

**West Carteret Water Corporation has begun the loan process with USDA-Rural Development to install water lines in the various areas of western Carteret County area. Final plans will be completed based on the responses received. Your property has been identified as being within the area considered. After reviewing this information, please respond to the survey sheet by the date posted. Additional mailings will be provided to those that respond.**

#### **WHAT AREAS ARE BEING CONSIDERED FOR WATER LINE EXPANSION?**

- **Miscellaneous streets and subdivisions off of the Hwy 24 corridor (from Gethsemane Gardens towards Swansboro):** Bogue Landing, Pinewood, Hardy Road, Somerset Plantation, Utopia Drive area, Trailwood Acres, Greyson Drive, Holly Lane (off of Water Oak), Blue Water Banks, Blue Heron Bay, Terrapin Court (Rollingwood Acres) and Bogue Forest S/D (off of Red Barn Rd).
- **Hibbs Road:** Western Acres, Eagle Road area and Kelly Lane
- **Nine Mile Road, Nine Foot Road, Lake Road:** All properties adjacent to Nine Mile Road and Lake Road, ending near the Craven County Line (includes Croatan Colony, Gales Creek Road/Sandhills, Bur Oaks and Deer Park); Properties along Nine Foot Road from the junction of Nine Mile and Nine Foot Roads to Masontown Road (Includes Hunting Ridge, Rams Run, Green Tree and Croatan Estate Subdivisions).
- **Roberts Road:** From Nine Mile Road two miles eastward towards Hwy 70, including Tar Kiln Ridge, Tanglewood Acres, Country Side Court, and Pine Ridge Acres Subdivisions. (The survey will include areas outside of Newport's jurisdiction sign located just east of Naval Store Drive.)
- **Hwy 58 Area:** Buster Road/Pleasant Nook area (Little Kinston), Three Oaks Lane, Silver Lake Court, and Hadnot Creek Road (off Old Church).
- **Stella Area:** Hunters Creek Road and White Oak Bluff Road.

#### **WHAT TYPE OF ORGANIZATION IS WCWC?**

West Carteret Water Corporation is a private North Carolina non-profit water corporation.

#### **WHO OWNS THE CORPORATION?**

The company is owned by the membership (water users).

#### **WHO RUNS THE CORPORATION?**

A general manager and staff run the daily operations, which are overseen by a Board of Directors elected annually by the membership.

#### **HOW IS THE CONSTRUCTION AND OPERATION OF THE WATER SYSTEM FINANCED?**

Construction funds are acquired from 40-year loans with the Rural Development. Debt service repayment and operation of the water system is made possible through the water fees collected. Therefore, unless you plan to utilize the system once installed, it is not recommended that you respond positively.

#### **WHY DO WE NEED A CENTRAL (PUBLIC) WATER SYSTEM?**

A public system helps to eliminate the potential dangers of groundwater contamination by septic tank pollution, chemicals, and other sources. An added benefit is the ability to do away with the inconvenience of individual pumps and water softeners.

#### **WHERE DOES THE WATER COME FROM?**

The water is pumped from wells located in the Croatan National Forest off NC Highway 24, far removed from the possibility of pollution.

#### **WHAT IS THE TREATMENT PROCESS?**

The raw water is pumped to the plant where it is aerated. In the plant, color (tannin) is removed and the water is softened using a resin exchange process. Ortho-polyphosphate is then injected as a corrosion control inhibitor for homes that have lead and copper in their plumbing. The water is disinfected with Chloramines, a combination of chlorine and ammonia. Also, although we do not have to use it at this time, we do have iron removal available at our plant.

#### **WHAT AREA DOES THE SYSTEM COVER?**

Construction of the entire system was installed in different phases. WCWC currently serves the Highway 24 corridor from Gethsemane Gardens (near Brandywine Bay) west to the Cedar Point Bridge, as well as, north on Highway 58 and throughout Stella. We have waterlines installed on most side streets, subdivisions, and mobile home parks. Towns included in the service area are Bogue, Cape Carteret, Peletier and Cedar Point. If you have a question about a particular location, please contact the office.

