

# **Project 32 East Section 1**

## **Connection Information Session**

There will be 4 stations set-up within the room with subject matter experts available to answer questions about that portion of the connection process.

Sections 1 and 2 are for residents who intend to connect or would like more information before making a decision on whether to connect. Residents not interested in connecting can proceed to Section 3 to learn more about the next steps in the process.

### **Section 1: Connection Information:**

- City permits and inspections for sewer connections
- Hiring a plumber and what to know
- Details about the connection process

### **Section 2: Connection Costs, PWC account set-up and billing:**

- Information about the Utility Connection Charge and the 6-month waiver period who choose to connect
- How to set-up a PWC account
- Answer questions about billing and what to expect

### **Section 3: Assessment Process, next steps and community assistance options:**

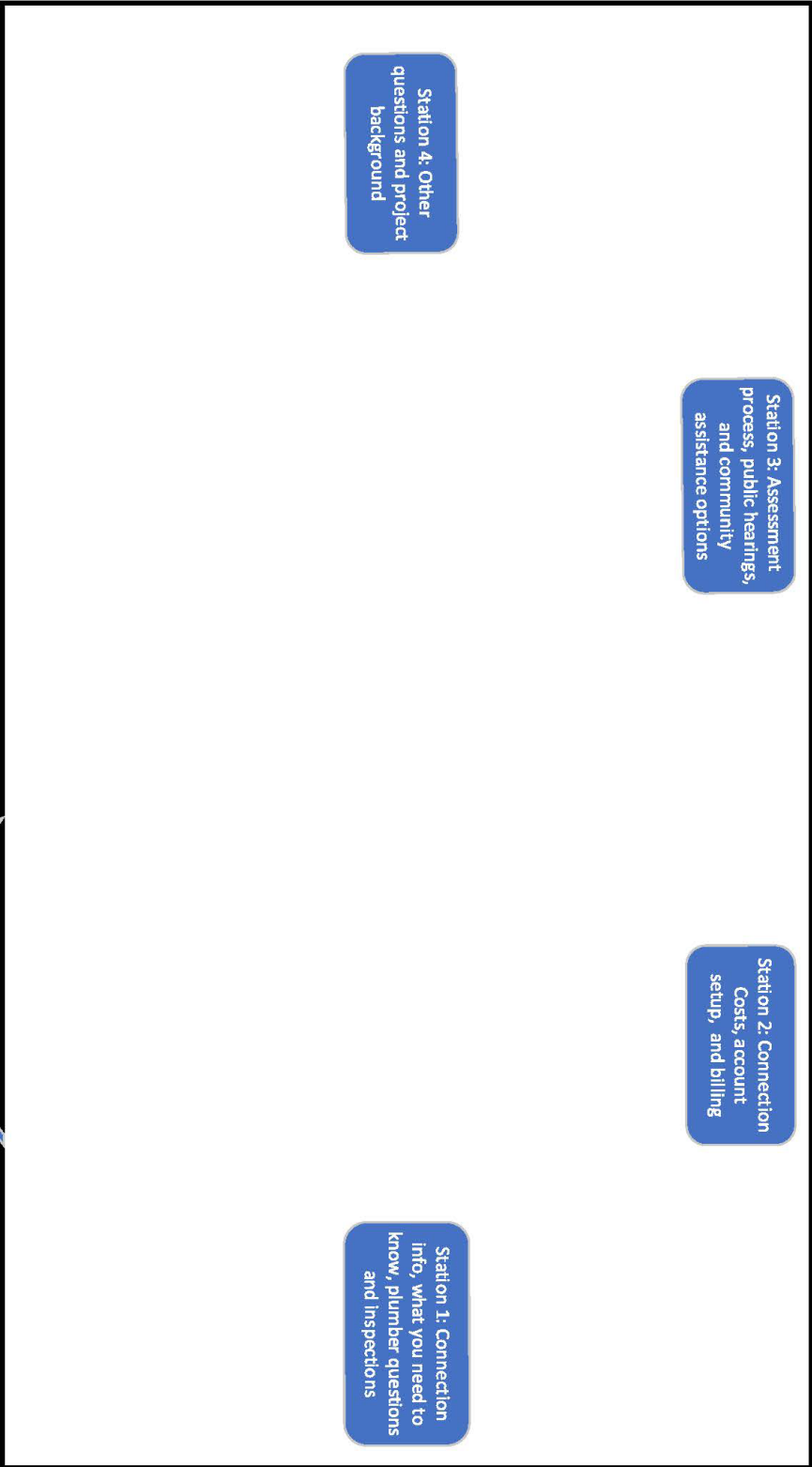
- Assessment- Regardless if they choose to connect, every property owner receiving access to newly installed utility services are assessed for the cost of the construction by the City of Fayetteville
- Information about the next steps for Assessment and what to expect
- Talk with city representatives about community assistance options for Fayetteville residents needing assistance with annexation costs

