

**WASTEWATER COLLECTIONS
AND TREATMENT SYSTEMS
ANNUAL PERFORMANCE REPORT**

July 1, 2019 - June 30, 2020



Fayetteville Public Works Commission

The Fayetteville Public Works Commission enjoyed another year of truly excellent performance at both of our treatment plants and the collection systems which they serve. Our plants have been recognized by the NC Department of Environmental Quality as "Exceptionally Performing Facilities." We had 20 events where sewage was released from the collection system, and these occurrences were mostly due to factors beyond our control. At both the treatment plants and in our sewage collection systems, this is an extremely high level of service and system reliability that we will strive to maintain. The following provides a summary of all collection system overflows and treatment plant permit exceedances.

Collections Systems

General Information

Facility/System Name: **Collection System**

Responsible Entity: **Public Works Commission of the City of Fayetteville, Town of Stedman, NORCRESS, and Kelly Hills/Slocomb Road Water and Sewer District**

Person in Charge/Contact: **Chris Rainey, PE
(910) 223-4718**

Applicable Permit(s): **(PWC) WQCS00007, (Stedman) WQCSD0537, (Norcross) WQCS00353**

Description of Collection Systems

The following description of collection systems is for the Public Works Commission of the City of Fayetteville and the three permitted entities with which PWC maintains operation and maintenance agreements.

The Public Works Commission of the City of Fayetteville's sanitary sewer collection system is separated into two basins, the Cross Creek and the Rockfish Creek basins. The collection system consists of approximately 1,293 miles of sewer mains varying in size and material and also includes 74 sewer pumping stations. In addition, 12 privately owned pumping stations are operated and maintained per O & M agreements. Main sizes range from 6" to 60". Wastewater is collected from approximately 89,616 customers in the City of Fayetteville and surrounding Cumberland County area. The PWC serves approximately 18 Industrial, 6 Wholesale, 5,907 Non-Residential, 139 Flat Rate Non-Residential, 75,423 Residential, and 8,022 Flat Rate Residential customers. PWC also provides wastewater service to 87 City of Fayetteville sites and to 14 Public Works Commission locations. The wastewater is conveyed to the Cross Creek and Rockfish Creek Water Reclamation Facilities.

Since March 2001, PWC has operated and maintained the Town of Stedman sanitary sewer system, owned by the Town of Stedman. The system serves approximately 583 customers (516 residential and 67 non-residential) and consists of approximately 22.1 miles of sanitary sewer mains and 4 pumping stations. The wastewater from Stedman is conveyed to the Rockfish Creek Water Reclamation Facility.

In September 2005, PWC began operation and maintenance of the NORCRESS (Wade, Godwin, and Falcon) sanitary sewer system, owned by Cumberland County. The system serves 480 customers (418 residential and 62 non-residential) and consists of approximately 35.3 miles of sanitary sewer mains and 4 pumping stations. The wastewater from NORCRESS is conveyed to the Cross Creek Water Reclamation Facility.

PWC also maintains and operates the Kelly Hills / Slocomb Road Water & Sewer District sanitary sewer collection system, owned by Cumberland County. The system serves approximately 101 customers (all residential) and consists of approximately 4.5 miles of sanitary sewer mains. The wastewater from Kelly Hills / Slocomb Road Water & Sewer District is conveyed to the Cross Creek Water Reclamation Facility.

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Public Works Commission of the City of Fayetteville WQCS00007 - Summary of Collections System Performance for Fiscal Year (July 2019 – June 2020)

During the Fiscal Year July 2019 – June 2020, approximately 10.1 billion gallons of wastewater were conveyed to the Cross Creek and Rockfish Creek Water Reclamation Facilities. Sanitary sewer overflows totaling 113,713 gallons or .001% of total gallons conveyed were reported to the NC Department of Environment and Natural Resources, Water Quality Division. Monthly estimates are as follows:

<u>Month</u>	<u>Gallons</u>	<u>Month</u>	<u>Gallons</u>
July	0	January	4,635
August	0	February	52,615
September	4,942	March	2,300
October	664	April	2,830
November	0	May	36,760
December	8,742	June	225

Public Works Commission Collections System Performance for Fiscal Year (July 2019-June 2020)
(continued)

Sanitary sewer overflow events in which volumes exceeding 1,000 gallons overflowed or reached surface waters are included in the monthly estimates and are shown separately as follows:

Event 1: **Date:** 9/19/19 **Gallons:** 3150

Location:
4203 Sweetwater Drive

Description:
Upon excavation of the affected line segment, a puncture in the top of the 8” ductile iron pipe was identified. This section of pipe is located in a drainage ditch/swale which receives storm water discharge from the commercial development. Damage likely occurred during the construction of the storm water utilities for the commercial development.

