

**UTILITY ASSESSMENTS PAYMENT OPTIONS  
ANNEXATION PHASE V**

**PROJECT AREA 32 East- Section 1**

You are receiving information regarding assessments for sanitary sewer improvements made in Wendover Place, Hickory Run, Pine Crest, and Pine Ridge Acres areas referenced as **Project Area 32 East- Section 1** in the Annexation Phase V utility installation plan. The \$5,000.00 assessment (non-residential property owners are not assessed the same single-family rate) for Project Area 32 East- Section 1 is pending before the Fayetteville City Council. Once approved, that amount will be applied to your property. The Fayetteville Public Works Commission is responsible for collecting the assessments on behalf of the City. There are 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** within 50 days of the assessment being confirmed by Fayetteville City Council **will not be charged interest.** Any balance remaining after the 50-day window will be charged an interest rate of **8.00%** per year to any principal balance owed. Interest begins accruing from the assessment confirmation date.
- You have the option of making monthly or annual payments:
  - If you want to make monthly payments, you have the option of paying for up to ten (10) years or 120 months. Your monthly payment will be based on the number of years you choose to make payments. PWC can bill this amount to you monthly.
  - If you wish to make annual payments, your assessment will be divided into ten (10) annual installments. The first payment date is 60 days after confirmation of the assessment by Fayetteville City Council and will be the same date for the following payments.
- Online payment options are not available.** Check or Money Order payments should be made payable to Public Works Commission.

Amortization table to provide a general idea for the monthly payment based on an annual interest rate of 8.00% and the number of months you choose to pay your assessment.

Figures below are based on  
Single Family Residential  
Assessment for \$5,000.00

Months	Amount	Term (yrs.)
120	\$61.00	10
108	\$62.00	9
96	\$71.00	8
84	\$75.00	7
72	\$88.00	6
60	\$102.00	5
48	\$123.00	4
36	\$154.00	3
24	\$227.00	2
12	\$433.00	1

If you have questions concerning this letter or wish to establish annual or monthly payments of your assessment, call the PWC Assessment Department at (910) 223-4106 or (910) 223-4134.

Annual Payments					
Installment 1	TBD 2025	\$566.00	Installment 6	TBD 2030	\$700.00
Installment 2	TBD 2026	\$860.00	Installment 7	TBD 2031	\$660.00
Installment 3	TBD 2027	\$820.00	Installment 8	TBD 2032	\$620.00
Installment 4	TBD 2028	\$780.00	Installment 9	TBD 2033	\$580.00
Installment 5	TBD 2029	\$740.00	Installment 10	TBD 2034	\$540.00

The City of Fayetteville has a program to provide financial assistance in paying the sanitary sewer assessment for low-income property owners within annexed areas. To see if you are eligible, please contact City Economic & Community Development, at (910) 433-1590.

**Who to Call**

For assessment questions, call:	<b>PWC's Assessment Department</b> (910) 223-4106 or (910) 223-4134
For questions about connection of a home or business:	<b>PWC Customer Programs Department</b> (910) 223-4600 (select option #2)
For questions about financial assistance:	<b>City of Fayetteville Economic &amp; Community Development</b> (910) 433-1590
To update tax record mailing address:	<b>Cumberland County Tax Office at:</b> (910) 678-7507

## **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 and can I avoid paying interest on the assessment?***

A: Payments made in full on or within 50 days of the assessment confirmation by Fayetteville City Council will not be charged interest, any balance remaining afterwards will be charged an annual interest rate of **8.00%** on the principal balance.

***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: On the facing page is a general idea of what a single-family residential property owner's monthly payments will be, based on an annual interest rate of 8.00% 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.

***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 a lien against the property until paid.

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

A: **No.** The assessment covers 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 System Development 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](mailto: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.

