



2023

Annual Report

Cape Fear Public Utility Authority



Excellence in management is a common goal among organizations, both public and private. Achieving excellence is, necessarily, uncommon. After all, if nearly every organization is excellent, no organization is.

Managerial excellence typically is a holistic quality, measured against industry-specific, agreed-upon benchmarks. Among public water systems such as the Cape Fear Public Utility Authority, these benchmarks are contained within federally sponsored guidance titled “Effective Utility Management: A Primer for Water and Wastewater Utilities,” or EUM for short. Starting in 2008, collaborating organizations – including the U.S. Environmental Protection Agency (EPA), water industry groups such as the American Water Works Association, and utilities from throughout the United States – have worked to identify and define 10 attributes of effective utility management: product quality, customer satisfaction, stakeholder understanding and support, financial viability, operational optimization, employee and leadership development, enterprise resiliency, infrastructure strategy and performance, community sustainability, and water resource sustainability.

According to EUM, these attributes “are intended to help utilities maintain a balanced focus on all important operational areas rather than reactively moving from one problem to the next or focusing on the ‘problem of the day.’”

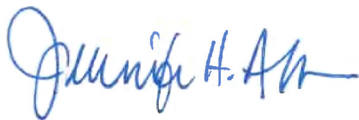
EUM has long informed our work at CFPWA to serve our customers and the community. It was a key source of guidance and inspiration for our current Strategic Plan and its initiatives.

So, how is CFPWA doing in terms of embodying the EUM attributes? Last year, the Association of Metropolitan Water Agencies (AMWA) recognized CFPWA with its Gold Award for Exceptional Utility Performance. This year, the National Association of Clean Water Agencies (NACWA) selected CFPWA as one of only two utilities nationwide to receive its own Gold Recognition, which acknowledges substantive effort to implement seven of the 10 attributes. In announcing the award, NACWA wrote that it recognizes CFPWA’s “commitment to sustainable, successful programs that exemplify the attributes of an effectively managed utility.” NACWA also selected CFPWA as one of only two representative utilities on a national taskforce to update EUM on its 15-year anniversary. You can read more about the Gold Award on Page 4 of this year’s Annual Report.

On behalf of our Board and the employees of CFPWA, we thank you for your continued support and invite you to explore our work in the pages of this report.



Kenneth Waldroup, P.E.
CFPWA Executive Director



Jennifer Adams
CFPWA Board Chairwoman

Inside this Report...

NACWA Excellence in Management Award	4
Major Projects.....	6
Southside Plant Replacement Project	8
Partnership for Water Connections.....	10
Customer Satisfaction Survey	11
Financial Reports.....	12
Board Members.....	14
Executive Team.....	16
Committee Reports	17
Awards	19

This Report is available at CFPWA.org.



Connect with CFPWA on social media



Gold

The National Association of Clean Water Agencies is pleased to recognize

Cape Fear Public Utility Authority, NC

in recognition of their commitment to excellence in utility management through the implementation of sustainable, successful programs that exemplify the attributes of an effectively managed utility.

NACWA Chief Executive Officer

Gold Standard



Across the United States there are roughly 50,000 drinking water utilities. They range from rural municipal systems serving a handful of neighborhoods to organizations with millions of customers in America's largest cities.

In 2023, Cape Fear Public Utility Authority received an honor letting us know where we rank among our thousands of peers in the water and wastewater industry. The National Association of Clean Water Agencies (NACWA) announced in May that CFPUA was one of two utilities honored with a Gold Recognition in its 2023 Excellence in Management Pro-

gram, the second-highest level of recognition.

A guiding document for U.S. water utilities is the Effective Utility Management primer (EUM). The EUM was finalized in 2008 – coincidentally the same year CFPUA was formed – using input from regulators, industry groups, and utilities nationwide.

A Gold Recognition from NACWA acknowledges that a utility has implemented at least seven of the Ten Attributes of Effectively Managed Water Sector Utilities laid out in the EUM:

- **Product Quality**
- **Financial Viability**
- **Customer Satisfaction**
- **Stakeholder Understanding and Support**
- **Operational Optimization**
- **Employee Leadership and Development**
- **Enterprise Resiliency**
- **Infrastructure Strategy and Performance**
- **Community Sustainability**
- **Water Resource Sustainability**

These attributes are not just guiding principles for our utility; they are built into the Strategic Plan that CFPUA adopted in 2022, which directs our organization's mission, vision, and values.

Over the past two years, this Strategic Plan has been the launch pad for several initiatives, including expanded employee leadership training, CFPUA's first customer satisfaction survey (read more on page 11), an ambitious carbon emissions reduction goal, and adopting an organization-wide management system for improved data sharing.

Earning a Gold Recognition ranks CFPUA – which serves an estimated 200,000 people – among utilities with significantly larger operations and customer bases. Recent NACWA Gold honorees include D.C. Water, the City of Columbus, Ohio Department of Public Utilities, and the Orange County, California Sanitation District.

NACWA's recognition also comes on the heels of CFPUA winning the Association of Metropolitan Water Agencies' (AMWA) 2022 Gold Award for Exceptional Utility Performance.

While it is an honor to be recognized nationally among our utility peers, we are most proud of the fact that the services we provide each day to our customers are meeting and exceeding the highest standards of the water and wastewater industry.

Photo: (From left) CFPUA Executive Director Kenneth Waldroup, CFPUA Board Treasurer Wes Corder, NACWA Awards Committee Chair Laura Briefer, and CFPUA Assistant Operations Director Matthew Tribett during NACWA's Summer Award Ceremony in July in Louisville, Kentucky.