### **Section 4: Other questions and project background:**

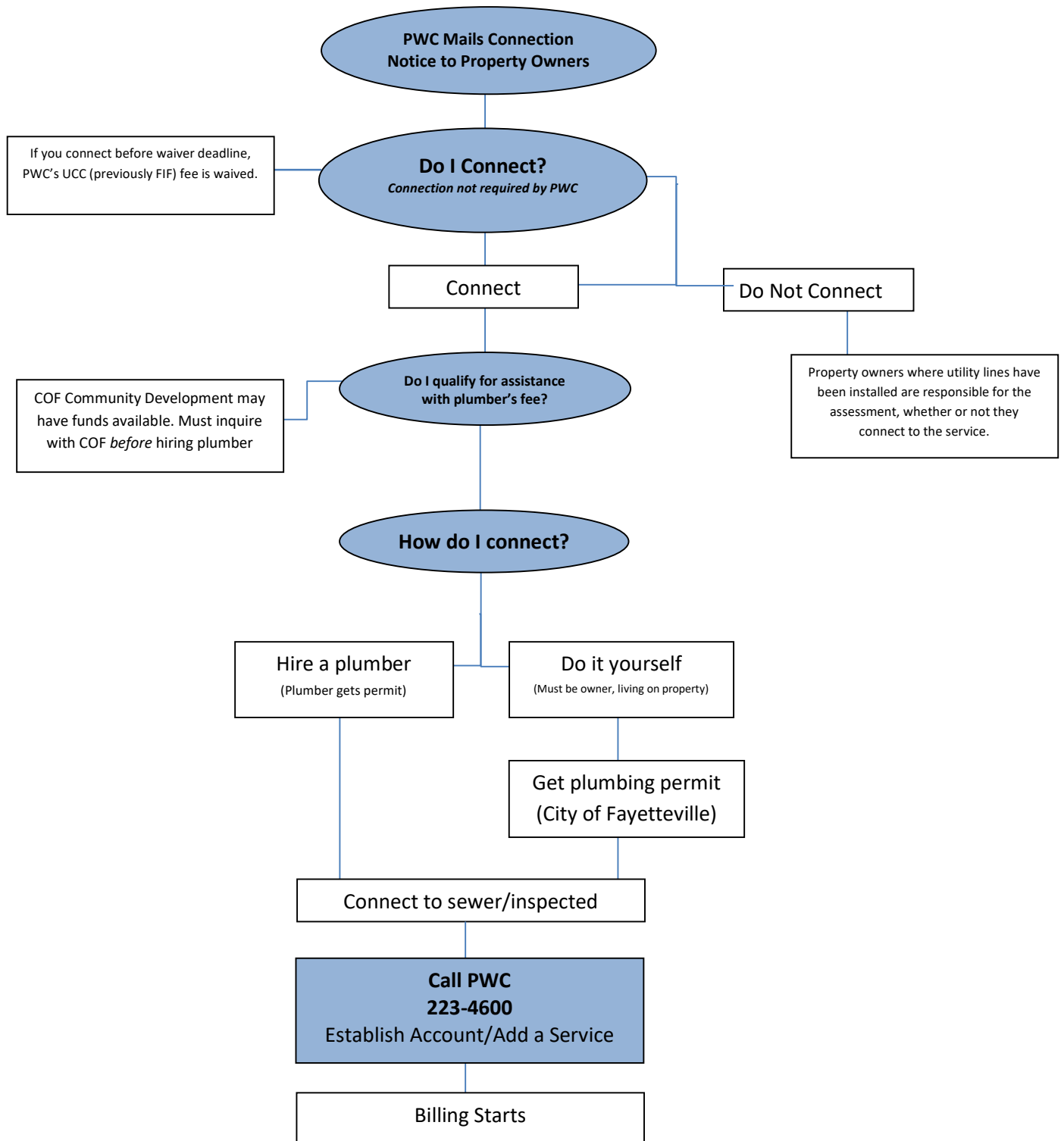
- For new residents, learn more about the Phase V Annexation
- Answer additional questions

