

## Chat Questions/Comments/Responses from August 20, 2020 Virtual Connection Meeting

### **What kind of cost as a home owner are we looking at for this?**

Costs will vary depending on the plumber. The assessment is \$5000. The FIF will also vary depending on when/if you connect

### **Is it required that I clean out my septic tank when I connect to PWC?**

You are not required to clean out or cave in your septic tank.

You are not required to pump septic tank and fill in. This was a requirement years ago, but the City Council Rescinded this requirement.

### **I talked to a plumber last week and they said they are not doing any work in the house. What if the plumber does not want to do this because it may require them to come into my house?**

That maybe Covid related. Have you called around to other plumbers? Different companies may have different rules in place.

### **Why do i have to pay any fees for this when i have been paying city taxes for over 13 years?**

No city taxes are used for sewer installation. Costs paid by PWC and property owners (through assessments)

### **Is PWC Government agency or private business?**

public power and water utility - municipally owned.

### **A \$37 flat fee?? Is that fair since I am not a PWC customer?**

We don't have the ability to access Aqua usage records.

### **What happens to the waste water in-between connecting the sewer line, closing the septic, and PWC turning on the service?**

Once the plumber connects...you're good to go. Connected. They will cap off your septic tank at the same time.

Typically the Sewer is connected in one day and there is no issue with sewage. Inspections are normally same day, with only a few exceptions. We consider Sewer Connections a Priority!! Once the plumber is connected, you are immediately flushing to PWC.

### **My bill is roughly 20 a month....the flat fee for sewage will be higher than my water bill.**

The cost associated with treating wastewater and returning to the Cape Fear River are higher and therefore sewer rates are higher.

### **What happens if I refuse to pay the assessment fee?**

An assessment becomes a lien on your property until it is paid in full

### **If I do not connect to the sewer line, will I be impacted if I sell my property?**

If you do not connect and sell your property in the future, the lending company for the buyer may require that the property be connected to sewer at that time. As we understand it, all VA loans require connection to public sewer where available.

### **What reason is there for me to connect if my bills are going to triple?**

You are not required to connect.

### **Who do homeowners pay for the assessment? PWC or the city of Fay?**

PWC who handles process on behalf of City of Fay

**Do I have to pay for the assessment before hiring a plumber?**

Can I have this in writing to give to the homeowner

**“My driveway as well as 6512 was badly damaged during construction and they have not repaired. What can be done about this? They cut with concrete saw and said they were preparing to fix but never did.**

Contact PWC at 223-4730

**I have Aqua for water service. How will my Aqua water bill be impacted?**

Your Aqua bill will not go up because of PWC sewer services.

**Given the current pandemic and economic situation, is the eight month time frame going to be sufficient for households that are in a fixed income, but do not qualify for assistance to acquire the needed funds, retain a plumber, and have all of the work done before the deadline?**

Eight months is two months longer than the typical FIF waiver. PWC will monitor current situation and if necessary, could recommend an extension

**Do you have to pay \$5000 if you don't connect ?**

Yes- property owner responsible for assessment event if they don't connect

**Will there be an opportunity to contest the assessment fee at the future hearing?**

The City Council holds a public hearing prior to confirming the assessment. PWC will mail you the public hearing notice.

**Are you allowed to fix or repair your septic tank?**

You are not allowed to fix or repair your septic system if city sewer is available.

**Has a class action lawsuit been initiated contesting assessment fee requirement?**

n/a

**Is there a state mandate that we connect to sewer service if it is available within a certain distance?**

Sewer has to be within 300 Feet

**Where do we apply for a permit?**

Permits are through City Of Fayetteville-Through portal site

**How much do permits cost?**

Permits-\$75.00