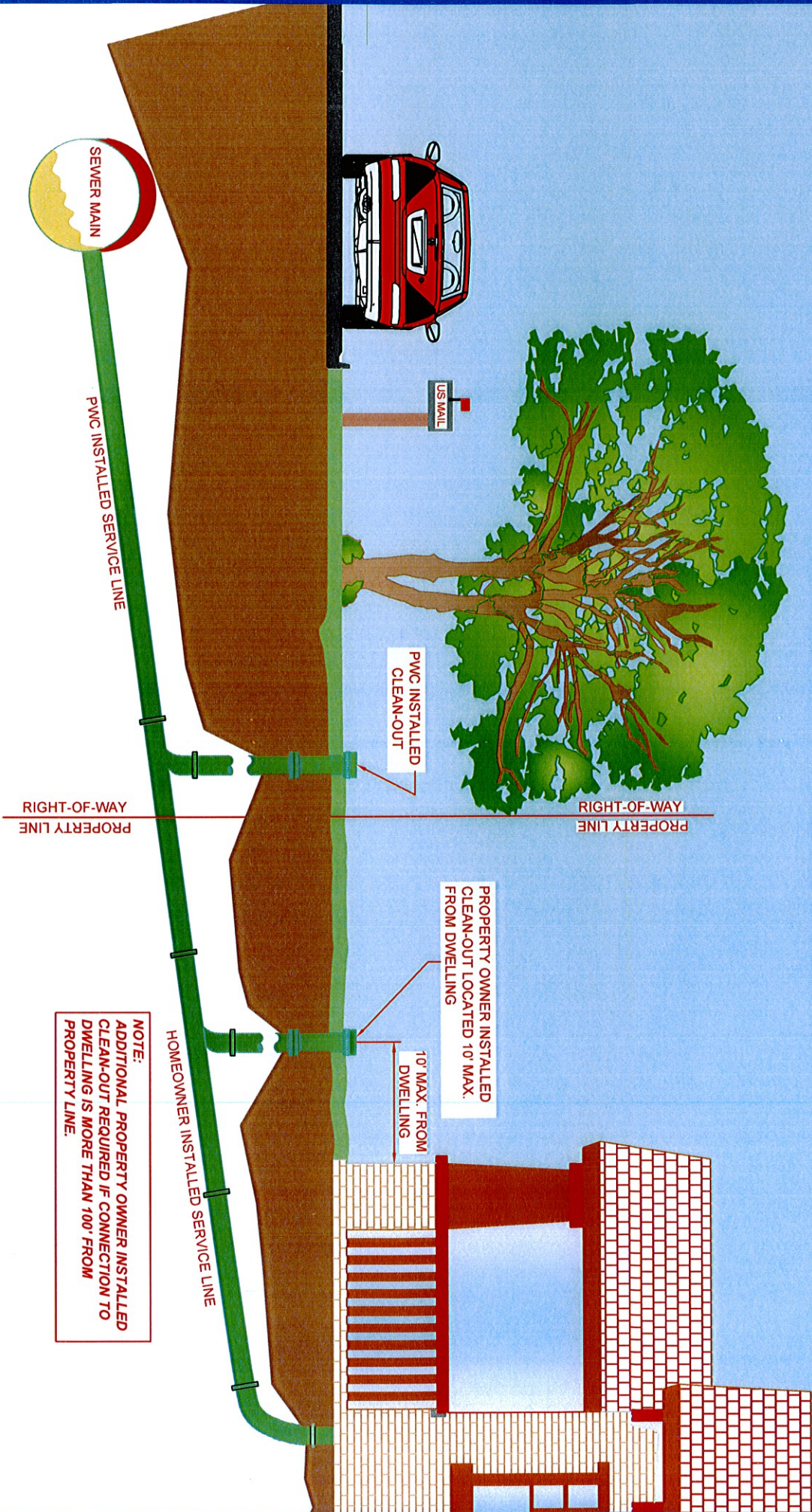
***Q: Who do I contact about connecting to sewer services?***

A: 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 32 East, Section 1.