**A layout of the room is available on page 2**

# Diagram of room layout for Project 32 East Section 1 Connection Information Session



# Steps to Connecting to Newly Installed Sewer Service



Note: Costs associated with connection to/use of sewer service are separate from the cost of the assessment which is the property owner's portion of the cost of the sewer improvements in your neighborhood.





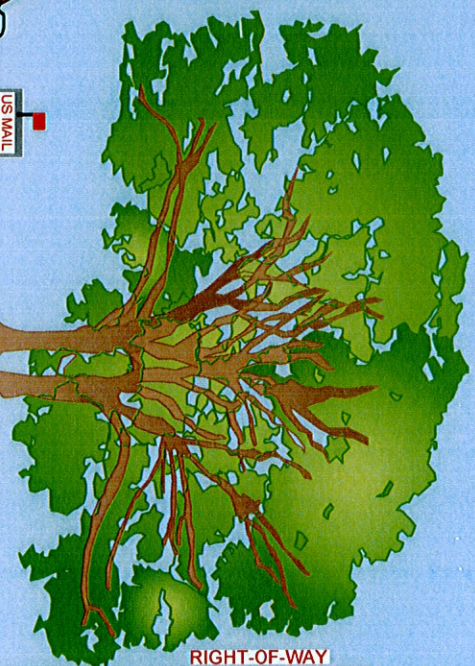
SEWER MAIN

PVC INSTALLED SERVICE LINE

PROPERTY LINE  
RIGHT-OF-WAY



PVC INSTALLED  
CLEAN-OUT

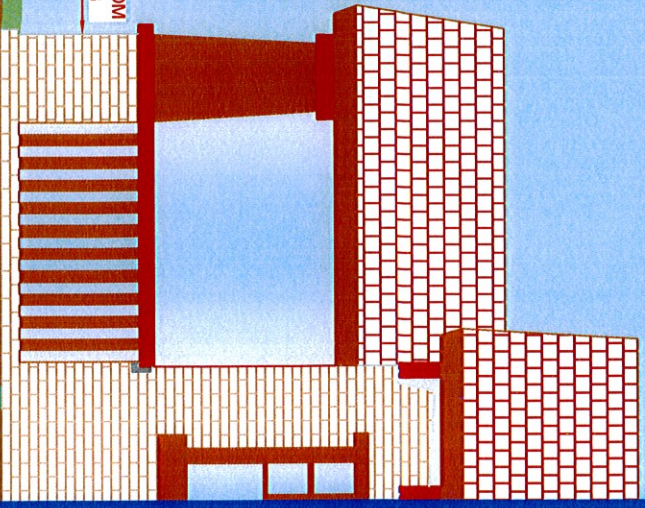


PROPERTY LINE  
RIGHT-OF-WAY

PROPERTY OWNER INSTALLED  
CLEAN-OUT LOCATED 10' MAX.  
FROM DWELLING

10' MAX. FROM  
DWELLING

HOMEOWNER INSTALLED SERVICE LINE



**NOTE:**  
ADDITIONAL PROPERTY OWNER INSTALLED  
CLEAN-OUT REQUIRED IF CONNECTION TO  
DWELLING IS MORE THAN 100' FROM  
PROPERTY LINE.