Major Projects

Northern Regional Pump Station Phases A and B

What: Pump Station 155 Upgrade, construction of an additional pump station, and installation of multiple sanitary sewer force mains and a water line

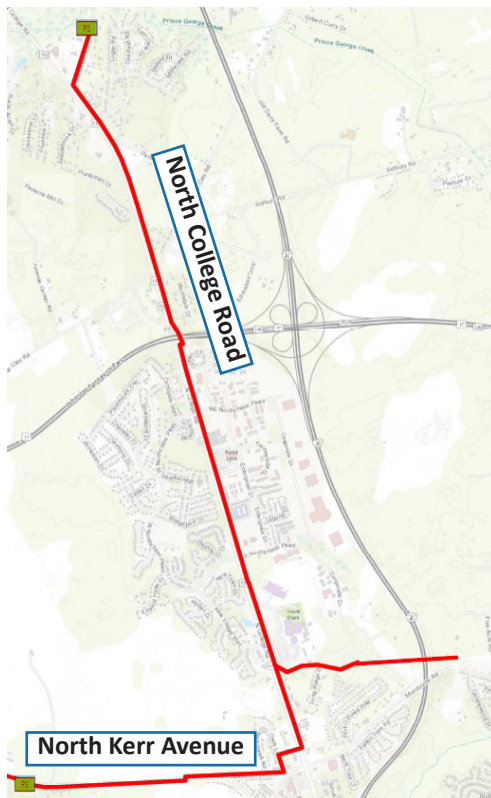
Project Start: November 2023

Project Complete: April 2026

Cost: Phase A: \$16.9 million, Phase B: \$32.6 million

Details: The Northern Regional Pump Station and Force Main project will significantly increase sewer conveyance capacity in northern New Hanover County. Phase A of the project consists of significant upgrades for capacity to the existing regional pump station (PS 155) and the construction of approximately 4,500 feet of 10-inch, 5,000 feet of 16-inch, and 20,000 feet of 24-inch diameter sewer force mains along North College Road.

Phase B consists of constructing a new major regional pump station on North Kerr Avenue near Truesdale Road and a new 24-inch sewer force main from the pump station to the Northside Wastewater Treatment Plant. Phase B of the project is funded by an American Rescue Plan Act grant through N.C. Wastewater Reserve.



Motts Creek Pump Station (PS 69) Replacement

What: Replacement of the existing pump station to increase its capacity from 1.76 million gallons per day (MGD) to 4.18 MGD.

Project Start: May 2021

Project Complete: June 2024

Cost: \$9.5 million

Details: The new station is being built within the footprint of the existing site, meaning the new station must be constructed while maintaining operations at the old station and access for CFPWA staff. Contractors are currently working on the installation of equipment inside the electrical building, installing the interior coatings inside the grinder channel, and installing the equipment racks next to the wet well. Once the new station is online, the old station will be demolished.

Greenfield Lake Force Main Replacement

What: Replacement of the existing force main from the Greenfield Lake Pump Station (PS 14) to the Southside Wastewater Treatment Plant

Project Start: July 2022

Project Complete: December 2023

Cost: \$9.7 million

Details: The Greenfield Lake Force Main was built in 1970 and leads from PS 14 to the Southside Wastewater Treatment Plant. The force main reached the end of its useful life, and its 3.5-mile route was in a high-traffic area, with difficult access due to proximity of the Port of Wilmington and N.C. DOT and CSX railway assets.

The replacement force main runs approximately 16,000 feet through the Sunset Park neighborhood and was constructed of C900 PVC.

Granular Activated Carbon Regeneration

What: Regeneration and replacement of Granular Activated Carbon (GAC) media in contactors at the Sweeney Water Treatment Plant

Project Start: March 2023

Project Complete: Ongoing

First Year Costs: \$3 million

Estimated Yearly Costs: Up to \$5 million

Details: CFPWA brought the GAC contactor facility online at the Sweeney Water Treatment Plant in October 2022. These contactors were constructed to remove per- and polyfluoroalkyl substances (PFAS) originating from Chemours' Fayetteville Works plant.

GAC removes contaminants through a process known as adsorption. PFAS clings to the surface area of the GAC particles as water flows through the contactors. Over time, the GAC adsorbs more and more PFAS and there is less surface area available. To keep the contactors operating effectively, the GAC media must periodically be removed and regenerated to destroy accumulated PFAS. Using experience gained in this first year of operating the GAC contactors and adjusted target finished PFAS levels, CFPWA water treatment staff have developed a schedule for some spent GAC media to be regenerated approximately every two months.



Veterans Park Water Tower Rehabilitation

What: Painting, recoating, and safety improvements at the elevated water tank in Veterans Park

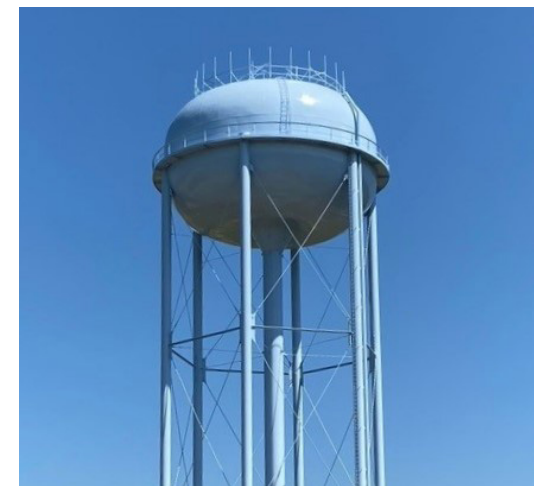
Project Start: January 2023

Project Complete: April 2023

Cost: \$775,000

Details: The Veterans Park Elevated Water Tank is one of 10 water towers owned and operated by CFPWA. This project rehabilitated the tank and added aesthetic improvements. The rehabilitation project included washout, surface preparation, and overcoat of the tank interior, as well as exterior coating removal, surface preparation, and recoating.

In addition to the recoating and painting, new safety climb equipment was added to the tank, a roof access hatch was replaced, and catwalk drainage was improved.



