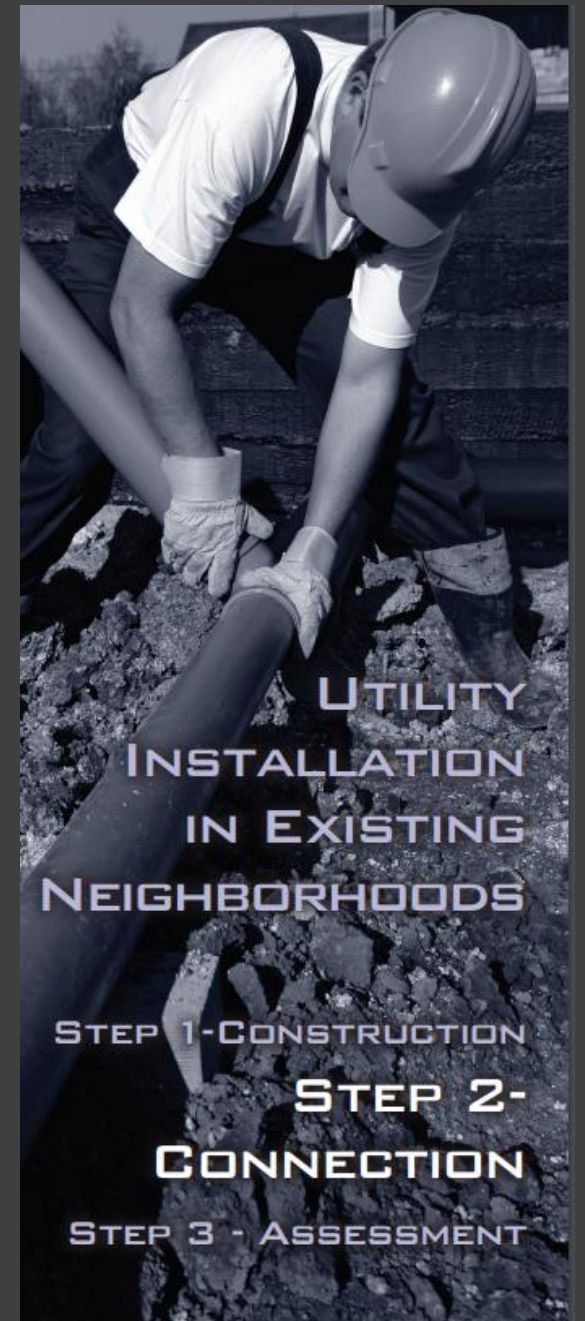


Connecting to Sewer Services

Virtual Meeting

Presented by Fayetteville PWC

June 30, 2020





FAYETTEVILLE
PUBLIC WORKS COMMISSION
P.O. BOX 1089, FAYETTEVILLE, N.C. 28302-1089

Connection Notice

Tonight's meeting

Project 22
Arran Lakes West
Emerald Garden

Connection is now available

Connecting to Sanitary Sewer

- This process involves changing your home's plumbing from the existing septic tank to the newly installed sewer system.
- Your wastewater will then go through the sewer system to the PWC treatment plant to be cleaned and returned to the Cape Fear River.