#### **DOES THE SYSTEM PROVIDE FIRE PROTECTION?**

There are two types of water systems: potable and fire protection. WCWC was funded and engineered as a potable water system; not a fire protection system. However, one of the benefits of any public system is the addition of hydrants. Since our primary purpose is to provide potable water, hydrant installation is limited. Hydrants are installed on 6-inch lines or larger in various locations for the purpose of maintaining the

water supply quality (blowing-off waterlines, testing and so forth) and where hydraulic modeling can prove that the flow will be high enough. When possible, WCWC will coordinate with towns and local fire departments to place hydrants in strategic areas. WCWC will also allow the purchase of additional hydrants by individuals and subdivisions, if the waterline will support the hydrant and it will not interfere with water quality.

#### **WILL MY FIRE INSURANCE PREMIUM BE REDUCED?**

In most cases, insurance premiums are based on the rating of your fire department combined with the distance of your home from the closest hydrant. Contact your insurance agent for more information.

#### **WHAT DOES IT COST TO HAVE A WATER SERVICE INSTALLED?**

As chartered members, you are subject to several financial advantages. First, no security (billing) deposit will be charged when setting up your account as long as you provide a social security number and driver's license. Second, a reduced connection fee is assessed, which can be paid over a 6-month period after making a minimum of \$50 initial payment. There are three (3) tap fees during special projects: preconstruction, during construction, and post construction. We are able to offer a lesser rate in the beginning because the contractor's rate is lower for taps purchased in advance and because we are able to finance those with the loan package. Once construction is underway, the cost to install water services is higher. After construction is completed, the prevailing tap fee applies. The Phase V rates are:

<b>Pre Construction tap:</b>	<b>\$ 300*</b>
	<b>*Option: \$50 downpayment/\$50 per month</b>
During Construction:	\$ 500
Post Construction	\$2,150+

#### **DO WE HAVE TO SIGN UP NOW?**

No. West Carteret Water Corporation is a voluntary system. As noted before, your participation may or may not be a deciding factor in extending lines into your area. Unless you plan to connect to the system, we do not encourage that you purchase a tap since the loan repayment will be based on anticipated water sales. As in the past, our lenders will require that each user sign a Water User's Agreement. This agreement guarantees participation or, at the very least, a monthly minimum charge for having water available on your property. That minimum charge is due for a minimum of 36 months to avoid forfeiting rights to the meter. The billing can be stopped by contacting our office after the 36<sup>th</sup> billing. This is not automatic. At that point, your meter will be removed. The service will remain locked and can be activated with a service fee, which is currently \$30.

### **WHAT HAPPENS TO THE SERVICE IF I DECIDE TO NOT HOOK UP AFTER HAVING THE METER INSTALLED?**

As noted, the minimum charge will be required for 36 months of billings. After the 36 billings, you can make written request to stop the billings and the meter will be locked. To reactivate the account, you will need to pay a service fee. Currently, the service fee is \$30. Any accounts that do not pay the minimum for that time period will be forfeited. To reinstate forfeited services, a new application must be made and the prevailing tap fee paid. No credit or refund is issued for any pretap fees already paid.

### **WHAT PERCENTAGE OF HOMES MUST HOOK-UP TO BE ADDED TO THIS PHASE?**

There is no set percentage. It depends on the cost to install water in a particular location, but we generally use 75% participation as a guide. However, if the percentage of applications and tap fees returned are significantly less than those anticipated based on the surveys, then the area may have to be reviewed to determine if construction is still feasible. Areas that do not have enough participation at this time may possibly be surveyed again in years to come.

### **HOW WILL YOU KNOW WHERE TO INSTALL MY METER?**

Meters are installed where the right-of-way line meets with the property line. Flags will be delivered to you for marking where along that line you would like the meter installed. For out of town customers, we may request a detailed drawing.