Employee Spotlight:
Bernice Johnson

Senior Project Manager Bernice Johnson is one of the original CFPWA employees, joining the organization when we formed in 2008. Combined with her time working for New Hanover County, she has more than 20 years of service to our community's water and sewer customers.

Bernice works with developers to ensure new neighborhoods and commercial areas are connected to CFPWA services.

"I am very customer service-driven and people-oriented," she said. "Working with customers and developers can be very rewarding and allows me to help bring projects to life."

This year, Bernice was selected for the Wilmington Chamber of Commerce's Leadership Wilmington program.

A New Southside Plant

Project Highlights:

- Timeline: 2023-2030
- Construction begins: Late 2024/early 2025
- Budget: \$240 million
- Capacity increase: From 12 MGD to 16 MGD

By 2030, CFPUA will fully replace its Southside Wastewater Treatment Plant. This effort, the largest capital project in CFPUA's history, took its first steps this year with the start of engineering and design.

Located on River Road south of the Port of Wilmington, the Southside Plant was constructed in 1972. The plant began operating the same year that Congress approved the Clean Water Act, aimed at reducing pollution, including from wastewater plants, in the nation's waterways.

Over the years Southside has undergone numerous upgrades to

expand its capacity and keep up with evolving regulations. But at 51 years old, much of the plant's infrastructure has reached the end of its useful life. As New Hanover County and CFPUA's customer base continue to grow, the plant is also in need of a treatment capacity upgrade from 12 million gallons per day (MGD) to 16 MGD.

In September, CFPUA's Board voted to award a \$13,067,660 contract to Crowder Construction Company for Phase 1 Services for the project. Phase 1 services includes an engineering report, site survey, 75 percent design specifications and drawings, permits acquisition,

and other pre-construction work. The \$13 million value of Phase 1 is approximately 5.4 percent of the project's budget of \$240 million. Phase 1 is expected to be completed by July 2025.

Driven mainly by costs associated with the Southside Replacement Project, the CFPUA Board this year approved an increase to the rates CFPUA customers pay for service. Under CFPUA's Fiscal Year 2024 Budget, the average residential customer's monthly bill for combined water and sewer services increased by \$3.19, or 4.6 percent, starting with services delivered July 1, 2023. However, CFPUA continues to pur-

sue project funding opportunities that could reduce the project's rate impacts.

This summer, CFPUA was approved for a \$35 million low-interest loan from the N.C. Department of Environmental Quality (NCDEQ) Division of Water Infrastructure for the project. The low-interest (1.76 percent) loan from the Clean Water State Revolving Fund will lower the overall amount CFPUA will have to borrow for this project.

CFPUA will post updates throughout the course of the project at [CFPUA.org/Southside](https://cfpu.org/Southside).

Employee Spotlight: Marco Merrick

Keeping CFPUA's 1,100 miles of sewer mains flowing sometimes requires cleaning clogs and fixing breaks. Camera Operators like Marco Merrick send remote-controlled CCTV equipment deep into sewer lines to quickly spot issues.

"Viewing the surface doesn't fully show the possible defects underground," Marco said. "You would be amazed about all the things I see in the sewer main, from cell phones to baby gators and squirrels."

Marco has been with CFPUA for 10 years. An avid learner, he recently earned his Wastewater Operator Collection 1 Certification and is completing an Associates Degree at Cape Fear Community College, majoring in Psychology.

2023 Timeline

January 3: CFPUA's two largest water systems – Sweeney and Richardson – are consolidated into a single distribution system. Sweeney sources raw water from the Cape Fear River and treats about 80 percent of drinking water CFPUA distributes to customers. Richardson treats raw water from groundwater wells and produces

about 15 percent of CFPUA's drinking water, distributed in portions of northern New Hanover County and the Ogden and Porters Neck areas. The integration does not affect the operation of the two treatment plants. The Monterey Heights system in southern New Hanover County continues to operate as a separate system.

February 22: An online tool is

launched for customers to view recent boil water advisories (BWAs) across CFPUA's service area. The map is available at [CFPUA.org/BWA](https://cfpu.org/BWA), and a link can be found on the [CFPUA.org](https://cfpu.org) homepage.

March 24: CFPUA files a lawsuit in Delaware's Court of Chancery seeking to prevent financial restructuring involving DuPont, Chemours, and related companies from shield-

ing them from liability for damage resulting from PFAS contamination at the Fayetteville Works chemical plant. The suit alleges that in 2013 DuPont faced mounting legal liabilities for contamination related to its PFAS manufacturing and "began consideration of restructuring transactions ... to avoid responsibility for the widespread environmental harm that DuPont's PFAS contamination had caused and

shield billions of dollars in assets from these substantial liabilities." Restructuring activities cited in the lawsuit include DuPont's creation of Chemours, DuPont's merger with the Dow Chemical Company, and the creation of Corteva Inc., which holds DuPont as a subsidiary.

April 12: CFPUA's Board holds its first monthly meeting in the newly completed New Hanover County

Administration Building at 230 Government Center Drive. CFPUA Board meetings are held in Rooms 138/139 on the ground floor of the administrative building.

April 24: CFPUA crews stop a sanitary sewer overflow on Whisper Creek Lane near Beasley Road. A pump station crew foreman discovered a sewer force main leak at 8 a.m. The leak stopped at 8:16

Partnership for Water Connections

CFPUA and New Hanover County launched a trio of initiatives this year to help bring clean drinking water to unserved parts of our community.

In October 2022, CFPUA brought new granular active carbon (GAC) filters online at our Sweeney Water Treatment Plant, equipping the plant to effectively treat drinking water for GenX and other PFAS compounds. Since then, residents from neighborhoods served by private wells, many of whom are dealing with groundwater contamination from Chemours' PFAS, have begun asking about their options for tapping into CFPUA services.

