

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

July 1, 2020 - June 30, 2021



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 22 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 2020 – June 2021)

During the Fiscal Year July 2020 – June 2021, approximately 10.1 billion gallons of wastewater were conveyed to the Cross Creek and Rockfish Creek Water Reclamation Facilities. Sanitary sewer overflows totaling 260,552 gallons or .0001% 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	7,303
August	48,000	February	2,404
September	53,830	March	130,515
October	495	April	790
November	8,064	May	2,040
December	0	June	495

Public Works Commission Collections System Performance for Fiscal Year (July 2020-June 2021) (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:** 8/8/20 **Gallons:** 48,000

Location:
5400 Ramsey Street

Description:
This SSO was the result of a grease blockage in the sewer main which resulted in the overflow. Due to recent rainfall; the easement access was compromised, and the first responding combination jetter/vacuum truck slid off of the access path and became stuck. A towing service was required to free that equipment. Other units were dispatched and responded to address the grease blockage.

Corrective measures:
The sewer main was jet rodded to clear the grease blockage and allow the sewer system to resume normal flow. The wastewater exiting from the manhole entered into actively moving surface water of an unnamed tributary to the Cape Fear River. Some wastewater debris around the manhole was recovered and the area was treated with lime and odor neutralizer.

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Event 2: **Date:** 9/1/20 **Gallons:** 34,630

Location:
2541 Caledonia Circle

Description:
This SSO was the result of a pipe failure on the 8” concrete sewer main.

Corrective measures:
Combination vacuum/jetter trucks were used to maintain the sewer flow and end the spill incident. The initial attempt to facilitate a repair on 9/1/20 was unsuccessful and PWC decided to place the sewer main on a bypass pumping system until the repair could be completed. Work resumed on 9/2/20 and a replacement of the damaged section of main was completed. Wastewater from the initial spill could not be reclaimed because it dried up on the surrounding pavement and soaked into the soil in an adjacent wooded area.

Event 3: **Date:** 9/30/20 **Gallons:** 19,200

Location:
313 Wareham Court – 20” force main in easement

Description:
As part of the North Fayetteville parallel force main project, an interconnect between the existing 20” ductile iron force main and the new 24” force main was planned. The 20” force main had been flushed with distribution system water by the contractor and isolated from the North Fayetteville lift station (LS #48) with valve closure. As part of the interconnect process the contractor cut the pipe and started pumping the “flushing” water from the excavation on 9/28/20 and 9/29/20. Upon the contractor’s return to the job site on 9/30/20 it was discovered that the excavation was full of wastewater. Wastewater leaving the excavation area was initially headed towards a residential area, but the contractor redirected it to the railroad ditch to contain it.

Corrective measures:
PWC staff were notified and responded to address the situation. Upon investigating it was discovered that the isolation valve at the lift station was the cause of the wastewater entering the pipe. Pumps 1 and 2 on the 20” force main were turned off and pump 3 on the 24” force main was isolated to have it operate the station. The 20” force main was then drained back into the lift station wet well. The isolation valve was locked back down and all three pumps were placed back into service on the 24” force main ending the spill incident. PWC staff removed ponding wastewater in the railroad easement using combination vacuum/jetter trucks. The contractor pumped wastewater from their excavation into a nearby sanitary sewer manhole. The areas that were impacted were treated with lime and odor neutralizer.

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Event 4: **Date:** 10/19/2020 **Gallons:** 495

Location:
6076 Lakeway Drive

Description:
This SSO was the result of a grease blockage in the sewer main creating an overflow.

Corrective measures:
The sewer main was jet rodded to clear the grease blockage and end the spill incident. Wastewater exited from the manhole and entered a nearby storm drainage system. Approximately 185 gallons exiting from the manhole was reclaimed during the spill event. A combination vacuum/jetter truck vacuumed exiting flow at the catch basing while a second combination vacuum/jetter truck worked to clear the mainline blockage. The affected area in the pavement was cleaned and treated with odor neutralizer and the affected storm drainage system was cleaned to remove any remaining wastewater.

Event 5: **Date:** 11/12/2020 **Gallons:** 6,616

Location:
6820 Lucas Street – LS#92

Description:
This SSO was the result of severe natural conditions. Regional flooding associated with the rain event on 11/12/20 and 11/13/20 led to inundation of the upstream system. The lift station continued normal operation during the storm event until upstream system flows inundated the lift station.

Corrective measures:
Numerous combination vacuum/jetter trucks were used to help maintain incoming flows at the wet well and subsequently ended the spill incident. The trucks performed pump and haul operations until flows subsided and the station could maintain on its own. No cleanup was required as the wastewater which spilled mixed with flood waters around the station.

