

## Details and Payment Options

You are receiving information regarding assessments for sanitary sewer improvements made in **Rayconda and Clifffdale Estates** areas referenced as Areas 23.2 and Areas 24A in the Annexation Phase V utility installation plan. On May 8, 2023, the Fayetteville City Council approved the assessment of \$5,000.00 (non-residential property owners are not assessed the same single-family rate), and that amount has been applied to your property. Fayetteville PWC is responsible for collecting the assessments. This brochure contains information regarding payment options for single-family residential property owners. Non-residential property owners can be quoted payment terms on an individual basis by calling the PWC Assessment Department at (910) 223-4106 or (910) 223-4134.

### Payment Methods

- Assessments can be paid in part or in full.  
**Payments made in full on or before June 29, 2023, will not be charged interest.** Any balance remaining after **June 29, 2023**, will be charged an interest rate of **6.75%** per year to any principal balance owed. Interest begins accruing from the **May 8, 2023** assessment confirmation date.
- Payment options:
  - Annual: assessment divided into ten (10) annual installments
  - Monthly: up to ten (10) years or 120 months. Monthly payment based on the number of years you choose to make payments. PWC can bill this amount to you monthly.
- Homeowners may be eligible for financial assistance from the **City of Fayetteville's Economic and Community Development Office**. Please call (910) 433-1590 for more information.
- If you have questions concerning this assessment or wish to establish annual or monthly payments, please call the **PWC Assessment Department** at (910) 223-4106 or (910) 223-4134.

## Frequently Asked Questions

- Q:** *What is an assessment?*  
**A:** An assessment is the property owner's portion of the cost of sanitary sewer improvements in your neighborhood.
- Q:** *How does PWC know I own this property and obtain my mailing address?*  
**A:** 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 and call PWC's Assessment Department at (910) 223-4106 or (910) 223-4134 to change the mailing address on your assessment file.
- Q:** *How long will I have to pay my assessment?*  
**A:** Financing options, to include interest, are available for up to **ten (10) years**.
- Q:** *If I choose the financing options, what is the interest rate?*  
**A:** Any balance remaining after **June 29, 2023**, will be charged an annual interest rate of **6.75%** on the principal balance.
- Q:** *How can I avoid paying interest on the assessment?*  
**A:** Payments made in full on or before **June 29, 2023**, will not be charged interest.



- Q:** *Can I pay monthly?*  
**A:** **Yes.** PWC can establish monthly payment options on your assessment, plus interest, for up to ten (10) years or 120 payments. The monthly charge will be billed on a separate account number. Call the PWC Assessment Department at (910) 223-4106 or (910) 223-4134 to discuss your payment options.
- Q:** *What will my monthly payment be?*  
**A:** Below is a general idea of what a single-family residential property owner's monthly payments will be, based on an annual interest rate of **6.75%** and the number of months you choose to pay your assessment. **These amounts are subject to change, depending on the month you establish the payment plan as well as the date your payment is received.**

<u>Months</u>	<u>Payment</u>	<u>Months</u>	<u>Payment</u>	<u>Months</u>	<u>Payment</u>
24	\$224.00	60	\$99.00	96	\$68.00
48	\$120.00	72	\$85.00	120	\$58.00

- Q:** *Can I pay annually?*  
**A:** **Yes.** Below is a general idea of the amount a single-family residential property owner will be charged for each of the ten (10) installments. **These amounts are subject to change depending on the month you establish the payment plan as well as the date your payment is received.**

<u>Annual Notice #</u>	<u>Due Date</u>	<u>Amount Due</u>
Installment 1	July, 2023	\$556.00
Installment 2	July, 2024	\$804.00
Installment 3	July, 2025	\$770.00
Installment 4	July, 2026	\$737.00
Installment 5	July, 2027	\$703.00
Installment 6	July, 2028	\$669.00
Installment 7	July, 2029	\$635.00
Installment 8	July, 2030	\$602.00
Installment 9	July, 2031	\$568.00
Installment 10	July, 2032	\$534.00

## Frequently Asked Questions

**Q:** How do I pay the assessment?

**A:** All payment options found on the back of the assessment annual or monthly billed statement are available to owners. It is important to make sure to use the assessment account number found on your assessment statement to avoid incorrect posting should you have a separate utility account in addition to your assessment.

**Q:** What happens if I don't pay the assessment?

**A:** The assessment is the responsibility of the property owner, and the assessment is a lien against the property until paid.

**Q:** Does the assessment cover connection cost?

**A:** **No.** The assessment covers the installation of the sanitary sewer mains and laterals. The property owner will assume all associated costs for connecting to PWC's system.

**Q:** What is the associated cost to connect to PWC's system?

**A:** The property owner is responsible for the plumber's fee to connect to the sanitary sewer. When a property connects to the PWC sewer system, a Utility Capacity Charge (UCC) (formerly known as facility investment fee) applies (this helps recover costs associated with PWC's treatment plant and utility infrastructure).

**Q:** Do I have to connect?

**A:** **No.** PWC does not require you to connect, **but you are still required to pay the assessment.** 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:** If I don't want to connect, do I have to pay the assessment?

**A:** **Yes.** All property owners in areas where sewer lines have been installed are responsible for the assessment, whether they connect to the service or not. Please remember, the assessment amount will become a lien on your property until it is paid in full.

**Q:** Who do I contact about connecting to sewer services?

**A:** You should contact PWC's Customer Programs Call Center at (910) 223-4600 to establish a new account or add sewer service to your existing account. When calling, please refer to the Phase 5 Annexation Area 23.2 or Area 24A project.

**Q:** What else do I have to do to connect?

**A:** A Utility Capacity Charge will be required for all customers connecting to utilities after the project deadline date for their area. You will then need to obtain the services of a licensed plumber to connect the plumbing to the newly installed sewer or, as the resident homeowner; you may do so after making application for service at PWC and securing a plumbing permit from the City of Fayetteville Inspections Department.

## Who to Call

For assessment questions, call PWC at:

**(910) 223-4106 or (910) 223-4134**

For questions about connection of your home or business, call PWC Customer Programs Department at:

**(910) 223-4600 (Select Option 2)**

For questions about financial assistance:

**City of Fayetteville Economic & Community Development (910) 433-1590**

To update tax record mailing address:

**Cumberland County Tax Office  
at: (910) 678-7507**



# UTILITY ASSESSMENTS ANNEXATION PHASE V PAYMENT OPTIONS (AREA 23.2) RAYCONDA (AREA 24A) CLIFFDALE ESTATES

