

WASTEWATER COLLECTIONS AND
TREATMENT SYSTEMS
ANNUAL PERFORMANCE REPORT

July 1, 2025 – June 30, 2026



Fayetteville Public Works Commission

The Fayetteville Public Works Commission (PWC) enjoyed another year of truly excellent performance at both our treatment plants and the collection systems they serve. Our plants have been recognized by the NC Department of Environmental Quality as "Exceptionally Performing Facilities." We had 12 events where sewage was released from the collection system, and these occurrences were mostly due to factors beyond our control. At both the treatment plants and in our sewage collection systems, this represents an extremely high level of service and system reliability that we strive to maintain. The following provides a summary of all collection system overflows and treatment plant permit exceedances.

Collections Systems

General Information

Facility/System Name: **Collection Systems**

Responsible Entity: **Fayetteville Public Works Commission, Town of Stedman, NORCRESS, and Kelly Hills/Slocomb Road Water and Sewer District**

Person in Charge/Contact: **Chris Rainey, PE - Operations Manager
(910) 223-4718**

Applicable Permit(s): **(PWC) WQCS00007
(Stedman) WQCSD0537
(NORCRESS) WQCS00353**

Description of Collection Systems

The following description of collection systems is for PWC and the three permitted entities with which PWC maintains operation and maintenance agreements.

PWC's sanitary sewer collection system is separated into two basins, the Cross Creek and the Rockfish Creek basins. The collection system consists of approximately 1,293 miles of sewer mains varying in size and material and includes 68 sewer pumping stations. In addition, 11 privately owned pumping stations are operated and maintained per O&M agreements. Main sizes range from 6" to 60". Wastewater is collected from approximately 93,353 customers in the City of Fayetteville and surrounding Cumberland County area. PWC serves approximately 17 Industrial, 6 Wholesale, 6,219 Non-Residential, 245 Flat Rate Non-Residential, 78,037 Residential, and 8,721 Flat Rate Residential customers. PWC also provides wastewater service to 96 City of Fayetteville sites and to 12 PWC locations. The wastewater is conveyed to the Cross Creek and Rockfish Creek Water Reclamation Facilities.

Since March 2001, PWC has operated and maintained the Town of Stedman sanitary sewer system, owned by the Town of Stedman. The system serves approximately 593 customers (540 residential and 53 non-residential) and consists of approximately 22.1

miles of sanitary sewer mains and 4 pumping stations. The wastewater from Stedman is conveyed to the Rockfish Creek Water Reclamation Facility.

In September 2005, PWC began operation and maintenance of the NORCRESS (Wade, Godwin, and Falcon) sanitary sewer system, owned by Cumberland County. The system serves 387 customers (333 residential and 54 non-residential) and consists of approximately 35.3 miles of sanitary sewer mains and 4 pumping stations. The wastewater from NORCRESS is conveyed to the Cross Creek Water Reclamation Facility.

PWC also maintains and operates the Kelly Hills / Slocomb Road Water & Sewer District sanitary sewer collection system, owned by Cumberland County. The system serves approximately 100 customers (all residential) and consists of approximately 4.5 miles of sanitary sewer mains. The wastewater from Kelly Hills / Slocomb Road Water & Sewer District is conveyed to the Cross Creek Water Reclamation Facility.

Public Works Commission WOC00007 - Summary of Collections System Performance for Fiscal Year (July 2025- June 2026)

During the fiscal year July 2025 – June 2026, approximately 8.53 billion gallons of wastewater were conveyed to the Cross Creek and Rockfish Creek Water Reclamation Facilities. Sanitary sewer overflows totaling 15,408 gallons, or 0.000002%, of total gallons conveyed were reported to the NC Department of Environmental Quality, Water Resources Division. Monthly as follows:

Month	Gallons	Month	Gallons
July	1,350	January	0
August	50	February	311
September	146	March	1,700
October	0	April	3,751
November	8,100	May	0
December	0	June	0

Sanitary sewer overflow events in which volumes exceeding 1,000 gallons overflowed or reached surface waters are included in the monthly estimates and are shown separately as follows:

Event 1: Date: 7/17/25 Gallons: 1,350

Location: 120 Nandina Court

Description:

This SSO was the result of a root blockage in the sewer main. PWC was notified of the sanitary sewer overflow by a private resident. Due to the root blockage in the sewer main, wastewater exited from a nearby manhole in the roadway and entered into a nearby catch basin.