## Homeowners Sewer Tie-in Information

You must install a 4" cleanout within the first ten linear feet outside of house foundation wall.

You must use schedule 40 Pipe and Fittings

Pipe and fittings must be 4".

PVC pipe and fittings require purple primer and glue.

When installing pipe and fittings you must maintain a minimum of 1/8" of fall per foot. This means in a length of 8 feet you must drop at least 1 inch. Remember, this is the minimum. You can drop more.

An additional cleanout is required after every four 45 degree turns. A long turn 90 degree is considered two 45 degree turns.

An additional cleanout is required after each 100 feet of linear pipe run.

You must have at least 3" of cover (soil) over the sewer line.

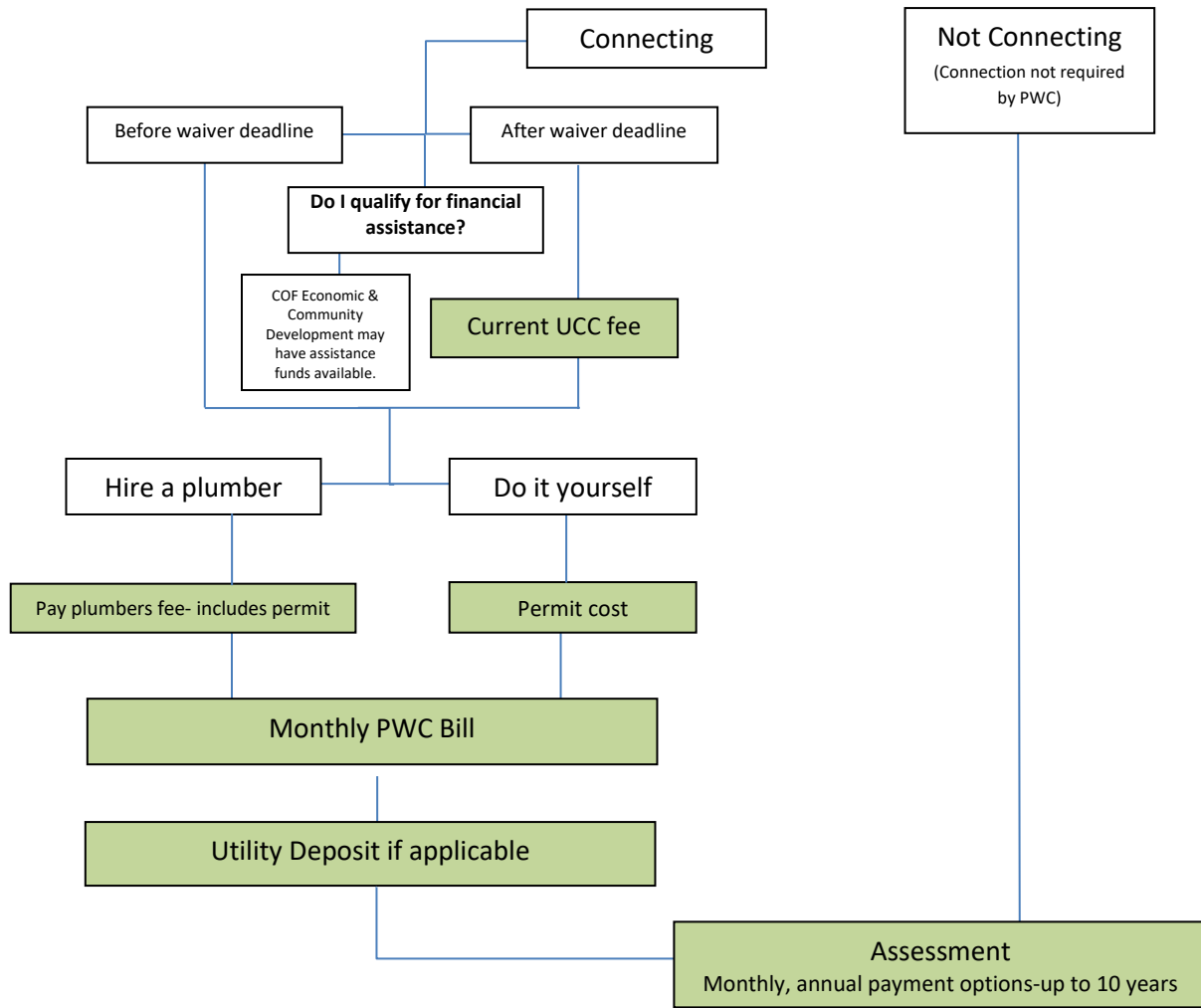
The pipe must be laid on a solid base and backfilled to the sides of the pipe for inspection. This means no mud or soggy base under the sewer line.