Connecting to the public water system requires that 1) a CFPUA water main is adjacent to the property and, 2) the property owner is willing and able to pay for the costs of extending services to their home or business. In most instances, the costs of connecting to water service exceed \$5,000, an amount that is a

financial challenge for many in our area.

In April, New Hanover County approved \$40,000 to construct four community water stations across the county. These stations, which join two existing water stations at Ogden Park and Veterans Park, will allow residents to fill containers with treated CFPUA drinking wa-

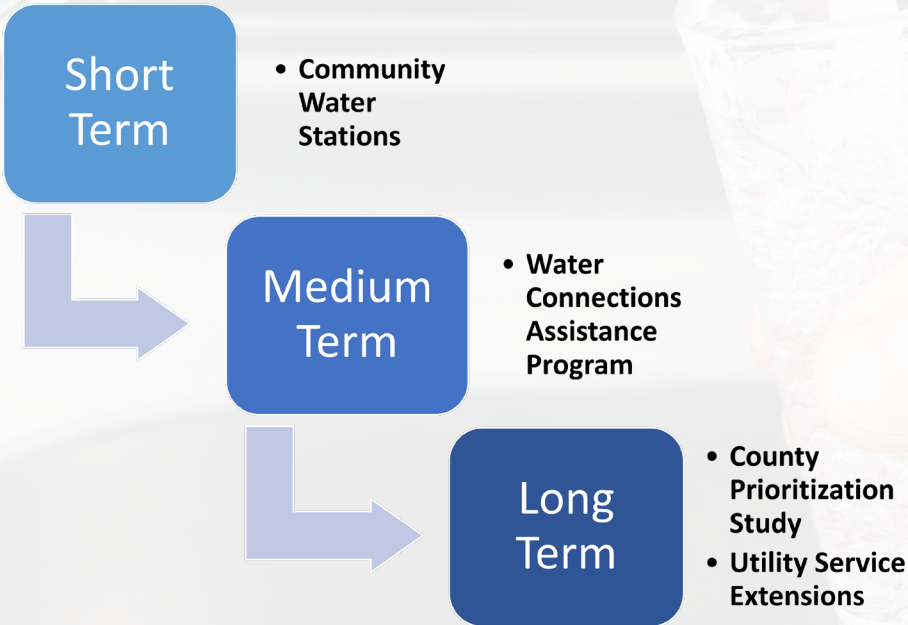
ter at no cost to them. The first of these stations is being installed on Chair Road in Castle Hayne, with County staff evaluating sites for the other three stations.

The County also earmarked \$500,000 in its Fiscal Year 2024 budget for a pilot program to assist homeowners in the Rockhill Road community with the costs of con-

necting to CFPUA water services. This will allow us to help residents afford connection without CFPUA's current customers having to subsidize new water service lines. In addition, North Carolina's 2023 State Budget allocated \$18 million to CFPUA for drinking water extensions to unserved communities, funds that could be used in support of this effort.

Finally, CFPUA with the County will be conducting a study to prioritize unincorporated areas for potential utility extensions. Staff is also reviewing long-term options for extending water and sewer services to more parts of our community. This includes reevaluating growth and development policies and working with our State and Federal partners to secure funding for more utility infrastructure.

Through these partnerships, CFPUA and New Hanover County are committed to helping more families tap into quality water service.



Survey Says...

In summer 2023 CFPUA conducted its first customer satisfaction survey, providing quantitative, detailed data on customers' experiences with staff, our community's priorities for water and sewer service, and opportunities for growth across the organization.

A cornerstone of CFPUA's Strategic Plan, approved by the CFPUA Board in 2022, is customer satisfaction and stakeholder understanding. To conduct our first customer survey, CFPUA contracted with ETC Institute, an industry leader in data work for utilities and municipalities. The survey received 1,073 responses from customers throughout our service area, statistically representative of the opinions of residential customers overall. Among the highlights of the survey:

- Of customers who said they have interacted with staff within the last two years, 88 percent were "very satisfied" or "satisfied" with the politeness of staff.
- Eighty-two percent were

satisfied with the technical skills of staff.

- Eighty-one percent were satisfied with the overall responsiveness to their request, question, or concern.
- The vast majority of customers are satisfied with the reliability of water service (85 percent) and sewer service (83 percent).
- Customers overwhelmingly agreed that the safety of drinking water should be CFPUA's priority over the next 5 years, with nearly 7 in 10 respondents selecting it as their top choice.

The results of this survey will help staff understand customers' priorities, identify opportunities where we can improve, and help measure the effectiveness of community outreach efforts. It also will allow us to develop benchmarks for growth in future surveys, ensuring our goals as a utility reflect customers' wants and needs.

a.m. after a nearby pump station was shut down. CFPUA crews using pump-and-haul operations were able to capture about 1,000 gallons of untreated wastewater and return it to the sewer system. An estimated 2,000 gallons reached a tributary to the headwaters of Hewletts Creek.

June 4: According to a recent announcement, Chemours and

other parties in multiple pending federal PFAS litigation cases have reached an Agreement in Principle. From the information available, the proposed settlement would not cover utilities in the Lower Cape Fear River basin, including CFPUA, unless such utilities decide to participate. CFPUA notes it is unaware how much individual utilities would receive from the proposed settlement, but CFPUA's financial losses

and future financial commitments to address Chemours' pollution are substantial, and any settlement must substantially address these damages. CFPUA's own separate litigation will continue until the polluter provides solutions that meet our community needs.

June 14: The CFPUA Board approves the organization's fiscal year 2024 (FY24) operating budget,

which totals \$112.9 million, a 13.9 percent increase over the FY23 budget. Under the FY24 budget, the average residential customer's monthly bill for combined water and sewer services will increase by \$3.19, or 4.6 percent, starting with services delivered July 1, 2023. The rate increase is driven mainly by costs to replace CFPUA's Southside Wastewater Treatment Plant (SSWWTP). SSWWTP was constructed

more than 50 years ago, in 1972. Although it continues to meet regulations, SSWWTP is reaching the end of its useful life and must be replaced. The work will replace the existing plant with new infrastructure and modern treatment technology and provide an additional 4 MGD (million gallons per day) capacity for future growth for a total treatment capacity of 16 MGD.