Corrective measures:
The sewer main was jet rodded to clear the grease and debris blockage and allow the sewer system to resume normal flow. The wastewater exiting from the manhole ponded in a grassy area around the manhole structure. No clean up was required as the wastewater soaked into the surrounding soil. The area was treated with lime and odor neutralizer.

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Event 2: **Date:** 9/26/19 **Gallons:** 1,792

Location:
3469 Black and Decker Road

Description:
This SSO was the result of a grease blockage in the sewer main which resulted in an overflow from the customers cleanout.

Corrective measures:
The sewer main was jet rodded to clear the grease blockage and end the spill incident. Wastewater exited from the customer's cleanout and ran across the parking lot, ponding in a grassy area and entering a water meter vault. The wastewater was reclaimed from the grassy area the water meter vault. The affected area was treated with lime and odor neutralizer.

Event 3: **Date:** 10/24/19 **Gallons:** 114

Location:
671 Daharan Drive – Village Commons LS #55

Description:
On 10/23/19, a failure of the single phase power supply to the lift station occurred and burned up both pump motors. One pump motor was replaced and the second pump motor was purchased and awaiting delivery. There were no indications of the breaker having a fault until the spill occurred. The breaker has been replaced as well. The high well float never activated due to grease build up inside of the wet well.

Corrective measures:
A PWC contractor who was scheduled to install a generator at the lift station arrived at the station and observed sewer exiting from the lift station. The contractor immediately called PWC staff and they were able to identify the tripped breaker. The contractor flipped the breaker and put the pump back in operation ending the spill incident. Upon the arrival of PWC staff there was evidence that sewer had exited from a manhole in the pavement just upstream of the lift station, however no active spill was observed from the manhole by PWC. The pavement area was cleaned and the affected areas were treated with lime and odor counteractant.

Event 4: **Date:** 10/28/2019 **Gallons:** 550

Location:
225 Green Street

Description:
This SSO was the result of paper product debris in the sewer main creating a blockage.

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Corrective measures:

The sewer main was jet rodded to clear the debris blockage and end the spill incident. Wastewater exited from the manhole and entered a nearby storm drainage system. There was some ponding in the roadway and curb line. The ponding wastewater was reclaimed and the affected pavement area and storm drain system were cleaned. The affected area was also treated with odor neutralizer.

Event 5: **Date:** 12/31/2019 **Gallons:** 8,742

Location:

309 Youngberry St (8" sewer main and manhole in easement area)

Description:

This SSO was the result of a pipe failure and was discovered during routine field inspections.

Corrective measures:

PWC inspection personnel identified wastewater pushing up thru the ground in the easement area at the subject location. Upon response of additional maintenance personnel, it was determined that a section of the sewer main had failed allowing wastewater to exist the pipe and enter an adjacent tributary to McFayden Lake. During the excavation to repair the failed section of main, wastewater began exiting from the immediate upstream manhole. That wastewater was contained to the easement area. The sewer main was repaired and the blockage removed which ended the spill incident.

Event 6: **Date:** 1/7/2020 **Gallons:** 4,150

Location:

5400 Ramsey Street – MH upstream of lift station in easement parallel to railroad and golf course

Description:

This SSO was the result of pump station equipment failure. The automatic transfer switch (ATS) did not function correctly after self exercising of the emergency backup generator.

Corrective measures:

The generator at LS#44 (Methodist University) was performing the weekly ATS test from utility to emergency power. When the test was complete, the ATS went to transfer back to utility power and that's when the malfunction occurred. The switch stopped in the neutral position and under that scenario there is no power being supplied to lift station equipment from the generator or utility power. Because the generator and utility power were both present at the ATS the phase loss monitor never sent an alarm to the DFS system. The internal back up battery of the DFS radio kept the radio in communication with the SCADA system resulting in no alarm being sent. The SCADA system never detected a fault. The technician coming on call was rerouting the calls to his phone and identified a Hand Off Auto (HOA) status that was showing a potential issue. The technician proceeded to the station and found the generator running. Upon checking the ATS he found it was in the neutral position and he switched it back to utility power. Once the pumps kicked on the wet well level began to drop and the spill event ended. Wastewater which exited from an adjacent manhole entered into a

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nearby “wet” drainage ditch tributary to the Cape Fear River. The affected area was treated with lime and odor counteractant.

