

How to Get Connected to Newly Installed Services.

Homeowners may be eligible for financial assistance with plumber connection charges and/or the forthcoming assessment, from the City of Fayetteville’s Economic and Community Development Office. Please call (910) 433-1590 PRIOR to hiring a plumber to ask about financial assistance.

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 Utility Capacity Charge (UCC)*** waived. See FAQ’s for mandatory connection circumstances

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 you may do it yourself if you are a property owner and live in the home.



Hiring a Plumber:

- The cost is paid by the homeowner to the plumber.
- Prior to hiring a plumber, contact the Economic and Community Development Office at (910) 433-1590 to ask about 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: FayPWC.com/local-plumbing-hvac-contractors/
- Your plumber will need to obtain a permit from the City of Fayetteville’s Inspection Department (910) 433-1707 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 the 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)

How does PWC know I own this property and obtain my mailing address?

PWC uses the Cumberland County Tax Assessor website to obtain owners’ names and mailing addresses. Please contact the Cumberland County Tax Office at (910) 678-7507 to keep your mailing address updated.

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

- As services are being connected, call (910) 223-4600 (select option 2) 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 Utility Capacity Charge (UCC)*** 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 (select option 2) 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
Utility Capacity Charge (UCC)*** 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 UCC*** WAIVED IF CONNECTION IS MADE WITHIN 6 MONTHS OF SERVICE BECOMING AVAILABLE.	n/a	n/a	\$1,107**
Plumber’s 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	FayPWC.com (Residential> Rates/Fees).	FayPWC.com (Residential> Rates/Fees).
Utility Deposit - if applicable	n/a	FayPWC.com **	FayPWC.com **

* The City of Fayetteville’s Economic and Community Development Office may offer financial assistance to homeowners who qualify. Non-residential property owners are not assessed the same \$5,000 single-family rate. The assessment is the responsibility of the property owner, and the assessment is a lien against the property until paid.

** Will pay current amount as of connection date.

*** Formally called the Facility Investment Fee (FIF)

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 online: FayPWC.com/local-plumbing-hvac-contractors/. 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.

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 service(s).

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 utility lines available. Assessments will be levied for utility expansion only 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. Your realtor can provide guidance.

Q: Is there assistance for low-income residents?

A: Assistance may be available through the City's Economic and Community Development Office. Call (910) 433-1590 for more information.

Q: I received notification that my property requires a grinder pump, which will cost me additional money. Will I still have to pay an assessment?

A: Yes, properties that require a grinder pump are assessed for water and/or sewer service that was made available to the property. PWC has a Grinder Pump Grant Program. Please call (910) 223-4600 (select option 2) to discuss this option.

Q: Are there any circumstances that would make connection mandatory?

A: Connection may be required if your septic tank needs repair. The Cumberland County Health Department may not issue improvement permits if the property doesn't meet their criteria. You may contact the health department at envhealth@cumberlandcountync.gov or (910) 433-3667.

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 it and filling it with soil.



Who to Call

For questions about connection, call PWC at:

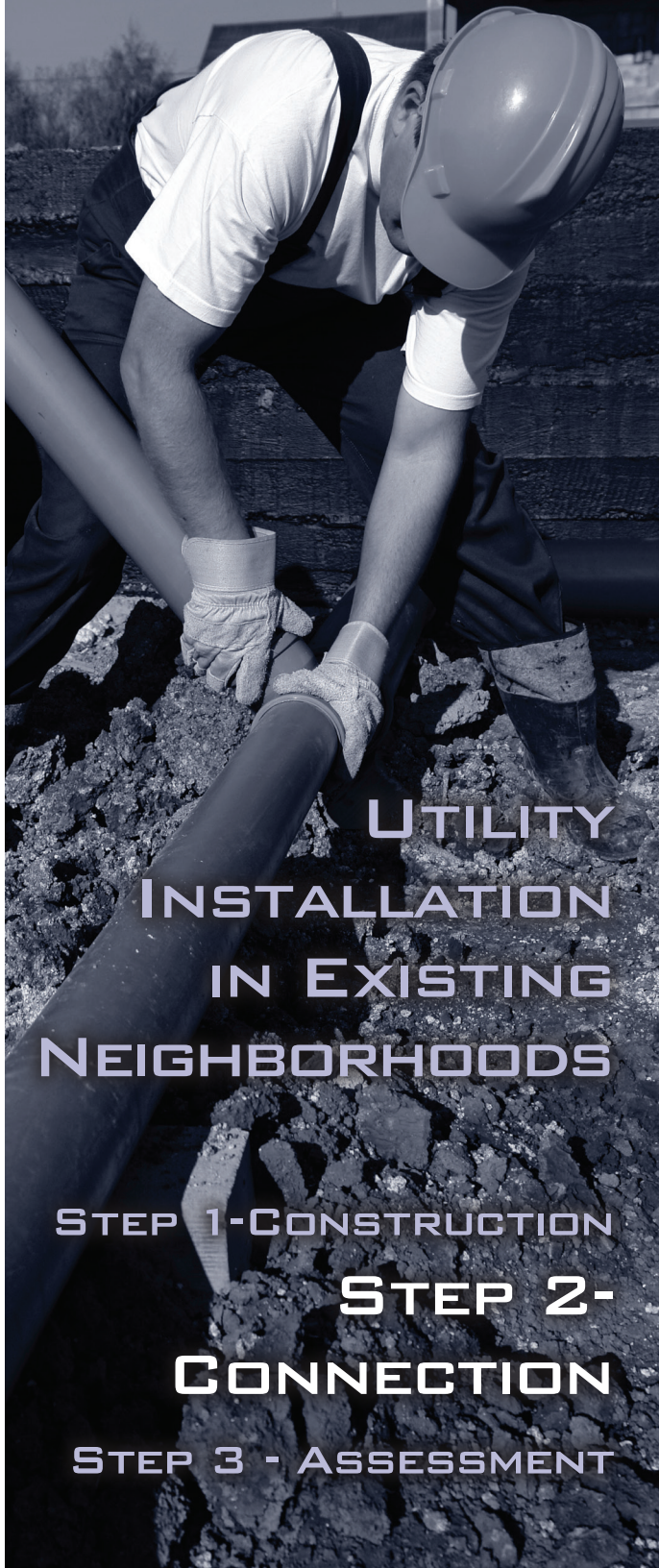
(910) 223-4600 (select option 2)
FayPWC.com

For Questions about financial assistance,
call Fayetteville Economic & Community
Development at:

(910) 433-1590

To update your tax record mailing address,
call Cumberland County Tax Office at:

(910) 678-7507



UTILITY
INSTALLATION
IN EXISTING
NEIGHBORHOODS

STEP 1-CONSTRUCTION

STEP 2-

CONNECTION

STEP 3 - ASSESSMENT