Corrective measures:

PWC staff jet rodded the sewer main to clear the root blockage and end the spill incident. The line segment in question was televised and the remaining roots were mechanically removed. Wastewater residue was cleaned from the roadway and storm drain. Sampling at the spill location was conducted, and results were forwarded to the DWR-FRO. Main cleaning and CCTV inspections were conducted upstream and downstream of the spill location to ensure there were no additional root obstructions.

Event 2: Date: 8/30/25 Gallons: 50

Location: 485 Robeson Street

Description:

This SSO was the result of a water main break surcharging the PWC sewer system nearby. Fayetteville Police notified PWC Dispatch of a water main break and PWC maintenance staff responded to the location. It was determined that there was a water main break and PWC staff shut off the water main to stop the flow of water. Upon shutting off the water main crews noticed that a nearby sewer manhole was surcharged and overflowing. The sewer system was inundated by water from the main break and when the water main was shut off it ended the spill incident.

Corrective measures:

PWC staff repaired the water main break and restored service. The sewer system did not

require any work as the overflow was caused by the water main break flooding the sewer system. Once the water was shut off the sewer system regained normal operations. No cleanup was required as the wastewater which escaped was heavily diluted by the water from the main break. Sampling at the spill location was conducted, and results were forwarded to the DWR-FRO.

Event 3: Date: 9/7/25 Gallons: 146

Location: 5728 Gentleman Drive

Description:

This SSO was the result of a third-party damage to a sewer main. A customer reported that water was coming up from the road and PWC maintenance staff responded. It was discovered that the sewer main was backed up and causing the overflow.

Corrective measures:

PWC maintenance personnel jet rodded the sewer main to clear the stoppage and end the spill incident. PWC personnel performed a CCTV inspection of the sewer main and discovered that the main had been bored through by a communication cable. Wastewater debris in the area was removed and the storm drainage system was cleaned out. PWC maintenance crews excavated the sewer main and repaired the bored-through section of the main. Sampling at the spill location was conducted, and results were forwarded to the DWR-FRO.

Event 4: Date: 11/7/25 Gallons: 2,750

Location: 1836 Martindale Drive

Description:

This SSO was the result of debris blockage in the sewer main. PWC maintenance personnel found bricks in the bottom of the manhole that had come from around the ring and cover. Due to the debris blockage in the main, wastewater exited from a manhole and entered a nearby storm drainage system.

Corrective measures:

PWC maintenance staff jet rodded the sewer main to remove the debris blockage and end

the spill incident. Wastewater and wastewater debris were removed from the curblin and roadway. The affected storm drainage was cleaned and vacuumed to remove wastewater. Main cleaning and CCTV inspections were conducted upstream and downstream of the spill incident to ensure that all debris was removed. Sampling was not needed since wastewater did not reach a water source.

Event 5: Date: 11/11/25 Gallons: 5,350

Location: 2550 Elcar Drive

Description:

This SSO was the result of a grease blockage in the sewer main. The issue was reported to PWC by a private resident. PWC maintenance staff were notified and responded immediately. Due to the extent of the grease blockage, wastewater exited from a sewer manhole in an easement and ponded in the easement and soaked into the ground.

Corrective measures:

The sewer main was jet rodded to clear the grease blockage and end the spill incident. Wastewater exiting from the manhole soaked into the ground and waste residue was removed from the yard area. The affected spill area was treated with lime and odor counteractant. Main cleaning and CCTV inspections were done upstream and downstream of the blockage location to ensure that all grease was removed. Sampling was conducted, and the results were forwarded to the DWR-FRO.

Event 6: Date: 2/10/26 Gallons: 36

Location: 4745 Miranda Drive

Description:

This SSO was the result of a third-party damage to a sewer main. A customer reported that water was coming up from the road and PWC maintenance staff responded. It was discovered that the sewer main was backed up and causing the overflow.

Corrective measures:

PWC maintenance personnel jet rodded the sewer main to clear the stoppage and end the spill

incident. PWC personnel performed a CCTV inspection of the sewer main and discovered that the main had been bored through by a communication cable. Wastewater debris in the area was removed and the storm drainage system was cleaned out. PWC maintenance crews excavated the sewer main and repaired the bored-through section of the main. Sampling at the spill location was conducted, and results were forwarded to the DWR-FRO.

Event 7: Date: 2/12/26 Gallons: 25

Location: 6113 Long Creek Court

Description:

This SSO was the result of debris blockage in the sewer main. PWC maintenance staff was notified by a customer that there was water coming up in the road. When PWC staff arrived, they found the sewer main to be backed up and wastewater was spilling from a nearby manhole. The wastewater was entering into a nearby storm drainage system.