Event 7: **Date:** 1/28/20 **Gallons:** 485

Location:
6124 Lake Trail Drive

Description:
This SSO was the result of a temporary plug being left in a sewer manhole by a contractor. A PWC metering employee working in the neighborhood identified the leaking manhole and notified the appropriate personnel.

Corrective measures:
PWC maintenance staff responded immediately and located the manhole where the spill was occurring. Using a combination vacuum/jetter truck the wastewater that was surcharged in the manhole and the upstream sewer main was pumped out thus ending the spill incident. Once the wastewater was pumped down personnel were able to determine that a mechanical plug was installed in the outgoing pipe. A manhole entry was performed to remove the plug and allow for normal sewer flow to resume. It was determined that the annexation contractor who was installing new sewer piping had left the plug in place at the completion of their work. Wastewater entering the wet storm drainage system was unable to be reclaimed, however the short section of storm drainage was cleaned to remove any possible waste residue. The affected pavement area was cleaned and odor neutralizer applied.

Event 8: **Date:** 2/6/20 **Gallons:** 1,275

Location:
1102 Simpson Street – manhole in the street

Description:
This SSO was the result of a debris blockage in the sewer main. The debris was determined to be excessive paper products.

Corrective measures:
The sewer main was jet rodded to clear the debris blockage and end the spill incident. Wastewater exited from the manhole and entered a nearby storm drainage system tributary to Blounts Creek. No clean up could be accomplished as heavy rain bands diluted the wastewater volume entering the storm drainage system.

Event 9: **Date:** 2/6/20 **Gallons:** 2,550

Location:
1217 Simpson Street – manhole in the street and PWC c/o on adjacent vacant lot

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Description:

This SSO was the result of a debris blockage in the sewer main. The debris was determined to be excessive paper products.

Corrective measures:

The sewer main was jet rodded to clear the debris blockage and end the spill incident. Wastewater exited from the deadend manhole and the PWC cleanout on an adjacent vacant lot. The wastewater entered a storm drainage system tributary to Branson Creek, with some ponding occurring within the roadway and curb line. The ponding wastewater in the roadway and the curb line was reclaimed; however additional clean up could not be accomplished as heavy rain bands diluted the wastewater entering the storm drainage system.

Event 10: **Date:** 2/7/20 **Gallons:** 48,790

Location:

3395 Dunn Road – Lift Station #88

Description:

This SSO was the result of regional flooding due to the rain event on 2/6/20 and 2/7/20. These rain events led to the inundation of upstream systems. The lift station continued normal operations during the storm event until upstream system flows inundated the lift station.

Corrective measures:

A bypass pumping system was set up and numerous combination vacuum/jetter trucks were used to help maintain the incoming flows and the wet well level. These actions ended the spill incident. Although no cleanup was required due to the heavy dilution of the wastewater with flood water, PWC applied lime and odor neutralizer due to the proximity of the lift station to an elementary school.

Event 11: **Date:** 3/20/2020 **Gallons:** 150

Location:

535 Bramblegate Road – PWC sewer lateral behind house crossing unnamed tributary

Description:

This SSO was the result of a separated pipe joint on the sewer lateral. Plumber notified PWC of a service lateral blockage. Upon PWC response it was determined that the PWC cleanout cap had been removed which resulted in a sewer release from the cleanout. The volume exiting from the cleanout was contained in the backyard. During PWC's attempt to clear the blockage, wastewater surfaced in an unnamed tributary as a result of water being introduced by cleaning equipment.

Corrective measures:

PWC maintenance staff confirmed that there was a separated pipe joint beneath the unnamed tributary using CCTV equipment. This was consistent with the discovery of the wastewater surfacing in the unnamed tributary during the efforts to relieve the blockage. Additional maintenance personnel were dispatched to correct the pipe separation issue. The lateral was excavated and a permanent repair was installed to correct the pipe separation.

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The volume of wastewater entering the unnamed tributary was minute and it was heavily diluted by the water in the tributary. The wastewater which exited the cleanout in the rear of the property soaked into the soil. No cleanup was necessary. The affected area was treated with lime and odor neutralizer.

Event 12: **Date:** 3/31/2020 **Gallons:** 2,150

Location:

711 Ashfield Drive – PWC manhole in rear of property

Description:

This SSO was the result of a grease blockage in the sewer main.