The tie-in at the street to PWC's tap, must be made at the bottom of the cleanout, Unless special permission is acquired from PWC for extra deep or wet taps.

If running house drain through foundation wall you must install a sleeve and seal the foundation opening. If running house drain under footing you must install a sleeve if you are within 12 inches of the bottom of the footing.

Septic tanks are required to be capped off. That can be accomplished either outside the house or under the house, using a permanent cap. The tanks are not required to be filled in.

# Costs Associated with Sewer/Water Service Connection & Assessment



	Not Connecting	Connecting before waiver deadline	Connecting after waiver deadline
<b>Assessment</b> Cost to install mains and service laterals and shared by the property owners, and PWC.	<b>\$5,000</b>	<b>\$5,000</b>	<b>\$5,000</b>
<b>Utility Connection Charge (UCC)*</b> 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 UCC waived if connection is made before waiver deadline	<b>\$0</b>	<b>\$0</b>	<b>Sewer- \$1,853* Water- \$763*</b>
<b>Plumbers Fee</b> Paid directly to plumber; amount determined by job/plumber	<b>\$0</b>	<b>Plumber's quote</b>	<b>Plumber's quote</b>
<b>Monthly Sewer Bill*</b> Begins once connected; billed based on water usage if customer has PWC water; billed as flat fee if another water provider	<b>\$0</b>	<b>PWC Water Customer</b> \$6.18 per 1,000 gallons*  <b>Aqua water customer</b> Flat fee – Inside City limits \$49.22*	<b>PWC Water Customer</b> \$6.18 per 1,000 gallons*  <b>Aqua water customer</b> Flat fee – Inside City limits \$49.22*
<b>Utility Deposit- if applicable</b>	<b>\$0</b>	<b>Sewer- \$79* Water- \$57*</b>	<b>Sewer- \$79* Water- \$57*</b>

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

If you are looking for a contractor to work on your property, PWC has links available on our website to search for licensed contractors in your area.

Scan the QR code to visit [www.FayPWC.com/Find-a-Contractor/](http://www.FayPWC.com/Find-a-Contractor/)



# Summary of PWC Sewer Rates

## **Sewer-Only Customers - Flat Monthly Charge**

Inside City	\$49.22
Outside City	\$86.14

*Complete rate schedules available at [www.FayPWC.com](http://www.FayPWC.com)  
In the residential section under Customer service,  
or by scanning the QR code below with your smartphone.*







**Fayetteville  
Public Works Commission**  
 Call Center: 910-483-1382  
 (Mon-Fri 8AM-8PM)  
 customer.service@faypwc.com  
 Report Outage: 1-877-687-7921