June 14: The CFPUA Board recognizes outgoing member Larry Sneed for more than a decade of service to CFPUA and its customers. Mr. Sneed was first appointed to the CFPUA Board in 2012 by the New Hanover County Board of Commissioners. During his tenure, he served as Board Secretary and Treasurer, as Chairman of the Board's Long Range Planning Committee, and as a member of the

Financial Reports

Statement of Net Position*

Date: June 30, 2023

ASSETS	
Current assets	\$90,554,357
Non-current assets, including capital assets	\$872,689,498
Total assets	\$963,243,855
DEFERRED OUTFLOWS OF RESOURCES	
	\$19,122,468
LIABILITIES	
Current liabilities	\$40,936,806
Noncurrent liabilities	\$280,849,767
Total liabilities	\$321,786,573
DEFERRED INFLOWS OF RESOURCES	
	\$2,153,434
NET POSITION	
Net investment in capital assets	\$586,552,396
Restricted	\$10,061,434
Unrestricted	\$61,812,486
Total net position	\$658,426,316

This statement shows the Authority’s net position – the extent to which the Authority’s assets exceed its liabilities. This statement categorizes net position into three types:

- 1) Net investment in capital assets is equal to the depreciated value of the Authority’s capital investment in water and sewer infrastructure less any outstanding amount of debt used to acquire or construct those assets. These amounts are not available to fund the Authority’s ongoing operations.
- 2) Restricted net position represents assets and liabilities that are restricted by law, Board action, or outside parties. For the Authority, the amount in this category is the amount restricted to pay principal and interest on outstanding debt.
- 3) Unrestricted net position is the portion of total net position that is available to fund the Authority’s ongoing operations. A relatively high amount of unrestricted net position is an indication of financial health and resilience.

*** Information contained on this page is unaudited. CFPUA maintained Aa1 and AA+ credit ratings from Moody’s and S&P, respectively. Both ratings are just one notch below the highest-possible rating.**

Statement of Revenues, Expenses, and Changes in Net Position* Fiscal year ended June 30, 2023

REVENUES	
Operating revenues	
Charges for services	\$91,473,039
System development charges	\$8,143,955
Other operating revenues	\$2,846,201
Nonoperating revenues	
Investment earnings	\$1,993,569
Grants	\$3,620,524
Other nonoperating revenues	\$999,287
Total revenues	\$109,076,575
EXPENSES	
Operating expenses	\$61,255,865
Depreciation and amortization	\$29,630,931
Nonoperating expenses	\$7,999,695
Total expenses	\$98,886,491
Increase in net position before capital contributions	\$10,190,084
Capital contributions	\$18,663,160
Increase in net position	\$28,853,244
Net position, July 1	\$629,305,302
Net position, June 30	\$658,426,316

This statement shows how the Authority’s net position has changed from the prior fiscal year.

The Authority’s net position increased by \$28.9 million during FY23. The improvement in the CFPUA’s net position is directly attributable to the continued commitment to fund more investments in CFPUA’s water and wastewater system with rate revenues as opposed to debt.

Because of these policies, CFPUA has limited the amount debt used to fund capital investments, which will save rate payers in the future through reduced interest costs.



Employee Spotlight:
Mackenzie Coulter

CFPUA has infrastructure in every corner of our community. Real Estate Manager Mackenzie Coulter makes sure the organization has the properties it needs to support projects for our growing customer base.

Some days may see Mackenzie preparing offers or negotiating with property owners on easements. Other times, she’s helping the neighbors of CFPUA facilities make sure they have the variances they need for things like fences or landscaping. Her goal is always to reach the best solution for all parties involved.

“CFPUA employees truly care about customers,” she said. “No decision, whether it affects one customer or all customers, is made hastily.”

Sustainability Committee. August 9: Mr. William (Bill) R. Smith, P.E., is sworn in as CFPUA’s newest Board member. Mr. Smith will also serve on the Board’s Long Range Planning Committee. Mr. Smith was appointed by the New Hanover County Board of Commissioners. His term will run through 2026. A native of Portsmouth, Virginia, and a graduate of Virginia Tech, Mr. Smith worked for more

than 50 years as a civil engineer. August 16: CFPUA offices at 235 Government Center Drive are closed to all in-person visits following an overnight plumbing leak in the building. Two days later, it is announced that the offices will remain closed until further notice, to allow for remediation and repair of extensive damage. August 23: CFPUA opens a tem-

porary customer service lobby at New Hanover County Government Center, located at 230 Government Center Drive. August 24: CFPUA asks the State to add perfluoropropanoic acid (PFPrA) to a group of PFAS compounds prioritized for study, including assessment of potential health risks. The request was made in a letter sent to Sushma Mase-

more, Assistant Secretary of the N.C. Department of Environmental Quality, and Tom Augspurger, Ph.D., Chairman of the N.C. Secretaries’ Science Advisory Board. This letter is one of several actions related to PFAS treatment outlined at CFPUA’s August 9 Board meeting, including adjusting operations at CFPUA’s new GAC filters at the Sweeney Water Treatment Plant to further maximize effective PFAS removal.