Corrective measures:

The sewer main was jet rodded to clear the grease blockage and end the spill incident. The wastewater exiting from the manhole soaked into the surrounding soil and no cleanup or reclamation of wastewater could be accomplished. A small volume of wastewater entered into the unnamed tributary. The affected area was treated with lime and odor neutralizer.

Event 13: **Date:** 4/7/20 **Gallons:** 2,275

Location:

2560 Mary Charles Loop – PWC manhole in the easement area

Description:

This SSO was the result of a private utility contractor failing to remove a sewer plug upon completion of their work. The utility contractor was installing utilities for a private developer building the McArthur Park Apartments. A PWC survey crew member identified a leaking manhole and contacted maintenance staff.

Corrective measures:

A combination vacuum/jetter truck was used to jet the plugged line segment and dislodge the contractor's air plug. The plug was then removed from the manhole and the manhole and sewer main were cleaned to remove the waste material build up. Wastewater which exited the manhole was contained to the easement area and entrapped by erosion control devices that were in place for the development project. No cleanup or reclamation of the wastewater could be performed as it soaked into the surrounding soil. The affected area was treated with lime and odor neutralizer.

Event 14: **Date:** 4/10/2020 **Gallons:** 555

Location:

6852 Mahogany Road – manhole in the street

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Description:

This SSO was the result of roots in the sewer main creating a blockage. Due to the extent of the root blockage, sewer exited from a manhole in the street and entered into a nearby catch basin tributary to Bones Creek.

Corrective measures:

The sewer main was jet rodded to clear debris and the root blockage and end the spill incident. Wastewater exiting from the manhole ran down the roadway/curb line and entered into a nearby storm drainage system. The affected roadway and curb line were cleaned and vacuumed to reclaim the wastewater and debris. The pavement area was also treated with odor neutralizer. The affected storm drainage system was flushed with potable water as reclamation of wastewater could not be accomplished due to actively moving groundwater within the drainage piping.

Event 15: **Date:** 5/18/2020 **Gallons:** 2,725

Location:

5508 Glenrock Drive – PWC manhole at rear of property

Description:

This SSO was the result of a grease blockage in the sewer main.

Corrective measures:

The sewer main was jet rodded to clear the grease blockage and end the spill incident. The wastewater exiting from the manhole soaked into the surrounding soil. No clean up or reclamation could be accomplished. The affected area was treated with lime and odor neutralizer. The area was added to the inspection and cleaning “hot sheets” for 90-day intervals.

Event 16: **Date:** 5/19/2020 **Gallons:** 2,400

Location:

804 Ellis Street – PWC manhole in the street

Description:

This SSO was the result of a debris blockage. The debris removed was determined to be excessive paper products.

Corrective measures:

The sewer main was jet rodded to clear the debris blockage and end the spill incident. The wastewater which exited from the manhole ran down the roadway and curb line and entered into a nearby storm drainage system. The affected roadway and curb line were cleaned and treated with odor neutralizer. Reclamation of the wastewater from the affected storm drainage system could not be accomplished due to actively moving stormwater within the drainage piping and sporadically occurring rainfall.

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Event 17: **Date:** 5/22/2020 **Gallons:** 225

Location:
495 Neville Street – sewer force main in easement

Description:
This SSO was the result of a pipe failure on a force main. The lift station was under bypass at the time of the break due to a wet well rehabilitation project. The upstream gravity system was on a bypass which was using the existing force main for discharge. The force main failure was discovered by the rehabilitation contractor who immediately notified PWC personnel.

Corrective measures:
The bypass pumping system for the lift station was shut down and that ended the spill incident. A combination vacuum/jetter truck maintained the bypass suction manhole until force main repairs were completed. The deficient 3” galvanized bend and the connected galvanized piping were removed and replaced with 4” ductile iron pipe and related bends. Reclamation of the wastewater that escaped the pipe could not be accomplished due to actively moving groundwater within the unnamed tributary.

Event 18: **Date:** 5/22/2020 **Gallons:** 31,410

Location:
219 Longview Drive – LS#42

Description:
This SSO was the result of pump station equipment failure. While the technician was performing his end of week lift station inspections he found the lift station overflowing from the wet well. The audible and visual alarms were not active upon his arrival and there had not been any calls from SCADA nor any customer calls. The technician turned the pumps on manually and that ended the spill incident.