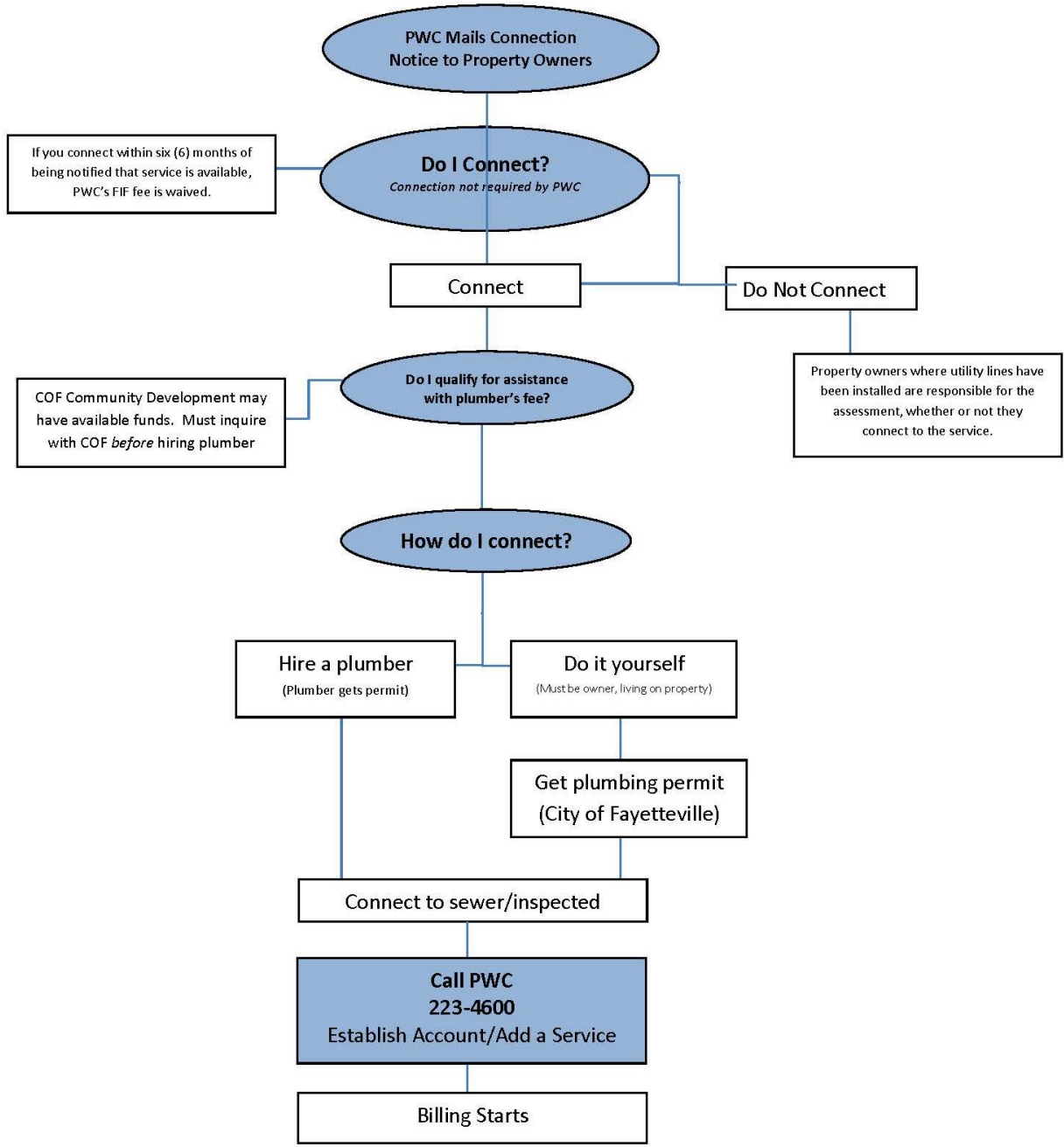


Construction Completion and Warranty

Misty Manning
PWC Water Resources
Engineering

- Construction within this project area is complete. This includes sanitary sewer installation, pavement patching, and restoration.
- There is a one-year warranty on this project for any workmanship issues.
 - PWC will perform a 6-month and 1 year warranty review. Any issues will be addressed at that time.
 - Should you have any issues with restoration or construction, please contact PWC at (910) 223-4730
- The streets within the neighborhood will be added to the City of Fayetteville's Resurfacing Contract and will be overlaid in 12-18 months.

Steps to Connecting to Newly Installed Sewer Services



Hire a plumber or DIY

- PWC also has a list of licensed, local plumbers on web & handout
- PWC does not endorse, promote or prefer any specific plumber. This list is for informational purposes only and the selection of a vendor is the sole responsibility of the customer.
- The licensees listed have certified that they taxes to Cumberland County or employ at least two (2) CC residents at a place of business within CC



Plumber tips

Fayetteville Area Plumbers Association

- Every property is different- location/distance of cleanout vs home plumbing, landscaping
- Get at least 3 quotes- in person where they can give proper evaluation of your property/plumbing
 - Avoid phone quotes
 - Some plumbers use on-line mapping to provide quotes, may not be accurate
- Consider local plumbers & ask other residents for experiences
- “You get what you pay for” - Cheaper is not always better
- Establish post-work expectations before work starts: cleanup, fill-in, landscaping
- Plumbers work guaranteed for life of work; if plumber ‘offers’ warranty, they are already, by law, required to provide it
- If connecting before waiver ends, schedule early:
 - Work must be complete and inspected by waiver deadline
 - Demand on plumbers/connections increases near deadline
 - No plumber can get PWC to make an ‘exception’ & extend waiver deadline.

What happens to my septic tank?

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.



Your PWC Account/Billing

Contact PWC
Customer
Programs
(910) 223-4600

- Do you already have a PWC account?
- How PWC knows you are connected
 - You call PWC
 - PWC receives inspections report
- When billing will start?
- What are the monthly charges?
 - If you don't have PWC water- you are billed a flat rate
 - If you have a PWC water account, sewer billed based on your PWC water use- sewer isn't metered.