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

A: A System Development Fee will be required for all customers connecting to utilities. Property owners will 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.







# Summary of PWC Sewer Rates\*

## Sanitary Sewer Services

### **Residential Customers - Inside City**

Per 1,000 gal	\$6.18
Basic Facility Charge – 3/4"	\$24.50

### **Residential Customers - Outside City**

Per 1,000 gal	\$10.82
Basic Facility Charge – 3/4"	\$42.90

### **Flat Fee-Inside City**

\$49.22

### **Flat Fee-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.*

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## Find a Contractor

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/)





**Fayetteville**  
**Public Works Commission**  
Call Center: 910-483-1382  
(Mon-Fri 7AM-8PM)  
customer.service@faypwc.com  
Report Outages/Emergencies:  
910-483-1382

1 of 2

**Total Amount Due**  
**\$51.22**

### Account Information

**Account Number** 0000000000  
**Account Name** John Doe  
**Service Address** 464 MAIN ST, FAYETTEVILLE

**Thank you**, we received your payment of \$51.22 on 12/27/24.

### Account Summary

Previous Balance	\$51.22
Payments Received - Thank you!	-\$51.22
<b>Balance Forward</b>	<b>\$0.00</b>

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

<b>Sewer Charges</b>	\$51.22
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**Current Charges**  
**Past Due After 02/03/25** **\$51.22**

**Total Amount Due** **\$51.22**

### 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?

Extreme winter temperatures and holiday activities can have a big impact on this month's bill. Use PWC's Online Account Manager to see your daily usage and use PWC's Energy Resource Center to find extra savings in your home. Learn more at 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: 01/07/25



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

**Account Number** 0000000000  
**Current Charges** \$51.22  
**Current Charges Past Due After** 02/03/25

**Total Amount Due** **\$51.22**

AMOUNT ENCLOSED



2700 1 AB 0.593 0251560-FPWS296737-ST.1GRP-0790851002700  
JOHN DOE  
464 MAIN ST  
FAYETTEVILLE NC 28301

SEND REMITTANCE TO:



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

0000000000 0000000000 0000000000 0000000000 7



## My Sewer Bill Details

### Sewer Flat Rate Charges

12/09/24 - 01/07/25 (29 Days)

Flat Monthly Rate for 1 Account/s

\$49.22

Sewer Utility Line Relocation Rider

\$2.00

**Total Sewer Charges**

**\$51.22**

Sewer Only  
Sample Bill

### 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).

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

#### 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



Drive Thru  
955 Old Wilmington Rd  
M-F 8:30am-5:30pm  
Cash, check & money orders

24-Hr Self-Service Pay Station  
Cash, check, card & money  
orders

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

Payment extension requests are evaluated on a case-by-case basis. Request an extension through PWC's Online Account Manager or calling 910-483-1382 prior to your due date. By submitting payment for this bill, you acknowledge that you have read, understood, and agree to be bound by the terms and conditions outlined in the PWC service agreement, available online at [www.faypwc.com/service-regulations/](http://www.faypwc.com/service-regulations/).



**Fayetteville**  
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1 of 2

\$

**Total Amount Due**  
**\$94.00**

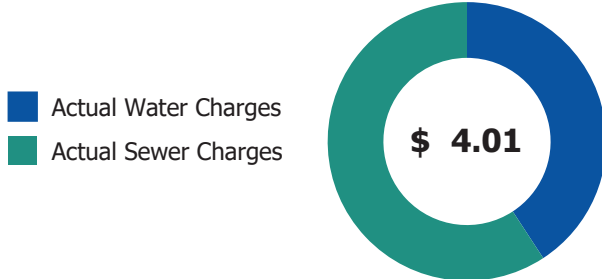
**Thank you for choosing AutoPay.** Your account is scheduled to be drafted on **02/18/25**.