Corrective measures:
The lift station pumps operate on a mechanical alternator and the high wet well alarm is operated on a limit switch. Upon further inspection, the float rods and guide pipes had deterioration that caused a buildup on the float rods and inside the galvanized guide pipes. On 4/23/20 rehabilitation of the wet well and other internal components was completed. Evidence of the liner material was also discovered on the float rods and float balls. The deterioration inside the guide pipes caused a lot of rust and some sharp areas that had cut into the PVC SCH80 guide pipe. The buildup of rust, sewer, and other materials attached to the pipes were the cause of the mechanical alternator’s failure by not allowing the float rods to smoothly operate up and down. The float rods and guide pipes were changed on the incident date to correct the issues discovered. The float balls had water starting to build up inside the cavity, which was causing the float balls to be heavier than normal. The float balls were also replaced. In review of the pump activity reports it was determined that the lift station did not operate for approximately 29 hours and 5 minutes.

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Event 19: **Date:** 6/8/2020 **Gallons:** 220

Location:

1925 James Hamner Way – manhole in the common area between apartment buildings

Description:

This SSO was the result of a root blockage in the sewer main.

Corrective measures:

The sewer main was jet rodded to clear the root blockage and end the spill incident. Wastewater which exited from the manhole in the common area ran across a grassy area and into the roadway/parking lot. The wastewater entered into a nearby wet, storm drainage system. The affected areas were treated with lime and odor counteractant. The affected storm drainage system was flushed with potable water and reclaimed by combination vacuum/jetter truck. Roots were removed from the main using mechanical root cutting equipment.

Event 20: **Date:** 6/17/2020 **Gallons:** 5

Location:

414 Lansdowne Road – PWC sewer lateral

Description:

This SSO was due to pipe failure on the PWC sewer lateral.

Corrective measures:

The PWC lateral was televised on 6/16/20. The failed coupling area was removed along with a short section of cast iron pipe spanning storm drainage channel and replaced temporarily with PVC pipe and new couplings. The failure occurred at a transition coupling between cast iron and PVC piping, causing an offset in the piping. On 6/16/20 during a routine inspection of the surrounding collection system, extraneous flows were observed at the point of connection from the lateral into the manhole. A cctv inspection of the lateral was performed and identified inflow at the transition coupling. The service lateral is exposed in a storm drainage channel immediately adjacent to McFayden Lake. Due to recent rain events, lake levels were elevated causing water impoundment in the storm drainage channel. No wastewater was exiting at the time of the inspection. Temporary repairs were performed with PVC pipe and new couplings. The permanent repair was being scheduled to coincide with the lake levels being lower so the lateral piping could be more easily accessed.

Town of Stedman WQCS0537 - Summary of Collections System Performance for Fiscal Year (July 2019 – June 2020)

During the Fiscal Year July 2019 – June 2020, approximately 46.6 million gallons of wastewater were conveyed to the PWC collection system and treated at the Rockfish Creek Water Reclamation Facility. There were not any reportable sanitary sewer overflows reported to the NC Department of Environment and Natural Resources, Water Quality Division.

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NORCRESS WQCS00353 - Summary of Collections System Performance for Fiscal Year (July 2019 – June 2020)

During the Fiscal Year July 2019 – June 2020, approximately 49.2 million gallons of wastewater were conveyed to the PWC collection system and treated at the Cross Creek Water Reclamation Facility. There were two reportable sanitary sewer overflows reported to the NC Department of Environment and Natural Resources, Water Quality Division.

Event 1: **Date:** 9/30/2019 **Gallons:** 1,000

Location:
6568 Main Street – manhole on the road shoulder, south of LS #90 (Wade #2)

Description:
This SSO was the result of an air plug malfunctioning during a maintenance operation at the lift station. PWC lift station personnel were servicing the suction line for the lift station pump at LS #90 (Wade #2) and had temporarily plugged the incoming gravity line with an air filled plug. Upon personnel exiting the wet well they tried to remove the air plug and a failure occurred. The air hose became pinched and they could not deflate the plug. After a brief period of additional efforts, the plug was removed from the gravity line and flow resumed. Wastewater exited from a nearby, upstream manhole and entered a surface water tributary.

Corrective measures:
The air plug was ultimately removed which ended the spill incident. Wastewater exiting the manhole entered into a nearby surface water tributary. There was minimal wastewater ponding around the manhole, but what was present was reclaimed/vacuumed and the area was treated with lime and odor neutralizer. PWC staff have discussed this situation and determined that a better method to work on the wet well would be to install bypass pumping rather than installing a temporary plug.