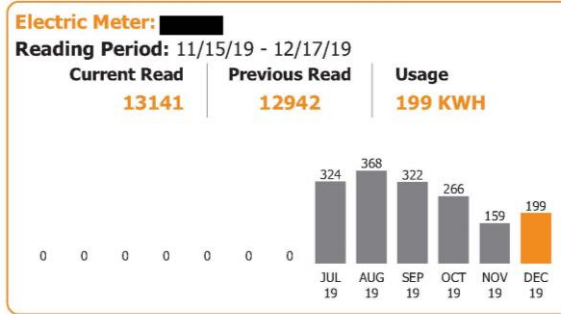
Sample bill with sewer charges

My Electric Bill Details

Electric Residential Charges
11/15/19 - 12/18/19 (33 Days)

Basic Facility Charges	\$24.00
On Peak kwh Charges - 19 KWH	\$2.47
Off Peak kwh Charges - 180 KWH	\$16.38
Contract Private Lighting	\$4.00
NC Renewable Energy Rider	\$1.00
Coal Ash Rider	\$2.00
NC Sales Tax	\$3.49
Total Electric Charges	\$53.34

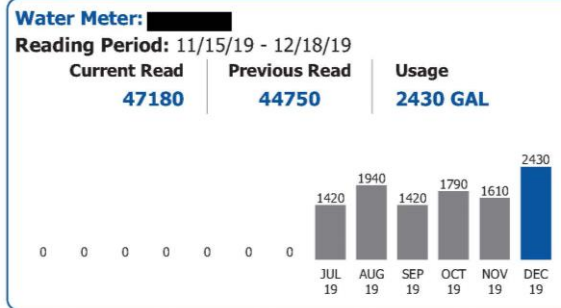
My Usage History



My Water Bill Details

Water Residential Charges
11/15/19 - 12/18/19 (33 Days)

Basic facility charge - Inside City	\$14.50
Water Charge - 2430 GAL	\$6.48
Water Utility Line Relocation Rider	\$2.00
Total Water Charges	\$22.98



My Sewer Bill Details

Sewer Residential Charges
11/15/19 - 12/18/19 (33 Days)

Basic facility charge - Inside City	\$14.50
Usage charge - 2430 GAL	\$12.83
Sewer Utility Line Relocation Rider	\$1.00
Total Sewer Charges	\$28.33

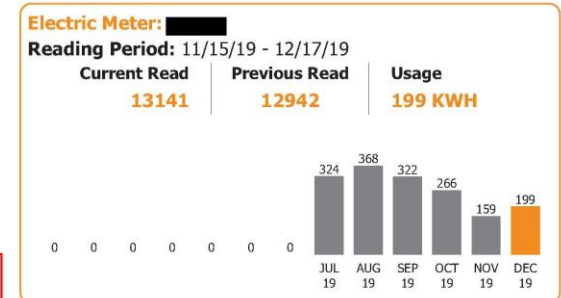
Sample Sewer Bill with PWC water services

My Electric Bill Details

Electric Residential Charges
11/15/19 - 12/18/19 (33 Days)

Basic Facility Charges	\$24.00
On Peak kwh Charges - 19 KWH	\$2.47
Off Peak kwh Charges - 180 KWH	\$16.38
Contract Private Lighting	\$4.00
NC Renewable Energy Rider	\$1.00
Coal Ash Rider	\$2.00
NC Sales Tax	\$3.49
Total Electric Charges	\$53.34

My Usage History



My Sewer Bill Details

Sewer Flat Rate Charges
11/15/19 - 12/18/19 (33 Days)

Flat Monthly Rate for 1 Accounts	\$35.05
Total Sewer Charges	\$35.05

Sample Sewer Bill with Aqua water services or well

Cost & Assessments

	Not Connecting	Connect <u>before</u> waiver deadline	Connect <u>after</u> waiver deadline
Assessment Cost to install mains and service laterals and 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 expansion on our treatment plants. Annexed properties have FIF waived if connection is made with 6 months of service becoming available	\$0	\$0	\$1107*
Plumbers Fee Paid directly to plumber; amount determined by job/plumber	\$0	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	\$0	PWC Water customer- \$5.28 per 1,000 gallon* Aqua water customer/Well- \$	PWC Water customer- \$5.28 per 1,000 gallon*
Utility Deposit- if applicable	\$0	\$64*	\$64*

*Current amount. Will pay current amount as of connection date.

Assessments

- You are not required to connect, however, still responsible for the assessment
- PWC will mail you information on the City Council Assessment Confirmation Public Hearing. (expect in Fall 2020)
- City Council confirms the assessment
- PWC mails assessment information and we will hold informational meetings to explain assessments/payment options.
- COF contact information to find out about eligibility. 433-1599
- Payment options for the assessment: one-time payment, monthly & yearly payments up to 10 years. For all project related to Annexation Phase V- The City Council has set the assessment for \$5,000.
- Interest prime + 2% (Council sets interest each July 1st)

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