## Account Information

**Account Number** 0000000000  
**Account Name** JANE DOE  
**Service Address** 433 MAIN ST, FAYETTEVILLE

### My Actual Monthly Charge Breakdown

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



### My Usage Snapshot

Service	This Month	Last Month	Last Year
Water	4720 GAL	3300 GAL	5120 GAL

## Budget Bill Summary

Previous Balance \$81.41  
Payments Received - Thank you! -\$81.41  
**Balance Forward \$0.00**

**Current Budget Charges** See back for actual charge details  
Monthly Budget Amount \$94.00

**Current Budget Charges Past Due After 02/18/25 \$ 4.00**

**Total Amount Due \$ 4.00**

Your Actual Account Balance is \$ 4.01

## Message Center

Budget amounts may be adjusted as needed to prevent a large balance from accruing. If an adjustment is necessary, you will be notified.

## Did You Know?

Extreme winter temperatures and holiday activities can have a big impact on this month's bill. Use PWC's Online Account Manager to see your daily usage and use PWC's Energy Resource Center to find extra savings in your home. Learn more at [FayPWC.com](http://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: 01/21/25



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

**Account Number** 0000000000  
Current Budget Charges \$94.00  
**Current Charges Past Due After 02/18/25**

**Total Amount Due \$ 4.00**

Auto Pay - Do Not Pay



0253061-FPWS298160-ST.NOPRIN-0794872004666

JANE DOE  
email@.COM

**Your account is being drafted on 02/18/25 for the amount owed. Do not send a check or other form of payment.**

0000000000 0000000000 0000000000 0000000000 1



## My Water Bill Details

### Water Residential Charges

12/18/24 - 01/21/25 (34 Days)

Basic facility charge - Inside City	\$22.50
Water Charge - 4720 GAL	\$11.84
Water Utility Line Relocation Rider	\$4.00

### Actual Water Charges

**\$38.34**



## My Sewer Bill Details

### Sewer Residential Charges

12/18/24 - 01/21/25 (34 Days)

Basic facility charge - Inside City	\$24.50
Usage charge - 4720 GAL	\$29.17
Sewer Utility Line Relocation Rider	\$2.00

### Actual Sewer Charges

**\$55.67**

### Total Actual Monthly Charges

**\$ 4.01**

## My Usage History

Water Meter 00000000

Reading Period 12/18/24 - 01/21/25

Current Read

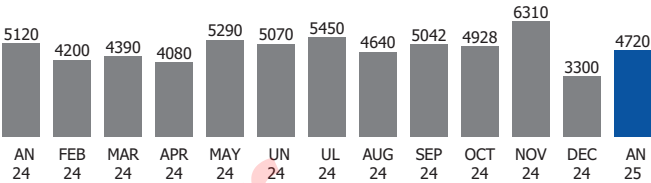
**586180**

Previous Read

**581460**

Usage

**4720 AL**



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#### PWC

PO BOX 71113  
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Return stub with  
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Pay by check (no fee)  
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All major cards accepted

