

FREQUENTLY ASKED QUESTIONS
RELATED TO THE NASH COUNTY PUBLIC WATER SYSTEM

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Why is Nash County offering to provide public water service to the Red Oak/Dortches area now?

Nash County already provides public water service in several other parts of the county and has identified the Red Oak/Dortches community as an opportunity for expansion due to high growth and some identified water quality issues.

Will homes and businesses be required to connect to the county water system?

For existing homes and businesses, connection is strictly voluntarily. However, once the water system is in place, it will be mandatory for newly constructed homes and businesses to connect.

How much will the average monthly water bill be?

Based on the current fee schedule and average household usage (3,000 gallons per month), a typical water bill is \$48/month. Please note that there are various other one-time fees once the system becomes operational including the service initiation fee, deposit fee, connection to the meter (including your plumbing cost). If a water tap is installed but not connected, you will still be billed the minimum monthly amount once the system becomes operational at the fee schedule in effect at that time (currently \$20/month).

How will access to a public water system affect the value of my property?

Access to public water may increase the value of a home and make land more attractive to future buyers.

Will public water service continue during an electrical power outage?

Yes, under most conditions. The county water system will include standby generators for maintaining water pressure and filling tanks during typical power outages.

Where will the water come from?

Nash County will own and operate the water system infrastructure (water lines, fixtures, elevated storage tank, etc.) and send out a monthly bill with support from the Towns of Red Oak and Dortches. The drinking water is intended to primarily be sourced from newly constructed wells. A connection with the City of Rocky Mount drinking water system will allow the Northern Nash Water System to source additional drinking water needs through an existing bulk rate purchase agreement with the City of Rocky Mount.

If water conservation measures are imposed during drought conditions, how will customers be affected?

Nash County will ask all citizens to conserve water in compliance with adopted Water Conservation Measures. Even those residents not connected will be encouraged to conserve.

If I choose to connect my home to the county's public water system, may I continue to use my well?

Yes. Residents wishing to maintain their wells for yard irrigation or washing cars are allowed and encouraged to do so. However, the plumbing code will require the well to be disconnected from your home since well water quality is unknown and cannot mix with public water.

What about water pressure in my home or business?

Pressure at the customer's meter is usually better than the pressure currently coming from a well. However, pressure will vary based on ground elevation as compared to the nearest elevated tank.

If I sign up for free or pay the greatly reduced rate to have my water tap prior to or during construction of the water system – what happens next?

If a citizen signed up and paid a tap fee for a property connection within the project area, the County will continue to provide updates and anticipated service dates based on the construction project timeline. If citizens signed up and paid a tap fee for a property connection not included in the project area, the tap fee will be refunded.

Once the public water line and tap are installed at my home, who is responsible for installing the water service pipe that connects the water meter to my home?

Property owners are responsible for hiring a contractor, plumber or installing the water service pipe yourself. Please remember, a plumbing permit is required in all cases.

How does rental property take advantage of the county water system?

Similar to other residential connections, the property owner of a rental property determines whether to pay to have the water tap/meter installed by the County, and then pay a private plumber the connection costs to connect to the meter. Once the owner has connected to the waster system, they will be responsible for the monthly availability fee (\$20/month) until a tenant applies for water service. At that time, the tenant shall receive and be responsible for the monthly water bill. The property owner is not responsible for the tenant's failure to pay their monthly bill. Once a tenant has discontinued water service, the property owner will have up to six months to acquire a new tenant. After that time, the water meter will be removed, and the property owner will once again be responsible for the availability fee (\$20/month).

Where will the new water service meter be located?

The water tap/meter box is located at ground level near the public road right-of-way at a location of your choosing and subject to the operator's agreement.

Should I choose to have a ¾-inch or 1-inch tap water tap?

Generally speaking, a ¾-inch tap is sufficient and fine for most homes and small businesses. However, a 1-inch tap would better serve a customer who plans to have a future irrigation system, fill a large pool, or has a unique reason to request a larger tap. Larger businesses or customers should contact our office to discuss the appropriate size tap and meter.

Will fire hydrants be installed?

The County will install fire hydrants as permitted by state regulations on larger lines (6" and greater). However, understand this is primarily a rural system and it is not economically feasible to design the system for complete fire protection. Fire Departments will be able to fill their trucks and connect hoses to hydrants; however, fire flows will not be the same as a municipal system. An attempt will be made to locate hydrants every 2,000 feet, at major intersections, and at specific locations where possible as determined and needed by the local Fire Department.

What is the expected timeline of the project?

- Discounted signups end June 28, 2019.
- Water main construction begins June 2019.
- Water tank construction begins summer 2019.
- Construction complete fall 2020.

Where can I get more information?

Contact the Nash County Public Utilities Department, 120 West Washington Street, Suite 2004, Nashville, NC 27856. Telephone: (252) 462-2436. You can also find a map of the proposed service area, a customer application form, and more information at www.nashcountync.gov.