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Event 6: **Date:** 11/12/2020 **Gallons:** 8,064

Location:
3395 Dunn Road – LS#88

Description:
This SSO was the result of severe natural conditions. Regional flooding associated with the rain event on 11/12/20 and 11/13/20 led to inundation of the upstream system. The lift station continued normal operation during the storm event until upstream system flows inundated the lift station.

Corrective measures:
Numerous combination vacuum/jetter trucks were used to help maintain incoming flows at the wet well and subsequently ended the spill incident. The trucks performed pump and haul operations until flows subsided and the station could maintain on its own. No cleanup was required as the wastewater which spilled mixed with flood waters around the station.

Event 7: **Date:** 1/3/21 **Gallons:** 3,875

Location:
3220 Old Oak Lane

Description:
This SSO was the result of debris 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 exiting from the manhole ran down the roadway/curb line and entered into a nearby storm drainage system. The existing storm drainage system was completely blocked upstream of the stormwater retention basin, therefore no wastewater exited from the storm drainage system into the retention basin. The wastewater contained within the storm drainage piping was reclaimed and the affected roadway, curb line, and storm drain system were cleaned.

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Event 8: **Date:** 1/4/21 **Gallons:** 3,420

Location:
528 Randolph Avenue

Description:
This SSO was the result of a pipe failure on an 8” concrete sewer main.

Corrective measures:
PWC maintenance personnel evaluated the issue and determined that wastewater was exiting the collection system and coming up through cracks in the pavement. Upon further evaluation and several attempts to clear the mainline blockage, it was determined that the 8” concrete sewer main had collapsed. Combination vacuum/jetter trucks were used to maintain the upstream system flows while the failed line segment was placed on a sewer bypass system which ended the spill incident. Wastewater exiting from cracks in the pavement entered a wet storm drainage system tributary to old Evans Lake and tributary to the Cape Fear River. No reclamation of wastewater could be accomplished since the storm drain system was actively flowing with ground water. The entire line segment from manhole to manhole was replaced on 1/6/21 and 1/7/21. The sewer bypass was removed upon completion of the main replacement.

Event 9: **Date:** 1/12/21 **Gallons:** 8

Location:
1206 Weeping Willow Way

Description:
This SSO was the result of an improper customer connection to the PWC sewer system.

Corrective measures:
A plumber notified PWC of a service lateral blockage. Upon PWC investigating the issue it was determined that the original connection to the PWC lateral was made with an improper connection to the cleanout stack. The connection was made just beneath the ground surface and there was hardly any cover protecting the piping. Vehicular traffic at the residence caused damage to the shallow connection and led to the failure. There was not an active spill occurring at the time of PWC’s response, but there was evidence of a spill having taken place. PWC maintenance personnel relieved the blockage and excavated the lateral connection and installed a suitable connection to correct the issue.

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Event 10: **Date:** 2/1/21 **Gallons:** 1,710

Location:

797 Conestoga Drive – private sewer lateral

Description:

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

Corrective measures:

A mainline blockage caused by grease was reported by a private resident. Due to the extent of the grease and debris blockage wastewater exited from defects in a private sewer lateral beneath a residential structure and entered an adjacent unnamed tributary to Bones Creek. The sewer main was jet rodded to clear the grease and debris blockage and end the spill incident. Approximately 90% of the wastewater exiting from the private sewer lateral entered the unnamed tributary with the remaining volume ponding in the resident's yard. No reclamation of wastewater could be accomplished as residual liquids, which didn't reach the surface water, soaked into the surrounding soil. The area was treated with lime.

Event 11: **Date:** 2/3/2021 **Gallons:** 11

Location:

6105 Long Creek Court – PWC cleanout

Description:

This SSO was the result of debris in the sewer main.

Corrective measures:

There was not an active spill at the time PWC maintenance staff arrived to investigate the customer's stoppage issue. The sewer lateral was jet rodded to clear the blockage and a stick was removed from the lateral. Wastewater which exited from the damaged PWC cleanout cap entered a nearby catch basin and mixed with actively moving groundwater in the storm drainage system. The wastewater could not be reclaimed, but the storm drain system was flushed with a low volume of potable water. The area around the cleanout was cleaned up and lime applied. The damaged cleanout cap was replaced as well.

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Event 12: **Date:** 2/4/2021 **Gallons:** 28

Location:
2131 Sapona Road – PWC sewer lateral beneath ditch

Description:
This SSO was the result of a plumber making an insufficient connection to the PWC lateral. PWC had installed a new sewer service at this location in December 2020 for the customer. Some time shortly before this spill incident a plumber attempted to connect the customer to the new service lateral.

