

UTILITY INSTALLATION IN EXISTING NEIGHBORHOODS

STEP 1 – Construction



In the spring of 2008, the City of Fayetteville and the PWC Board adopted an agreement that would extend sanitary sewer service to approximately 8,000 parcels in what has been called the Phase V Annexation area. The plan is based on septic system repairs/failures, age of structures, percentage of improved lots without sewer, availability of existing approach mains, and lot density. Construction started in 2010 with a plan to install sewer service to approximately 500 lots per year until the scheduled completion in 2037. On behalf of the City, PWC manages design, construction, citizen notifications and collecting assessments for the installation of the sanitary sewer within annexed areas. The City Council establishes the interest rate charged for assessments (prime + 2% as of July 1 annually).

WHAT YOU NEED TO KNOW?

If you have received this information, PWC may move forward to extend services to your area where they are not currently available. You can expect to see construction crews in your neighborhood. Upon completion, a project update will be provided to City Council and you will receive official notification from PWC about connection options. We will continue to keep you informed throughout the process.

WHY WAS THE DECISION MADE?

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 health threat to residents and the environment. Upon completion of the utility installation, PWC will begin providing wastewater services for your home. Wastewater will undergo a series of processes to thoroughly sanitize it before returning it to the Cape Fear River.

WHAT’S BEING INSTALLED?

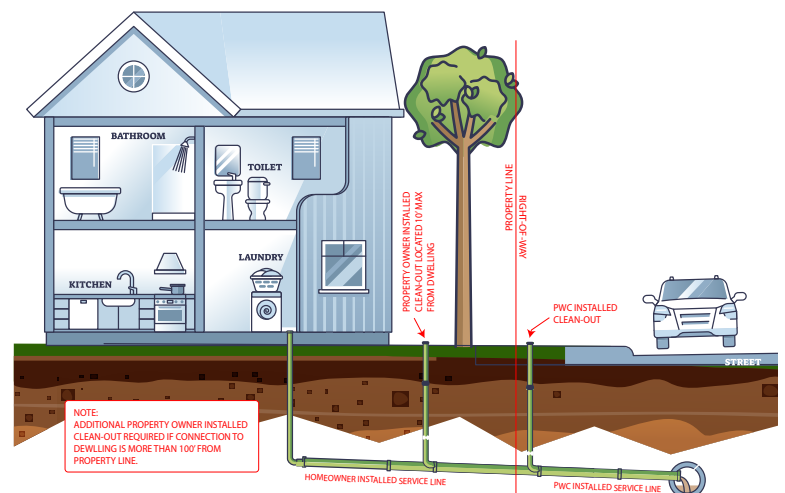
Sanitary sewer mains are the primary lines that collect wastewater and carry it to reclamation facilities. A sanitary sewer main is 8 inches in diameter and is installed at least 3 feet below the ground, under street right-of-way or easements. A service lateral connection is a line 4 inches in diameter 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 prior to installation.
- Homeowners can review the markers and discuss relocation with PWC prior to installation if they have questions.
- Homeowners may also consult with a licensed plumber to verify the proposed location. Relocation after PWC installation is complete will be the responsibility of the property owner. Additional fees may be incurred.

PROVISIONS FOR YOUR STREET

Because sanitary sewer mains are installed below other utility lines, it’s possible that other services may be disturbed. Should this happen, we will work to 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.

PWC and our contractors will work to minimize any inconvenience caused by the work in progress. If a problem should occur, 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.



WHAT'S INVOLVED IN THE CONSTRUCTION/INSTALLATION?

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

The (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; cutting asphalt in the streets; putting up temporary fencing; and establishing work zones.

- Crews may remove grass, plants, shrubs and trees for the installation - Contractors may honor individual requests to set aside trees/plants, Property owner will be responsible for replanting them. Grass disturbed will be repaired after construction is completed.
- If removed, mailboxes will be “reset” or replaced if damaged (within 24 hours). Fencing will be repaired as soon as possible.

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

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

- There are typically two work crews in a given area. Crews will work systematically throughout the project area installing utilities, street by street. 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. Trenches opened to install the utilities will be filled in with stone 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.
- 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

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

WHAT'S NEXT?

PWC will notify property owners after 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 installed sanitary sewer service lateral at your property line.

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.
- Speaking with construction crews is not the best way to resolve concerns. If you have any questions, please contact the PWC project coordinator who will be on site daily, call PWC at (910) 223-4730 during normal business, or contact PWC Customer Service Department at (910) 483-1385.

Learn more about the annexation process and get answers to frequently asked questions at FayPWC.com and Fayettevillenc.gov

(search term: annexation)

For assessment questions:

Call PWC at (910) 223-4106 or (910) 223-4134

For questions about connection of your home or business:

Call PWC at (910) 223-4600 (select option #2)

For questions about financial assistance:

Call Fayetteville Economic & Community Development at (910) 433-1930

To update your tax record mailing address:

Call the Cumberland County Tax Office at (910) 678-7507

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