

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) 433-1599 PRIOR to hiring a plumber.

When Can I Connect?

PWC will mail an official connection notice to property owners once sewer services are installed, inspected and made available for connection.

Do I Have To Connect?

Connection is not required, however, property owners where utility lines have been installed are responsible for the assessment, whether or not they connect to the services.

Services connected within six (6) months of notification will have the Facility Investment Fee waived.

How Do I Connect?

Connection involves installing a service line from your home to the edge of your property to connect with PWC’s service lateral.

You may hire a plumber to perform the work or if you are the property owner and live in the home, you may do it yourself.



Hiring a Plumber:

- The cost is paid by the homeowner to the plumber.
- Prior to hiring a plumber, contact the Community Development Department at (910) 433-1599 to determine if you are eligible for financial assistance.
- 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. <https://www.faypwc.com/local-plumbing-hvac-contractors/>
- Your plumber will need to obtain a permit from the City of Fayetteville’s Inspection Department (910) 433-1588 before proceeding with the work. When the plumbing work is complete, the City of Fayetteville will perform the final inspection.

Doing the Work Yourself:

- Homeowners who live on the property can perform work themselves if they choose and must follow the same permit process as a plumber.
- If performing the work yourself, you will need to follow the same process as a plumber regarding the plumbing permit (see above).

When Do I Contact PWC to Start My Account and Billing?

- 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 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.
- PWC billing for utility usage will begin 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?

The property owner is responsible for paying the cost to connect and the person occupying the home is responsible for the monthly water and/or sewer usage. All property owners in the project area, 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.

	Not Connecting	Connecting in 6 months	Connecting after 6 months
Assessment* Cost to install mains and service laterals which are shared by the property owners and PWC.	\$5,000	\$5,000	\$5,000
Facility Investment Fee (FIF) A fee for all new users of PWC’s sewer/water systems, which helps offset the impact of expanding our treatment plants. ANNEXED PROPERTIES HAVE FIF WAIVED IF CONNECTION IS MADE WITHIN 6 MONTHS OF SERVICE BECOMING AVAILABLE.	n/a	n/a	\$1,107**
Plumbers Fee* If hiring a plumber, paid directly to plumber; amount determined by job/plumber	n/a	Plumber’s Quote	Plumber’s Quote
Monthly Sewer Bill Begins once connected; billed based on water usage if customer has PWC water; billed as flat fee if another water provider	n/a	www.faypwc.com (Residential> Rates/Fees).	www.faypwc.com (Residential> Rates/Fees).
Utility Deposit - if applicable	n/a	www.faypwc.com **	www.faypwc.com **

* The City of Fayetteville offers financial assistance to income-eligible homeowners.
**Will pay current amount as of connection date.

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. <https://www.faypwc.com/local-plumbing-hvac-contractors/>

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) 433-1599 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) 223-4600 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



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UTILITY
INSTALLATION
IN EXISTING
NEIGHBORHOODS

STEP 1-CONSTRUCTION

STEP 2-
CONNECTION

STEP 3 - ASSESSMENT