

# What You Need to Know About Planned Construction in Your Neighborhood

## When?

If you have received this brochure, it means PWC is moving forward to extend sanitary sewer and/or water services to your area where they are not currently available. Construction crews will soon be working in your neighborhood. When the work is completed, and service is ready for you to hook up, you will receive official notification from PWC. We will continue to keep you informed throughout the process.



## Why?

As our area continues to grow, the amount of wastewater generated by our growing population is “outgrowing” the ground’s capacity to hold it. When older septic systems cease to function properly, wastewater becomes a serious threat to the environment and to the health of our citizens. The solution becomes PWC installing sanitary sewer lines in existing neighborhoods.

Sanitary sewer service takes wastewater from your home to a PWC water reclamation facility, where it undergoes a series of processes to “re-sanitize” it. This clean water is then returned to the Cape fear River. Both PWC water reclamation facilities – Cross Creek and Rockfish Creek – have won national awards for outstanding operations from the Environmental Protection Agency.

## What’s Being Installed?

Sanitary sewer mains are the primary lines that collect wastewater and carry it to PWC reclamation facilities. The major portion of the sanitary sewer main is 8 inches in diameter and is installed at least 3 feet below the ground, under street right-of-way or easements. The service lateral is a line 4 inches in diameter that connects the collection main to a “cleanout” located at the edge of your property.

- The proposed location of your sanitary sewer cleanout will be marked “C/O” (cleanout) or “S/L” (sewer lateral) with a stake or indicator inside the right-of-way.

- Homeowners should review these locations and discuss relocation (if necessary) with PWC prior to installation. Customers may also consult with a licensed plumber to verify the appropriate location. Relocation after installation is complete will be the responsibility of the property owner and additional fees may be incurred.

## Construction/Installation – What’s Involved?

PWC partners with experienced construction companies for work involved in the installation of mains and service laterals. There are four phases to installation:

### (1) Staging/Preparation

The contracted construction company will prepare the area – clearing easements, typically 10 to 15 feet from each side of the proposed water and/or sanitary sewer main that runs down the right-of-way; cutting asphalt in the streets in preparation for water and/or sanitary sewer main installation in the street; putting up temporary fencing; and establishing work zones.

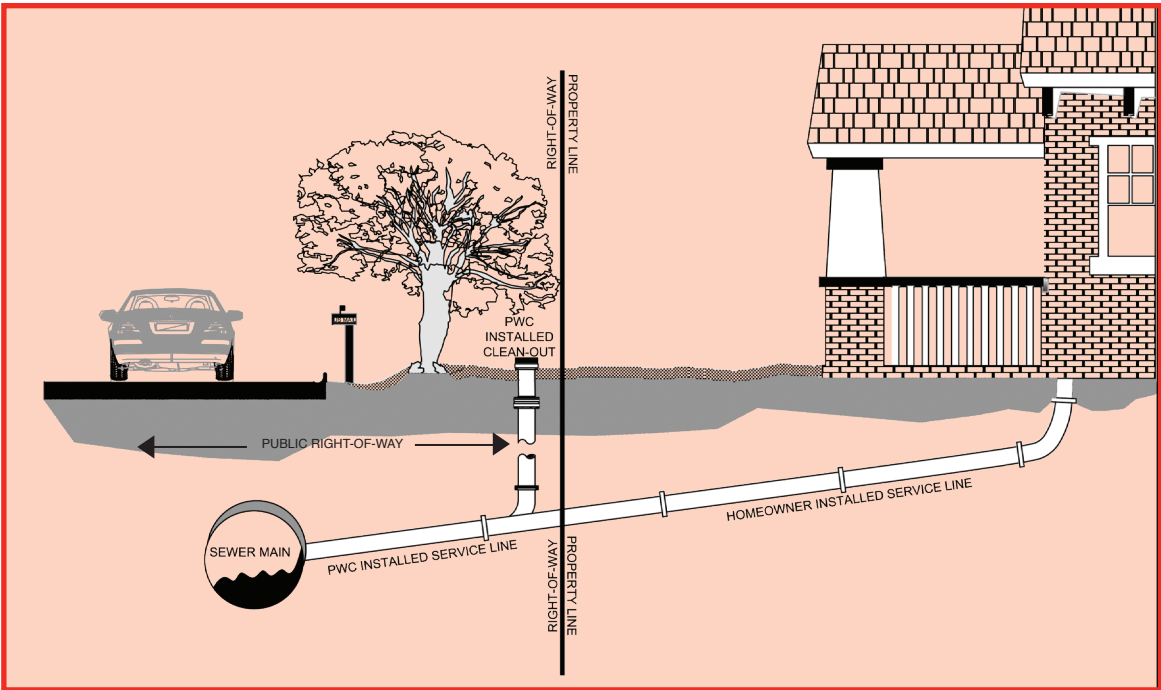
- They may need to remove grass, plants, shrubs and trees for the installation - Contractors may honor individual requests to set aside trees/plants, but the property owner will be responsible for replanting them. Grass disturbed will be appropriately repaired after final construction is completed.
- If mailboxes or fences are moved, mailboxes will be “reset” or replaced if damaged (within 24 hours). Fences will be repaired as soon as possible, but may wait until construction is complete and restoration can begin.