Event 2: **Date:** 2/7/2020 **Gallons:** 2,378

Location:
7135 Burnett Road – Lift Station #91

Description:
This SSO was the result of severe natural conditions. Regional flooding associated with the rain event on 2/6/20 and 2/7/20 led to inundation of the upstream system. The lift station continued normal operation during the storm event until the upstream flows inundated the lift station. A high wet well alarm was triggered and a combination vacuum/jetter truck was used to maintain incoming flows and the wet well.

Corrective measures:
A combination vacuum/jetter truck was used at the lift station site to maintain the incoming flows. During the pump and haul period wastewater began exiting the wet well. An additional combination vacuum/jetter truck arrived to assist in reducing the wet well volume until normal flows resumed. No clean up could be accomplished as heavy rain bands diluted the wastewater volume entering the unnamed tributary.

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Kelly Hills - Summary of Collections System Performance for Fiscal Year (July 2019 – June 2020)

During the Fiscal Year July 2019 – June 2020, approximately 1.3 million gallons of wastewater were conveyed to the PWC collection system and treated at the Cross Creek Water Reclamation Facility. No reportable sanitary sewer overflows were reported to the NC Department of Environment and Natural Resources, Water Quality Division.

Note: Copies of sanitary sewer overflows are on file at the Public Works Commission's Water Resources Construction Department located at 955 Old Wilmington Road.

Treatment Systems

General Information

Facility/System Name: **Cross Creek Water Reclamation Facility**

Responsible Entity: **Public Works Commission of the City of Fayetteville**

Persons in Charge/Contact: **Michael Scott McCoy, Facilities Supervisor
(910) 223-4757
Wendell "Chuck" Baxley, Facilities Manager
(910) 223-4701**

Applicable Permit(s): **NPDES NC0023957
WQ0000527
NCGNE1080**

Description of Treatment Process

The Cross Creek facility is permitted to process 25 million gallons per day (MGD) of wastewater. The treatment processes consist of an influent pump station, mechanical bar screens, grit removal, primary clarification, activated sludge system with nitrification, secondary clarification, filtration, disinfection, and dechlorination. Biosolids generated by these processes are stabilized through anaerobic digestion and recycled as a fertilizer and soil conditioner to various land application sites.

Summary of Treatment System Performance for Fiscal Year (July 2019 – June 2020)

The Cross Creek Water Reclamation Facility consistently met all permit requirements in the fiscal year.

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Treatment Systems

General Information

Facility/System Name: **Rockfish Creek Water Reclamation Facility**

Responsible Entity: **Public Works Commission of the City of Fayetteville**

Persons in Charge/Contact: **Michael Scott McCoy, Facilities Supervisor
(910) 223-4757
Wendell “Chuck” Baxley, Facilities Manager
(910) 223-4701**

Applicable Permit(s): **NPDES NC0050105
WQ0000527
NCGNE061**

Description of Treatment Process

The Rockfish Creek facility is permitted to process 21 million gallons per day (MGD) of wastewater. The treatment processes consist of an influent pump station, mechanical bar screens, grit removal, activated sludge system with nitrification, secondary clarification, filtration, disinfection and de-chlorination. Biosolids generated by these processes are stabilized through aerobic digestion and recycled as a fertilizer and soil conditioner to various land application sites.

Summary of Treatment System Performance for Fiscal Year (July 2019 – June 2020)

The Rockfish Creek Water Reclamation Facility consistently met all permit requirements in the fiscal year.

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Notification and Certification

Prevention

During the time from July 2019 - June 2020, PWC made the following efforts to reduce overflows as associated with grease:


- Conducted a public information campaign that included radio & television advertising; information in quarterly customer newsletter; and several customer targeted messages about proper grease and wipes disposal.
- Provided approximately 700 "Fat Trapper" grease disposal containers to customers as part of "Cease the Grease" Education program.
- Conducted priority cleaning and rehabilitation of "targeted problem" sewer lines.
- Conducted 12 phone broadcasts targeted to customers in identified grease problem areas.

Notification

The report shall be available on the Fayetteville Public Works Commission's web site (www.faypwc.com) and at the PWC Communications/Community Relations Office (910-223-4009). A statement of availability will be included in customers' billing.

Certification

I certify under penalty of law that this report is complete and accurate to the best of my knowledge. I further certify this report has been made available to the users or customers of the named system and those users have been notified of its availability.



M. J. Noland
Chief Operating Officer-Water Resources Division
Fayetteville Public Works Commission

Date 8/28/2020