### **WHAT WILL IT COST TO HOOK MY HOME TO MY METER?**

In the past, the average cost depends on how you connect to your existing plumbing. You should contact your plumber for a quote. The County Inspection Office will inspect all installations.

### **DO I HAVE TO USE A PLUMBER?**

No, you do not have to use a plumber. However, you must still follow plumbing guidelines, which require a permit and inspection. You will need to install a cut-off valve near the meter and at the home. Also, we strongly recommend that you also install a pressure reduction valve (PRV). Note that homes with swimming pools or docks must install a special backflow preventer, known as a RPZ. In ground irrigation systems must be on a separate water meter. Hookup guides are available from the water company office by request.

### **AFTER MY SERVICE IS INSTALLED, HOW AND WHEN WILL I BE BILLED?**

You will have approximately 30 days after the system is released before your billing period will begin. Currently, WCWC uses a postcard type bill, which is mailed around the 13<sup>th</sup> - 15<sup>th</sup> of each month and due when

received. The last day to pay without a late charge is the 7<sup>th</sup> of the next month. The late fee is 5% of the balance. In addition to mailing your payment or paying in person at our office, WCWC also has on-line payment options, as well as, bank and credit card draft available.

### **WHAT WILL IT COST TO USE THE WATER?**

Generally, our customers expect a 2% cost of living increase per year. Currently, the monthly minimum residential (3/4" meter) charge is \$15.50, which does not include any water usage. Our tiered, increasing rate starts at \$6.60 per 1,000 gallons for the first 2,000 gallons. Although our average water bill is \$33, a family of four can expect billings to range from \$35-\$42 per month, more or less depending on water habits. Commercial rates depend on the meter size.

### **WILL I NEED TO KEEP MY SOFTENER?**

WCWC treats the water for color and hardness. We also inject ortho-polyphosphate for corrosion control, which is necessary for older homes with copper and lead plumbing. The choice to keep your present water softener depends on your softness preference. Soft water can be corrosive to some types of plumbing. Therefore, WCWC does not reduce the hardness to zero, but attempts to keep the water within a reasonable softness level. To compare to a home water softener, WCWC averages 4-5 grains of hardness per gallon where a home softener will likely be zero.

### **CAN I CONTINUE TO USE MY WELL?**

Although you cannot have an interconnection between your well, home and water supplied by WCWC, we do highly encourage that you use your well for outdoor watering needs. Watering the lawn or landscaping can be quite expensive. If connecting the meter to an irrigation or pool supply line, you will need to install a RPZ backflow device, as noted, which must be inspected and tested annually by a certified tester.

### **WHEN WILL CONSTRUCTION BEGIN?**

That is unknown at this time, but it is anticipated in 2014.

FOR ADDITIONAL INFORMATION, PLEASE  
CONTACT OUR OFFICE OR VISIT OUR WEBSITE AT  
[WWW.WCWC.BIZ](http://WWW.WCWC.BIZ).

*No monies are due at this time.  
If you respond positively, you will receive additional information about paying the preconstruction fee or making payment arrangements. Please note that this fee will be deposited in a non-interest bearing account and is subject to refund if potential streets have to be deleted due to nonparticipation or funding issues.*



*West  
Carteret  
Water  
Corporation*

*A nonprofit water corporation serving  
western Carteret County*

### *Phase V Expansion Project Questions & Answers*

#### **OFFICE/PLANT LOCATION**

4102 HWY 24, NEWPORT  
(5 miles east of Cape Carteret)

#### **TELEPHONE**

(252) 393-1515 or (877) 393-6829 (Toll free)  
(252) 393-1540 (Fax)

#### **E-MAIL**

General Delivery: [water@wcwc.biz](mailto:water@wcwc.biz)  
Gen Mgr/Exec Dir: [lisa.smithperri@wcwc.biz](mailto:lisa.smithperri@wcwc.biz)

*WCWC is an equal opportunity employer.*