Corrective measures:

PWC maintenance staff jet rodded the sewer main to clear the debris blockage and end the spill incident. Wastewater and wastewater residue was removed from the curblin and the roadway. The storm drainage system was cleaned with potable water, and the resulting waste was reclaimed by the combination jetter/vacuum truck. Sampling was conducted, and results were forwarded to the DWR – FRO.

Event 8: Date: 2/20/26 Gallons: 50

Location: 698 Georgetown Circle

Description:

This SSO was the result of third-party damage to a sewer lateral. The issue was reported by a private resident who had sewer coming up in their yard. PWC maintenance staff responded immediately and found that the sewer lateral was backed up.

Corrective measures:

The sewer lateral was jet rodded to clear the blockage and end the spill incident. Maintenance staff performed a CCTV inspection of the lateral and found that the lateral had been bored

through by a communication cable. Wastewater and wastewater residue were removed from the curblineline and the yard area. The affected storm drainage system was cleaned and vacuumed to reclaim the wastewater. PWC maintenance staff excavated the sewer lateral and made a repair to the damaged section. Sampling at the spill location was completed, and results were forwarded to the DWR-FRO.

Event 9: Date: 2/27/26 Gallons: 200

Location: 680 South Reilly Road

Description:

This SSO was the result of a debris blockage in the sewer lateral. PWC maintenance personnel were immediately dispatched to evaluate the issue. There was an active spill occurring at the time of PWC's arrival. Wastewater which escaped from the sewer system entered into a storm drainage system.

Corrective measures:

PWC maintenance staff jet rodded the sewer lateral to clear the debris blockage and end the spill incident. Wastewater and wastewater residue were removed from the curblineline and the roadway. The affected storm drainage system was cleaned and vacuumed to reclaim the wastewater. The sewer lateral was excavated to remove the debris which was lodged in the lateral piping. Sampling at the spill location was completed, and results were forwarded to the DWR-FRO.

Event 10: Date: 3/1/26 Gallons: 1,700

Location: 150 Andrews Road

Description:

This SSO was the result of a debris stoppage in a sewer lateral. The issue was reported to PWC by a customer. PWC Maintenance staff immediately responded and found wastewater coming out of the grease traps in the rear area of the buildings. The wastewater ran across the paved area and entered a nearby storm drainage system which discharged to a creek behind the property.

Corrective measures:

The sewer lateral was jet rodded to clear the blockage and end the spill incident. The wastewater and wastewater debris exiting from the grease trap were vacuumed/removed, and the affected storm drain was cleaned. Sampling was conducted and results were forwarded to the DWR-FRO.

Event 11: **Date:** 4/10/26 **Gallons:** 1

Location: 7489 Raeford Road

Description:

This SSO was the result of a pipe failure after a CIPP liner was installed. This location is at an aerial crossing and the wastewater was able to get between the CIPP liner and the steel host pipe. A PWC employee noticed a drip from the aerial crossing and notified PWC maintenance personnel. Upon arrival at the site staff confirmed that the drip coming from the aerial crossing was in fact wastewater.

Corrective measures:

PWC maintenance staff installed a full circumference repair clamp at the joint on the steel pipe where the leak was occurring to end the spill incident. PWC maintenance staff confirmed that a section of the CIPP liner was compromised and that is where the wastewater was able to get into the space between the liner and the host pipe. PWC's lining contractor is scheduled to install a new liner across the compromised section of liner to prevent any future issues with the wastewater getting out of the CIPP liner. Sampling at the spill location was conducted, and results were forwarded to the DWR-FRO.

Event 12: **Date:** 4/11/26 **Gallons:** 3,750

Location: 1936 Cedar Creek Road

Description:

This SSO was the result of a debris blockage in a sewer lateral. A customer reported to PWC that wastewater was coming out of their grease trap next to their restaurant. PWC maintenance staff responded and determined that the sewer lateral was backed up and causing the overflow from the grease trap. The lateral was televised and it was determined that the sewer lateral was cast iron pipe which was severely pitted.

Corrective measures:

PWC maintenance staff jet rodded the sewer lateral to clear the blockage and end the spill incident. Wastewater which exited from the grease trap ran into the parking area where it was contained. Wastewater and wastewater debris were removed from the parking area. Since the wastewater was contained in the parking area, no sampling was needed. PWC maintenance staff excavated the sewer lateral and renewed it to get rid of the pitted cast iron which caused the stoppage and overflow.