### (2) Street cutting and sanitary sewer main/lateral installation

Work will involve numerous crews in the areas where sanitary sewer is being installed and regular work hours for the crews are 7 a.m. - 5 p.m., Monday through Friday. As work begins on your street, asphalt will be removed and crews will dig trenches in the center of the street to install sanitary sewer lines.

- Crews will work systematically throughout the project area installing utilities, street by street. There are typically two work crews. The first crew will install sanitary sewer mains down the center of the street. The second crew will follow, installing service laterals.

- During construction, roads will remain passable to local traffic. During the work, trenches opened to install the utilities will be filled in with stone in order to make the street passable after hours.
- Equipment may be placed in the right-of-way overnight. The public right-of-way is the property line adjacent to the public street where utility services are currently located, such as your water meter or phone services.
- In certain areas, the depth of the sanitary sewer lateral will make it necessary for PWC to install an additional pipe beyond the right-of-way (on to your property) to assist your plumber with proper connection to the sanitary sewer lateral. This will require PWC’s contractor to access your private



property. Depending on the depth of the lateral, the contractor may be 5 to 10 feet inside your property and is responsible for restoring your property to as good as or better condition than existed prior to construction.

- PWC will coordinate with the City of Fayetteville’s Inspection office to ensure plumbers are aware this additional pipe has been installed and is required for connection. After connection, the property owner is responsible for any maintenance to this additional pipe or any others installed on their property. PWC will maintain the mains and laterals within the right-of-way.

### (3) Street repair

Temporary patching will be used on the streets during construction and when installation is complete, your streets may be paved.

### (4) Restoration

After all street repairs are completed; restoration to lawns, driveways and other repairs will be made. Prior to the project, the condition of the existing properties is documented with photos and video.

## What’s Next?

PWC will notify you that the sanitary sewer installation is complete and available for connection. To connect, property owners are responsible for installation of the sanitary sewer service line, which runs from your home and connects with the sanitary sewer service lateral at your property line.



### Provisions for Your Street

Please be assured that PWC and our contractors will do everything possible to minimize the inconvenience caused by the work in progress. If a problem should occur as a result of this work, please contact the PWC project coordinator who will be on the worksite daily or contact PWC’s Water Resources Engineering Department at (910) 223-4730 during normal business hours. After normal hours, please call PWC Customer Service at (910) 483-1382.

Because sanitary sewer mains are installed below other utility lines, it’s possible that other services may be disturbed. Should this happen, we will do everything possible to help resolve the situation in a timely manner.

Your service providers – including emergency services, school bus, mail delivery and trash collection – will be notified that construction will be going on in your neighborhood, so any necessary arrangements can be made to ensure service access.

If you or a member of your home have special needs (medical requirements, appointments, special transportation), please contact PWC so that the contractor can work with you to avoid conflicts.