Corrective measures:
On 2/4/21 the customer notified PWC of a service lateral blockage. PWC responded to evaluate the cause of the overflow and attempted to relieve the blockage by jet rodding the lateral. During this process wastewater surfaced in the wet drainage ditch. PWC then excavated the area around the cleanout and found that the plumber caused a separation on the lateral piping at the cleanout combination when tying in the homeowner. The plumber evidently didn't make grade from the house to the PWC lateral and forced the PWC cleanout combination down to make the tie in. PWC reassembled the lateral piping and worked to adjust the PWC piping as much as possible to facilitate positive flow for the customer. The wastewater which exited from the separated pipe entered into a wet ditch and was diluted with moving groundwater. The wastewater was unable to be reclaimed. The homeowner was advised that they still have a grade issue on their side of the service and that they need to consult with their plumber for resolution.

Event 13: **Date:** 2/16/21 **Gallons:** 5

Location:
4210 Cliffdale Road – PWC cleanout

Description:
This SSO was the result of a plumber attempting to remove a sewer lateral stoppage. The plumber had entered PWC's cleanout and attempted to use a "blow bag" to unstop the lateral. When the plumber introduced water to clear the blockage they caused wastewater to come out of the PWC cleanout they were working from.

Corrective measures:
The plumber contacted PWC requesting assistance with the lateral stoppage. There was not an active spill occurring at the time of PWC's arrival, but there was evidence of a previous spill. PWC evaluated the situation and found that the plumber had actually moved the debris into the sewer main. PWC jet rodded the line to remove the blockage. The wastewater that previously escaped from the cleanout entered a catch basin nearby which was actively flowing ground water. Wastewater could not be reclaimed, but was heavily diluted.

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Event 14: **Date:** 2/19/2021 **Gallons:** 650

Location:
2310 Gunston Court

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

Corrective measures:
The sewer main was jet rodded to clear the debris blockage and end the spill incident. Wastewater exiting from the manhole ran across the roadway and entered into a nearby catch basin. The storm drainage system was tributary to an unnamed tributary to Hybart's Branch. The wastewater could not be reclaimed as it mixed with actively flowing ground water in the storm drainage system. The affected area in the pavement was cleaned to remove wastewater residue.

Event 15: **Date:** 3/2/2021 **Gallons:** 63,000

Location:
5400 Ramsey Street – PWC manhole upstream of lift station in easement

Description:
This SSO was the result of pump station equipment failure.

Corrective measures:
The generator at Lift Station #44 was performing its weekly automatic transfer test from utility power to emergency backup power. During the test, the automatic transfer switch hung up in the neutral position and therefore there was not any power going to the lift station. A supervisor was checking SCADA when he noticed an active alarm for LS #44 and a technician was immediately dispatched to the station. Upon arriving at the station, the technician immediately switched the ATS back to utility power. As soon as the power was restored to the station the pumps came on and the wet well level began going down. The technician walked the upstream gravity sewer and found where wastewater had exited from a manhole. PWC maintenance staff responded and evaluated the spill area. It was found that the wastewater had entered a wet drainage ditch tributary to the Cape Fear River. The wastewater had mixed with actively flowing groundwater and could not be reclaimed. PWC staff applied lime and odor neutralizer to the affected area. PWC Facilities Maintenance staff evaluated the equipment at the station and decided to disable the automatic test procedure until the equipment could be further evaluated and a determination could be made on any needed replacements.

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Event 16: **Date:** 3/10/2021 **Gallons:** 15

Location:
308 Hinsdale Avenue

Description:
This SSO was the result of third-party damage. The City of Fayetteville was working on a storm drainage project at this location and damaged a sewer lateral while excavating.

Corrective measures:
PWC was notified of the damage and a sewer spill and sent maintenance personnel to assess the situation. The sewer lateral piping was damaged as the City excavated for storm drain replacement. Wastewater was released in the excavation that was present and it entered into the storm drainage system that was being worked on. PWC maintenance personnel performed a permanent repair on the damaged sewer lateral ending the spill incident. The wastewater could not be reclaimed as it entered into the storm drainage system, which had actively flowing ground water present.

Event 17: **Date:** 4/9/2021 **Gallons:** 100

Location:
437 Tradewinds Drive – PWC service lateral

Description:
This SSO was the result of a third party's actions. PWC Collections System Inspectors were conducting inspections of the sewer system when they discovered an overflow.

Corrective measures:
PWC mobilized maintenance staff to assess the situation and perform a repair. It was discovered that a lateral pipe failure occurred at a storm water discharge immediately adjacent to Buckhead Creek. Severe erosion issues were present due to stormwater from an apartment complex flowing to the discharge area. A third party had filled in the eroded area with several tons of concrete rubble. The concrete rubble had damaged the 6" service lateral and caused the overflow. A combination vacuum/jetter truck maintained sewer flow in the lateral while the repairs were being made. PWC crews replaced the damaged section of pipe with 6" ductile iron pipe to end the spill incident. PWC crews extended the storm water discharge to the far side of the easement and filled in and stabilized the eroded area. Wastewater could not be reclaimed as it entered directly into Buckhead Creek.