\$	<b>Total Amount Due</b>
	<b>\$47.25</b>

**Account Information**

**Account Number** XXXXXXXXXXXX  
**Account Name** JOHN DOE  
**Service Address** XXX EXAMPLE ST, FAYETTEVILLE

**Thank you**, we received your payment of \$47.25 on 02/23/24.

**Account Summary**

Previous Balance	\$47.25
Payments Received - Thank you!	-\$47.25
<b>Balance Forward</b>	<b>\$0.00</b>

**Current Charges & Adjustments** See back for charge details

Sewer Charges	\$47.25
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<b>Current Charges</b>	
<b>Past Due After 04/01/24</b>	<b>\$47.25</b>

<b>Total Amount Due</b>	<b>\$47.25</b>
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*Message Center*

PWC's Online Account Manager is your online source for detail billing and usage history, comparison tools and convenient payment features. Visit <https://my.faypwc.com> to learn more!

*Did You Know?*

During the month of March, in compliance with state requirements, PWC will discontinue the addition of ammonia in its disinfection process of water services. This may result in a more noticeable smell or taste of chlorine that should subside after March 31. Water customers who pre-treat should continue to follow procedures to remove chloramines through the month. Learn more at [www.FayPWC.com](http://www.FayPWC.com)

Please bring entire statement when paying in person OR send the bottom portion of your statement if paying by mail.

Bill Issue Date: 03/06/24



**FAYETTEVILLE  
PUBLIC WORKS COMMISSION**  
 PO BOX 1089  
 Fayetteville NC 28302-1089

<b>Account Number</b>	<b>XXXXXXXXXX</b>
Current Charges	\$47.25
<b>Current Charges Past Due After</b>	<b>04/01/24</b>

<b>Total Amount Due</b>	<b>\$47.25</b>
AMOUNT ENCLOSED	

10000000



2843 1 AB 0.547 0217272-FPWS262104-ST.1GRP-0702002002843  
 JOHN DOE  
 XXX EXAMPLE ST  
 FAYETTEVILLE NC 28304-6008

SEND REMITTANCE TO:



FAYETTEVILLE PUBLIC WORKS COMMISSION  
 PO BOX 71113  
 CHARLOTTE NC 28272-1113



## My Sewer Bill Details

### Sewer Flat Rate Charges

02/05/24 - 03/06/24 (30 Days)

Flat Monthly Rate for 1 Account/s

\$45.25

Sewer Utility Line Relocation Rider

\$2.00

**Total Sewer Charges**

**\$47.25**

## Ways to Pay For more information including fees and methods accepted visit [faypwc.com/payoptions/](http://faypwc.com/payoptions/)

### Mail



#### PWC

PO BOX 71113  
CHARLOTTE, NC  
28272-1113

Return stub with  
payment payable to PWC

### AutoPay



#### Set it and forget it!

Your bill is automatically  
drafted from your bank  
account each month  
on due date.

To enroll, visit [my.faypwc.com](http://my.faypwc.com)

### Phone



#### Call 1-833-4PAYPWC

24/7 (1-833-472-9792)

Pay by check (no fee)  
or credit/debit card  
(fee applies).

All major cards accepted

### Online or eBill



#### Online Account Manager

Pay electronically via a  
secure link in the email or  
through the Online portal.  
Pay by check (no fee) or  
credit/debit card (fee applies).

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### Western Union



**WU Payment Centers**  
including Food Lion stores

**Cash-only**, must have  
PWC account number  
May not post immediately.  
Small fee applied by WU.

### In Person



**Customer Service**  
955 Old Wilmington Rd  
8:30am-5:30pm

Cash, check, & money  
order accepted ONLY.  
Night depository for  
payment dropoff.

This bill is due and payable now. In accordance with PWC's Service Regulations and Charges, a 4% late fee will be assessed and your balance due will accrue interest if PWC does not receive payment in full before the past due date. In addition, your service will be subject to disconnection and a deposit requirement may be imposed or increased.

Payment extension requests are evaluated on a case-by-case basis taking into account relevant circumstances and credit history. Request an extension through the PWC's Online Account Manager or by calling 910-483-1382 prior to your due date.