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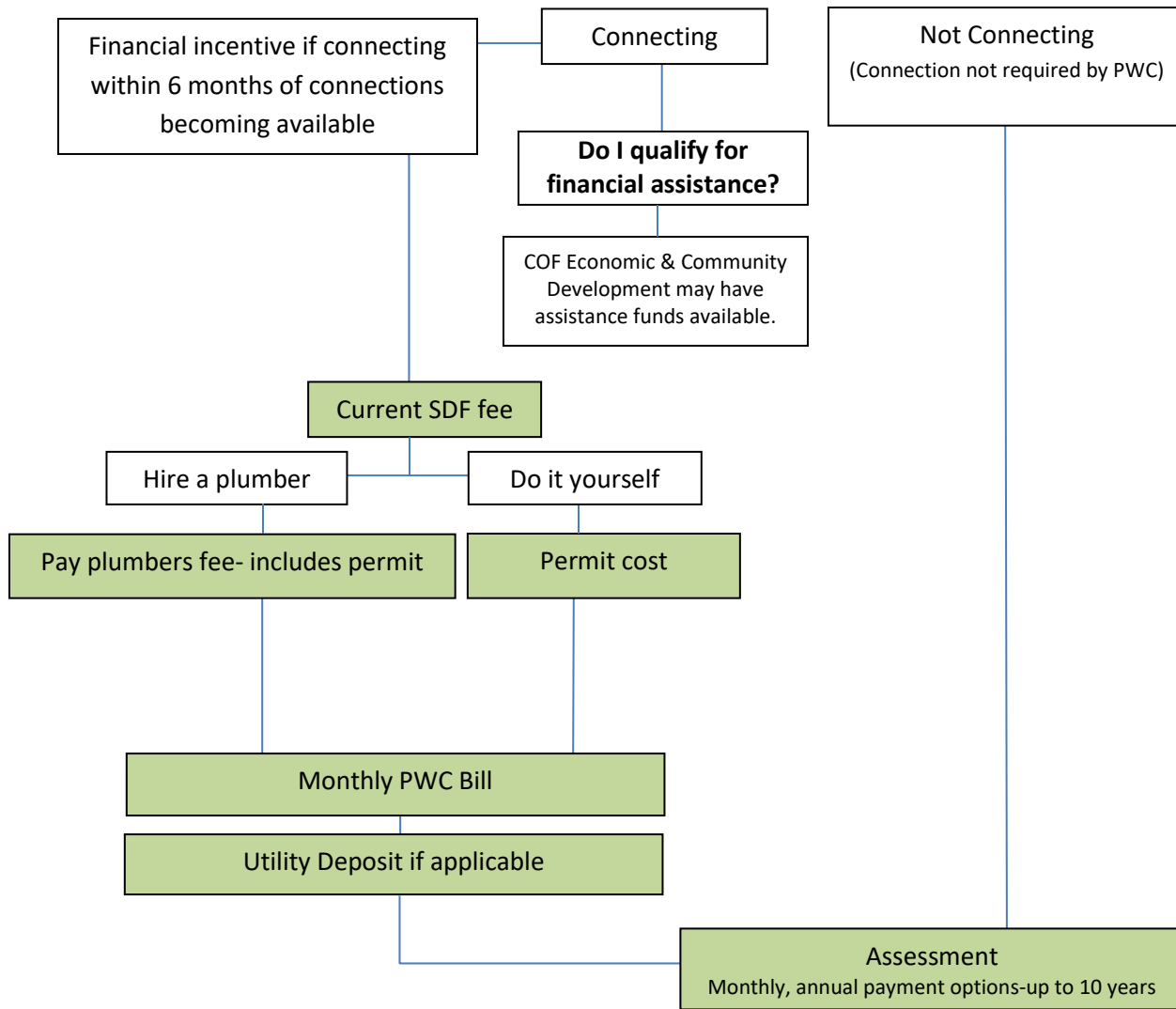
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# Costs Associated with Sewer Service

## Connection & Assessment



	Not Connecting	Connecting
<b>Assessment</b> Cost to install mains and service laterals and shared by the property owners, and PWC.	\$5,000	\$5,000
<b>System Development Fee</b> A fee for all new users of PWC's sewer/water systems, which helps offset the impact of expansion on our treatment plants. <b>A financial incentive is available for annexed properties if connection is made six months of connections being made available.</b>	\$0	Sewer: \$1,853* Water: \$763*
<b>Plumbers Fee</b> Paid directly to plumber; amount determined by job/plumber	\$0	Plumber's quote
<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	\$0	PWC Water customer \$6.18 per 1,000 gallon* Aqua water customer Flat fee - \$49.22*
<b>Utility Deposit-</b> if applicable	\$0	Sewer: \$98*
*Current amount. Will pay current amount as of connection date.		