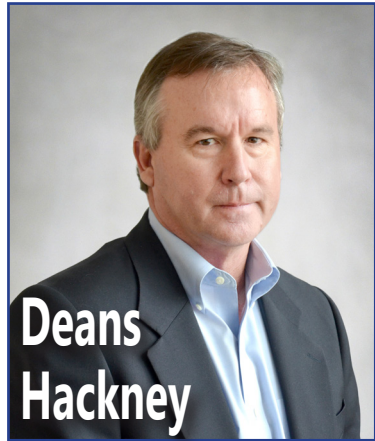
August 31: The opening of CFPUA offices is delayed until 12:30 p.m. due to expected impacts from Hurricane Idalia. September 13: At its regular monthly meeting, the CFPUA Board votes to award a \$13,067,660 contract to Crowder Construction Company for Phase 1 Services for the Southside Wastewater Treatment Plant Replacement and

Upgrade Project. The project will replace CFPUA’s existing Southside Wastewater Treatment Plant, which was constructed in 1972. September 22: The N.C. Senate casts final vote to approve the State Budget, which includes a total of \$35 million for CFPUA, \$18 million for drinking water extensions to unserved communities and \$17 million for water system consolidation. ■

Board Members



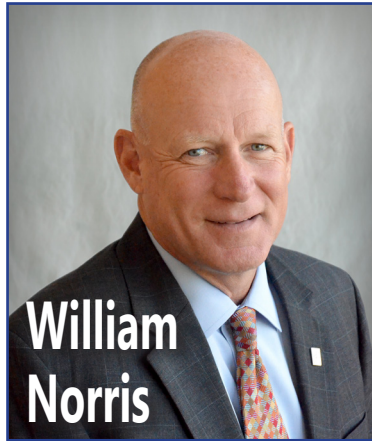
Jennifer Adams
Chairwoman
Appointed by New Hanover County
Seated in 2016
Term ends 2025
Committees: Executive, Finance, & Sustainability



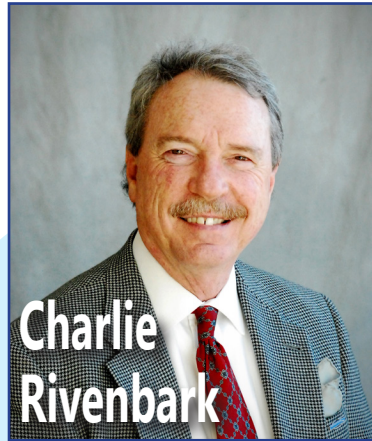
Deans Hackney
Vice-Chairman
Appointed by the City of Wilmington
Seated in 2018
Term ends 2025
Committees: Executive, Finance, & Long Range Planning



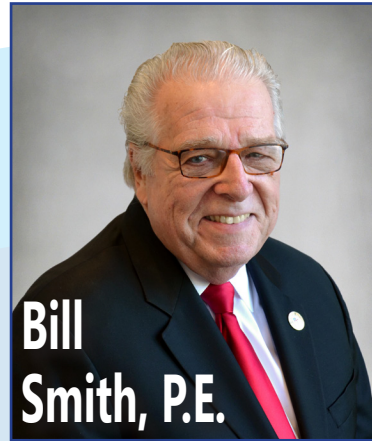
Jessica Cannon, M.D.
Secretary
Appointed by the City of Wilmington
Seated in 2019
Term ends 2026
Committees: Communications, Executive, Human Resources, & Sustainability



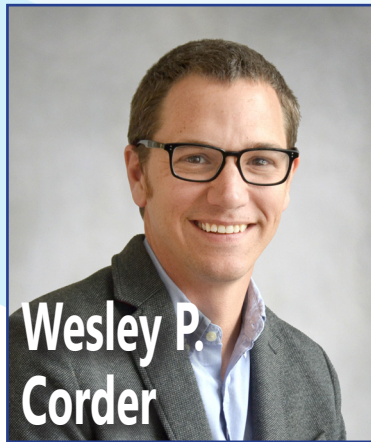
William Norris
Vice-Chairman
Appointed by the City of Wilmington
Seated in 2013
Term ends 2024
Committees: Executive, Finance, & Human Resources



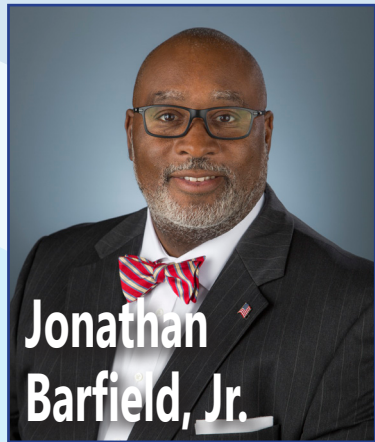
Charlie Rivenbark
Councilman
Appointed by the City of Wilmington
Seated in 2010
Term ends 2024
Committees: Long Range Planning



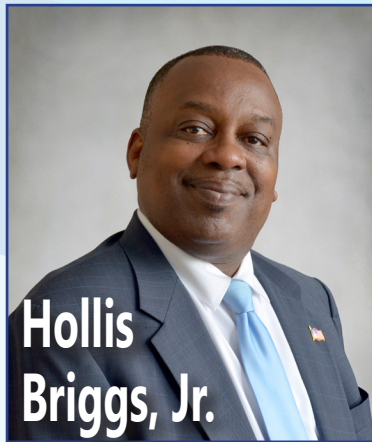
Bill Smith, P.E.
Member
Appointed by New Hanover County
Seated in 2023
Term ends 2026
Committees: Long Range Planning



Wesley P. Corder
Treasurer
Jointly appointed by the City of Wilmington and New Hanover County
Seated in 2017
Term ends 2023
Committees: Communications, Executive & Finance



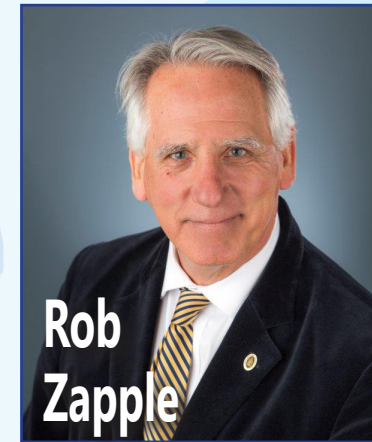
Jonathan Barfield, Jr.
Commissioner
Appointed by New Hanover County
Seated in 2019
Term ends 2023
Committees: Communications & Human Resources



