment for a single-family residential property will be \$3,785. This amount is a combination of the service main charge and the service lateral charge which is the 4" sanitary sewer line that extends from the main to the road right-of-way or edge of easement. It is the homeowner's responsibility to extend the house plumbing to the sanitary sewer lateral. Non-single family residential property or commercial property will be assessed at a rate of \$35.94 per linear foot of road frontage (there will be a 90 foot minimum). There will also be a lateral charge added to the assessment in the amount of \$550 for a 4" lateral. If a larger lateral is required, it will be at a highest cost. In this phase of annexation, water service is also being extended to some areas of the project. If you currently do not have water service, the assessment to extend the water mains in your area will be \$2,650 per single family residential lot. Non-single family residential property and commercial property will be assessed at a rate of \$25 per linear foot of road frontage (90 foot minimum) plus a service lateral fee based on the size of the service. A 1" water service will be \$400. If a larger service is required it will be at a higher cost. The above estimated cost figures do not include Facility Investment Fee and will require City Council approval once construction is complete. PWC will mail you notification that services are available. No assessments will be charged until after City Council approval (expected summer 2005).

Q: Will I have to pay a Facility Investment Fee?

A: PWC normally charges a Facility Investment Fee (FIF) for all new water and sanitary sewer utility customers. The current FIF charge for

residential customers is \$670 (subject to change) for sanitary sewer and \$460 (subject to change) for water service. To assist property owners in the annexed area and to encourage early connection to the system, we anticipate waiving the FIF charge if application for service is made within a specified time frame. You will be notified in future correspondence of the FIF waiver deadline expiration date.

Q: How do I change the location of my sewer lateral?

A: The Design engineers have taken great care to take into consideration the likely location of your septic tank, the elevation of your home, whether or not there is a crawl space and the relationship of your property to other utilities. They have or will mark the location with a series of stakes in your front yard as well as a painted arrow on the curb. However, should you desire to have your location changed, it is possible. Ensure that you contact the Customer Inquiry Line and ask to speak to the CMT before the contract installs the main line down the middle of the street. After the contract has installed the main line, and the fitting to which your lateral will connect, it is too late to adjust the location without incurring a cost. You will be asked to sign a Request Form authorizing the change.

Q: My septic tank is failing, how soon can I connect?

A: There are many elements to the construction of a Sanitary Sewer system. Most streets are interconnected and so even though construction has been completed directly in front of your house, workers may be installing pipe "upstream". It is necessary to delay connection by any resident until all the sewer is completed, cleaned and inspected to ensure worker safety. Sewer gasses can be deadly! If you have a question about when you can connect, contact the Customer Inquiry Line and ask to speak to the CMT and they will be better able to give you a closer approximation of the completion date.

Q: I spoke to one of the workers and he promised to help me, but nothing has been done!

A: Many of the workers may try to be courteous and helpful, but they will not have the authority to make changes. Whether the issue is landscaping, driveway repair, lateral placement or the disposal of excess soil, it is imperative that you contact the Customer Inquiry Line and ask to speak to the CMT. They are the only ones with the necessary information to properly answer your request.

Q: The sod on my neighbor's lawn is Centipede, but I have Bermuda. Will I get Centipede?

A: The contractor has been tasked to replace the sod with some that matches your lawn. If incorrect sod is placed, or you are unsatisfied with the installation, contact the Customer Inquiry Line and ask to speak to the CMT and they will work with the General Contractor. It is important to remember that a new installation will not look just like to original sod. It takes one or two growing seasons to fill in and thicken up.

If you have questions or concerns you would like to have addressed in future Project Updates, please write the PWC Public Information office, PO Box 1089, Fayetteville, NC 28302, or e-mail info@faypwc.com.

Keeping You Informed

PWC and the City of Fayetteville understand the impact construction may have on your area. Therefore, it is our goal to keep residents informed and attempt to keep interruption of day-to-day activities to a minimum. This Project Update along with the following means of communication will be available to you for updates, information, and input during the Phase IV-B annexation construction.

Citizens Inquiry Line: 483-1382

If you have questions or concerns during construction, the Citizens Inquiry Line is designed to address issues on an individual basis.

PWC Website: www.faypwc.com

Project Updates are also available on the PWC website under Phase IV-B annexation.

Neighborhood Meetings

If you would like to schedule speakers at neighborhood meetings in your area, you may contact the PWC Public Information Office at 223-4009 or the City of Fayetteville Public Information Office at 433-1998.

**PUBLIC WORKS COMMISSION
OF THE CITY OF FAYETTEVILLE**

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