Contractors are required to maintain the street, which may include spraying water to keep construction dust to a minimum. (Note that it is more difficult to control construction dust during hot, dry weather)

### Frequently Asked Questions

In addition to the information provided in this brochure, the following will answer some of the questions that may arise during the installation/ construction phase and after completion.

**Q:** *How long will construction last?*

**A:** Once a contractor has begun work in your area, utility installation may take up to 18 months depending on the size of the project. Work will proceed as quickly as possible, but may be delayed by weather conditions and other uncontrollable factors.

**Q:** *How can I find out where they will be working and what they will be doing?*

**A:** PWC’s website will have updates on your project area including the schedule of work by streets in your area. See Project Updates under City Annexation at [www.FayPWC.com](http://www.FayPWC.com).

**Q:** *What time of day do crews work?*

**A:** Regular work hours are 7 a.m. - 5 p.m. Monday through Friday, unless the contractor requests and is granted an exception by PWC.

**Q:** *What can I do about construction equipment on my property?*

**A:** Construction equipment may be placed in the public right-of-way or easement area in front of your property. Unless the contractor has made prior arrangements with you, no equipment or construction materials should be placed outside the road right-of-way or easement area. Residents can ask the contractor to have equipment moved. However, if equipment is left on your property, please do not remove it (you could become liable for loss or damage). Document the situation and contact PWC at (910) 223-4730 during normal business hours. We will work closely with the contractor to resolve the situation in a timely manner.

**Q:** *If I notice work vehicles speeding in my neighborhood, who can I contact?*

**A:** Call PWC at (910) 223-4730 or (910) 483-1382 and provide the location and description of the vehicle, the driver and vehicle number if applicable.

**Q:** *What should I do if the contractor does not reset my mailbox or fence – or replace them if damaged?*

**A:** Call PWC at (910) 223-4730 during normal business hours. If damage has occurred, be sure to document it.

**Q:** *Who is responsible if my property is damaged outside the easement limits agreed to with PWC?*

**A:** The general contractor is responsible for controlling the work done (by contractor and sub-contractor crews) and is liable for repairing any damage done, whether by accident or otherwise. Document the damage and call PWC at (910) 223-4730 during normal business hours.

**Q:** *If my car is damaged while I’m trying to travel through a street under construction, what can I do?*

**A:** Please remember that driving slowly through construction areas will greatly reduce the risk of damage to your vehicle. Contractors are required to have insurance for such occurrences; however, this generally requires verification of neglect on the part of the contractor. If damage occurs, document the damage and contact PWC at (910) 223-4730 during normal business hours.

**Q:** *If rain washes out an area where utilities have been installed and a pothole occurs, who do I call?*

**A:** If this occurs in an area where utility installation has taken place, contact PWC at (910) 223-4730 or (910) 483-1382 and it will be repaired. Please remember that potholes on other city streets should be reported to the City of Fayetteville at (910) 433-1FAY.

**Q:** *When the construction crews are no longer on my street, have they finished?*

**A:** No, there are multiple phases to the construction: installation, street repair and restoration. You can follow the project schedule and status of your street on the PWC website - see Project Updates at [www.FayPWC.com](http://www.FayPWC.com).

**Q:** *How will I know when I can connect?*

**A:** PWC will contact you by mail when services are available for connection.

**Q:** *Will my other utilities change to PWC after sewer is installed?*

**A:** No, the service provider you currently have for other utilities will remain the same after sanitary sewer has been installed.

### Thanks for Your Help

We appreciate your patience and cooperation during this essential installation process. Some things you can do to help:

- Drive slowly through construction areas to help ensure worker safety and reduce the spread of dust and debris.
- Remember that speaking with construction crews is not the best way to resolve concerns. Please contact the PWC project coordinator who will be on site daily or call PWC (information below).



### Who to Call

For questions about construction, call PWC during normal business hours:

**(910) 223-4730**

**Customer Service  
(910) 483-1382**

**[www.FayPWC.com](http://www.FayPWC.com)**



# Utility Installation in Existing Neighborhoods

**Step 1- Construction**  
**Step 2 - Connection**  
**Step 3 - Assessment**