Hollis Briggs, Jr.
Member
Appointed by New Hanover County
Seated in 2019
Term ends 2025
Committees: Communications, Human Resources, & Long Range Planning



Luke Waddell
Councilman
Appointed by the City of Wilmington
Seated in 2022
Term ends 2025
Committees: Communications and Sustainability

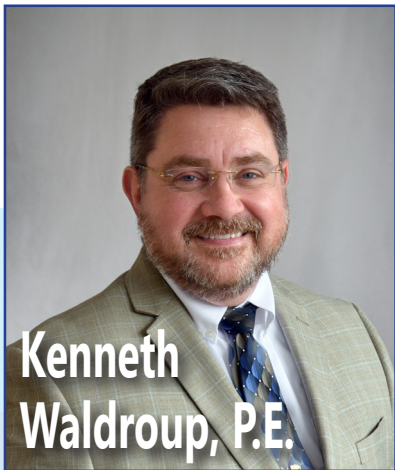


Rob Zapple
Commissioner
Appointed by New Hanover County
Seated in 2019
Term ends 2023
Committees: Finance, Long Range Planning, & Sustainability



Donna S. Pope
Clerk to the Board

Executive Team



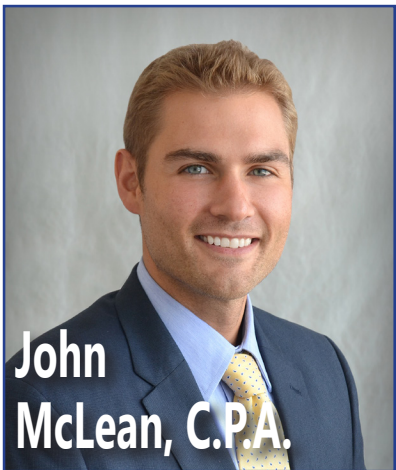
**Kenneth
Waldroup, P.E.**

Executive Director



**Beth
Eckert**

**Deputy Executive Director,
Environment, Sustainability, &
Linear Assets**



**John
McLean, C.P.A.**

**Deputy Executive Director,
Chief Financial Officer**



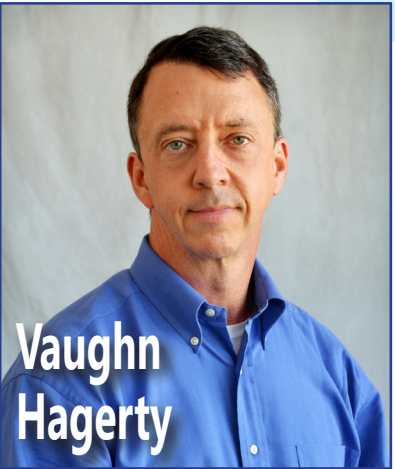
**Carel
Vandermeijden, P.E.**

**Deputy Executive Director,
Treatment/Engineering**



**Cord
Ellison**

Chief Information Officer



**Vaughn
Hagerty**

Director of Communications



**Kristi
Irick**

Director of Customer Service



**Lori
McKoy**

Director of Human Resources

Committee Reports

Communications Committee

The Communications Committee is a standing committee that meets as needed to provide guidance about CFPUA’s communications strategies to deliver information to customers and stakeholders.

In 2023, the Communications Committee approved initiatives to support the Strategic Plan outcome to enhance customer satisfaction and stakeholder understanding, including questions for CFPUA’s first independently conducted customer satisfaction survey. The survey was completed over the summer, with results presented to the entire Board on September 13.

Executive Committee

The Executive Committee, which comprises officers of the Board, met monthly to review Board meeting schedules and agendas, appoint committee members, and receive legal advice. The Executive Committee also reviewed legal issues that affect CFPUA.

The committee consults with other members of the Board who have expertise or interest in certain areas and solicits input from the public. Members oversee and monitor the performance of the Executive Director.

Finance Committee

The Authority’s Treasurer serves as Finance Committee Chair. During Fiscal Year 2023, the Committee reviewed and recommended agenda items relating to a variety of financial issues including the approval of significant construction and services contracts, the approval of strategic plan initiatives, the approval of the Fiscal Year 2024 operating and capital budgets and adoption of the system development charges for Fiscal Year 2024. Work is currently underway with a consultant to develop a new rate model and to review the current rate structure.

The Committee approved important Interlocal Agreements, including one with New Hanover County, for water and sewer mains in the northern part of the county, which supplements the ARPA funding received the prior year. Multiple items were reviewed by the Committee relating to this funding. Additionally, the Southside Wastewater Treatment Plant upgrade is progressing, with the Committee approving the design build procurement for the project. The Committee received and discussed the Annual Comprehensive Financial Report (ACFR) for the fiscal year ended June 30, 2022, prepared by CFPUA staff. The auditor presented a “clean” opinion on this report, which also received the Government Financial Officers Association’s Certificate of Achievement for Excellence in Financial Reporting.