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Event 18: **Date:** 4/20/2021 **Gallons:** 690

Location:
5595 Whithorn Court

Description:
This SSO was the result of roots in the sewer main. It was reported to PWC by a private resident.

Corrective measures:
The sewer main was jet rodded to clear the root blockage and end the spill incident. Wastewater exiting from the manhole into a wet storm drainage system was unable to be reclaimed. Approximately 100 gallons of wastewater was able to be reclaimed by a combination vacuum/jetter truck, while another truck was working to clear the root stoppage. The storm drainage system was cleaned and flushed with potable water which was reclaimed by a combination vacuum/jetter truck. The affected pavement area was cleaned to remove wastewater residue.

Event 19: **Date:** 5/8/2021 **Gallons:** 1,625

Location:
3069 Boone Trail Extension

Description:
This SSO was the result of a grease blockage in the sewer main. An off duty PWC employee reported the spill and maintenance personnel were dispatched immediately.

Corrective measures:
The sewer main was jet rodded to clear the grease blockage and end the spill incident. Wastewater which exited from the manhole and the PWC cleanout entered a nearby storm drainage system. The wastewater was able to be reclaimed and the storm drainage system was flushed with potable water which was reclaimed by combination vacuum/jetter trucks. The affected roadway and parking lot areas were cleaned and wastewater residue removed.

Event 20: **Date:** 5/16/2021 **Gallons:** 415

Location:
2230 Waco Drive – PWC manhole in easement area

Description:
This SSO was the result of debris 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 a manhole in the easement area and entered into an unnamed tributary to Blounts Creek. Wastewater entering the creek could not be reclaimed as it mixed with actively moving water in the tributary. Wastewater and residue ponding in the easement area was reclaimed with combination vacuum/jetter trucks. The easement area was then treated with lime and odor neutralizer.

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Event 21: **Date:** 6/28/2021 **Gallons:** 495

Location:
146 Lofton Drive – PWC manhole in easement area

Description:
This SSO was the result of erosion and failure of the streambank adjacent to the sewer main which led to a pipe failure.

Corrective measures:
Upon PWC response and evaluation of the issue, it was verified that the PWC sewer main was damaged during failure of the streambank. The damaged section of clay sewer main was removed and replaced which ended the spill incident. During the repair process, multiple combination vacuum/jetter trucks were utilized to maintain upstream flows. The combination vacuum/jetter trucks were able to lessen the volume exiting the damaged section of pipe while repairs were being made. After completion of the pipe repair PWC forces completed stabilization of the streambank. Due to the proximity of the sewer main to the unnamed tributary none of the wastewater could be reclaimed.

Town of Stedman WQCS0537 - Summary of Collections System Performance for Fiscal Year (July 2020 – June 2021)

During the Fiscal Year July 2020 – June 2021, approximately 46.6 million gallons of wastewater were conveyed to the PWC collection system and treated at the Rockfish Creek Water Reclamation Facility. No reportable sanitary sewer overflows were reported to the NC Department of Environment and Natural Resources, Water Quality Division.

NORCRESS WQCS00353 - Summary of Collections System Performance for Fiscal Year (July 2020 – June 2021)

During the Fiscal Year July 2020 – June 2021, approximately 49.2 million gallons of wastewater were conveyed to the PWC collection system and treated at the Cross Creek Water Reclamation Facility. There was one reportable sanitary sewer overflow reported to the NC Department of Environment and Natural Resources, Water Quality Division.

Event 1: **Date:** 11/12/2020 **Gallons:** 6,616

Location:
6820 Lucas Street – Lift Station #92

Description:
This SSO was the result of severe natural conditions. Regional flooding associated with the rain event on 11/12/20 and 11/13/20 led to inundation of the upstream sewer system. The lift station continued normal operation during the storm event until the upstream system flows inundated the lift station.

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Corrective measures:

Numerous combination vacuum/jetter trucks were used to help maintain incoming flows and the wet well level by pumping and hauling wastewater from the wet well. This effort, along with the lift station continuing to run, assisted with ending the spill incident. No cleanup or reclamation of wastewater could be accomplished due to the wastewater mixing with flood waters around the station.

Kelly Hills - Summary of Collections System Performance for Fiscal Year (July 2020 – June 2021)

During the Fiscal Year July 2020 – June 2021, 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 de-chlorination. 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 2020 – June 2021)

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 2020 – June 2021)

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 2020 - June 2021, 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 3 "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