Town of Stedman WOCSD0537 - Summary of Collections System Performance for Fiscal Year (July 2025 – June 2026):

During the fiscal year July 2025 – June 2026, approximately 57.2 million gallons of wastewater were conveyed to the PWC collection system and treated at the Rockfish Creek Water Reclamation Facility. No reportable sanitary sewer overflows were reported to the NC Department of Environmental Quality, Water Resources Division.

NORCRESS WOCS00353 - Summary of Collections System Performance for Fiscal Year (July 2025 – June 2026):

During the fiscal year July 2025 – June 2026, approximately 31.3 million gallons of wastewater were conveyed to the PWC collection system and treated at the Cross Creek Water Reclamation Facility. No reportable sanitary sewer overflows were reported to the NC Department of Environmental Quality, Water Resources Division.

Kelly Hills - Summary of Collections System Performance for Fiscal Year (July 2025 - June 2026):

During the fiscal year July 2025 – June 2026, approximately 6.8 million gallons of wastewater were conveyed to the PWC collection system and treated at the Cross Creek Water

Reclamation Facility. No reportable sanitary sewer overflows were reported to the NC Department of Environmental Quality, Water Resources Division.

Note: Copies of sanitary sewer overflow reports are on file at the Public Works Commission's Water Resources Construction Department located at 955 Old Wilmington Road.

Treatment Systems

General Information

Facility/System Name: **Cross Creek Water Reclamation Facility**

Responsible Entity: **Fayetteville Public Works Commission**

Persons in Charge/Contact: **Peter Norris Kinto, Facilities Supervisor
(910) 223-4711**

**Michael Scott McCoy, Facilities Manager
(910) 223-4757**

Applicable Permit(s): **NPDES NC0023957
WQ0000527
NCGNE1080**

Description of Treatment Process:

The Cross Creek facility is permitted to process 25 million gallons per day (MGD) of wastewater. The treatment processes consist of an influent pump station, mechanical bar screens, grit removal, primary clarification, activated sludge system with nitrification, secondary clarification, filtration, disinfection, and dechlorination. Biosolids generated by these processes are stabilized through anaerobic digestion and recycled as fertilizer and soil conditioner to various land application sites.

Summary of Treatment System Performance for Fiscal Year (July 2025 – June 2026):

The Cross Creek Water Reclamation Facility consistently met all permit requirements in the fiscal year.

Facility/System Name: **Rockfish Creek Water Reclamation Facility**

Responsible Entity: **Fayetteville Public Works Commission**

Persons in Charge/Contact: **Peter Norris Kinto, Facilities Supervisor
(910) 223-4711**

**Michael Scott McCoy, Facilities Manager
(910) 223-4757**

Applicable Permit(s): **NPDES NC0050105
WQ0000527
NCGNE061**

Description of Treatment Process:

The Rockfish Creek facility is permitted to process 21 million gallons per day (MGD) of wastewater. The treatment processes consist of an influent pump station, mechanical bar screens, grit removal, activated sludge system with nitrification, secondary clarification, filtration, disinfection, and dechlorination. Biosolids generated by these processes are stabilized through aerobic digestion and recycled as fertilizer and soil conditioner to various land application sites.

Summary of Treatment System Performance for Fiscal Year (July 2025 – June 2026):

The Rockfish Creek Water Reclamation Facility consistently met all permit requirements in the fiscal year.

Notification and Certification

Prevention:

During the time from July 2025 – June 2026, PWC made the following efforts to reduce overflows as associated with grease:

- Conducted a public information campaign that included print and on-air advertising, information in customer newsletter, social media posts, videos, dedicated website page, community meeting handouts, and information slides on City and County Government Access Channels.
- Provided approximately 421 "Fat Trapper" grease disposal containers and 3,814 disposable bags to customers as part of "Cease the Grease" Education program.
- Conducted priority cleaning and rehabilitation of "targeted problem" sewer lines.
- Conducted customer-targeted messages about proper grease and wipes disposal using mailings, outbound calls, eBlasts, NextDoor social media posts in identified grease/wipes problem areas.

Notification:

The report shall be available on the Fayetteville Public Works Commission's website (www.FayPWC.com) and at the PWC Communications/Community Relations Division Office (910-223-4009). A statement of availability will be included in customer newsletter.

Certification:

I certify under penalty of law that this report is complete and accurate to the best of my knowledge. I further certify this report has been made available to the users or customers of the named system and that those users have been notified of its availability.



Chris Rainey
Chief Operating Officer-Water Resources Division
Fayetteville Public Works Commission