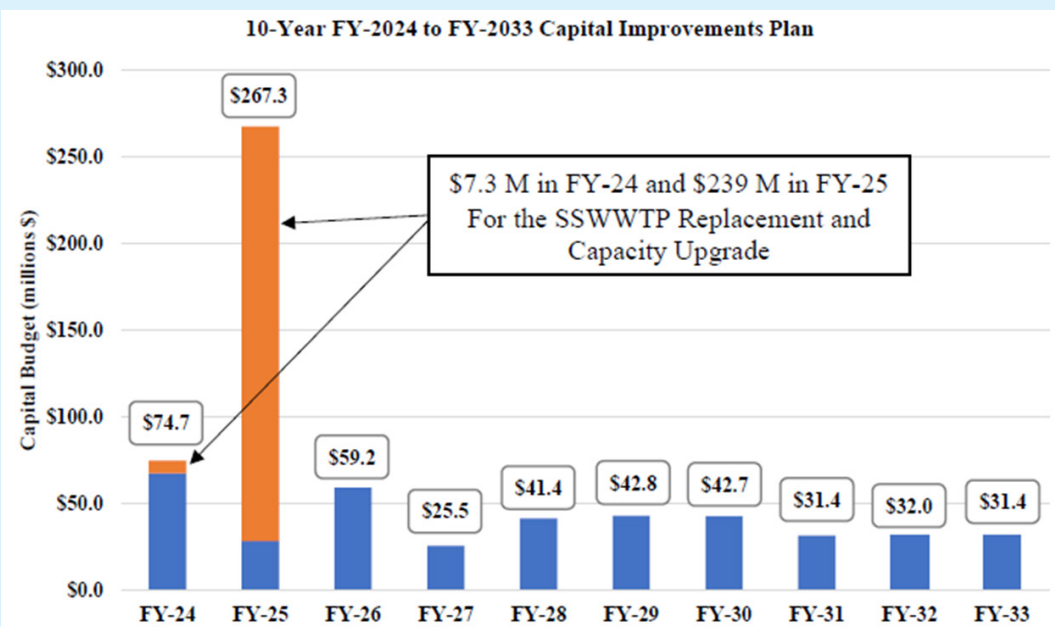
Human Resources Committee

The Human Resources Committee is a standing committee that meets as needed. The committee reviews, advises on, and recommends actions on matters involving CFPUA employees or as designated by the Board. The Human Resources Committee met periodically during the fiscal year. Items considered at the meetings included initiatives on staff and leadership development, diversity, equity, and inclusion related to the Strategic Plan, and the creation of a Workforce Development Manager position for the organization.

Committee Reports

Long Range Planning Committee

The Long Range Planning Committee generally met monthly during fiscal year 2023 and reviewed more than 12 action/information items and presentations. The committee's reports included items requiring Board action and other noteworthy information that were reported to the Board during its regular meetings.



Significant achievements during this reporting period included the development and approval of the FY2024 Capital Improvement Program and the 10-year Capital Improvement Program for FY2024 through FY2033.

The committee received updates on strategic projects and initiatives, including:

- Compliance update on Cape Fear Public Utility Authority's Local Water Supply Plan for 2022
- Evaluation of Linear Asset Management
- FY2024 CIP Drivers and Funding Challenges
- Lead and Copper Rule Compliance Update
- Northern New Hanover County Water and Sewer Projects Update
- Private Wells Adjacent to Water but Not Connected to CFPWA
- Southside Wastewater Treatment Plant Replacement and Capacity Upgrade Project Update
- Water Master Plan 2023
- Water Service Line Inventory Procurement Strategy
- Wet Weather Model Development
- Southside Wastewater Treatment Plant Procurement Delivery Method Presentation
- Growth Policy Update

Sustainability Committee

The Sustainability Committee generally met monthly to review CFPWA's environmental and social sustainability initiatives and to make recommendations to the Board. Items taken up by the committee this year included rate affordability strategies and potential projects to help CFPWA meet its organization-wide carbon emissions reduction goal of 43% by 2030, such as expanding CFPWA's fleet of low-emissions vehicles, facility changeouts to LED lighting, evaluating the feasibility of solar photovoltaic panels at facilities, desire to continue looking for win-win solutions for gaining efficiencies and matching grant dollars, and biogas capture and reuse equipment at the new Southside Wastewater Treatment Plant.

2023 Awards

National Association of Clean Water Agencies:

- Gold Recognition, Excellence in Management Program
- Peak Performance Gold Award: Northside Wastewater Treatment Plant
- Peak Performance Gold Award: Southside Wastewater Treatment Plant

Government Finance Officers Association:

- Certificate of Achievement for Excellence in Financial Reporting, 14th consecutive year
- Distinguished Budget Presentation Award, 12th consecutive year

N.C. Division of Water Resources:

- Sweeney Water Treatment Plant: Area Wide Optimization Award, 16th consecutive year

N.C. Department of Labor Achievement in Outstanding Health and Safety:

- Administrative Services: Silver
- Customer Service: Gold
- Engineering: Gold
- Environmental Management and Sustainability - Community Compliance: Gold
- Environmental Management and Sustainability - Laboratory Services: Gold
- Utility Services - Pump Station Maintenance: Silver
- Utility Services - Water Quality and Locate Services: Gold
- Wastewater Treatment - Southside: Gold
- Water Treatment - Richardson: Gold
- Water Treatment - Sweeney: Gold

Employee Years of Service

35 Years

William "Art" Kenan

30 Years

Robert C. Mazzeo

25 Years

David B. Dailey
Robert P. Daughtry, Sr.
Frank Styers
Timothy Tinch
Josie M. Waters
Edward A. Wilson

20 Years

Donald Bryant
Ottis Bryant
Lorraine Furr
Katherine Willis

15 Years

Larry Alston
Sherri Anderson
Angela Burney
Lolita Clarida
Willie Cooper
Jill Deaney
Donald Singleton
Jimmy Wallace
Ernest Webb
Michael D. White

10 Years

Ronald Burns
Felicia Caison
Michelle "Shelly" Dobo
Jamie Grimes
John Hollerbush
Lucy Holliday
Kyle Lewis
Matthew Tribett
Collin Whitehead

5 Years

David Baggett
Skip Berner
Harry Butler
Joel Coston
James Daniels
Matthew Darnell
Jordan Evans
Zac Kelly
Craig Malone
Christian Mathis
David Mays

Javon Mitchell
Eric Ragan
Vatrice Robinson
Jason Scott
Matthew Silinski
Clement "Adam" Smith
Zachary Ward
Renee Washington
Dennis Wood



Cape Fear Public Utility Authority

235 Government Center Drive

Wilmington, N.C. 28403

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