Fayetteville Public Works Commission  
Call Center: 910-483-1382  
(Mon-Fri 8AM-8PM)  
customer.service@faypwc.com  
Report Outage: 1-877-687-7921

**Total Amount Due**  
**\$63.35**

**Account Information**

**Account Number** XXXXXXXXXXXX  
**Account Name** JOHN DOE  
**Service Address** XXX EXAMPLE ST, FAYETTEVILLE

**Thank you**, we received your payment of \$100.00 on 02/21/24.

**Account Summary**

Previous Balance \$52.71  
Payments Received - Thank you! -\$100.00  
**Credit Balance -\$47.29**

**Current Charges & Adjustments** See back for charge details

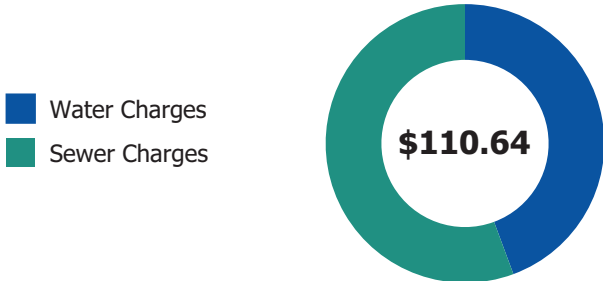
**Water Charges** \$49.07  
 **Sewer Charges** \$61.57

**Current Charges**  
**Past Due After 04/01/24 \$110.64**

**Total Amount Due \$63.35**

**My Current Charge Breakdown**

For an explanation of your bill charges visit [faypwc.com/about-your-bill/](https://faypwc.com/about-your-bill/)



**My Usage Snapshot**

Service	This Month	Last Month	Last Year
Water	2050 GAL	1560 GAL	1780 GAL

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Please bring entire statement when paying in person OR send the bottom portion of your statement if paying by mail.

Bill Issue Date: 03/06/24



FAYETTEVILLE PUBLIC WORKS COMMISSION  
PO BOX 1089  
Fayetteville NC 28302-1089

**Account Number** XXXXXXXXXXXX  
Credit Balance -\$47.29  
Current Charges \$110.64  
**Current Charges Past Due After 04/01/24**

**Total Amount Due \$63.35**

AMOUNT ENCLOSED



1517 1 AV 0.507 0217272-FPWS262104-ST.1GRP-0702002001517  
JOHN DOE  
XXX EXAMPLE ST  
FAYETTEVILLE NC 28312-7224

SEND REMITTANCE TO:



FAYETTEVILLE PUBLIC WORKS COMMISSION  
PO BOX 71113  
CHARLOTTE NC 28272-1113



## My Water Bill Details

### Water Residential Charges

02/05/24 - 03/06/24 (30 Days)

Basic facility charge - Outside City	\$37.20
Water Charge - 2050 GAL	\$7.87
Water Utility Line Relocation Rider	\$4.00

**Total Water Charges \$49.07**



## My Sewer Bill Details

### Sewer Residential Charges

02/05/24 - 03/06/24 (30 Days)

Basic facility charge - Outside City	\$38.95
Usage charge - 2050 GAL	\$20.62
Sewer Utility Line Relocation Rider	\$2.00

**Total Sewer Charges \$61.57**

## My Usage History

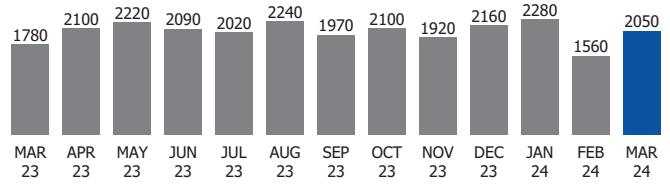
Water Meter:XXXXXXXX

Reading Period: 02/05/24 - 03/06/24

**Current Read**  
**312110**

**Previous Read**  
**310060**

**Usage**  
**2050 GAL**



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