

WATER WORKS

September 2019



A message from the Executive Director

At CFPUA we are always looking for new ways to communicate with customers and others in the community about our work to provide exceptional water and wastewater service.

To that end, welcome to the first issue of Water Works, CFPUA's new email newsletter especially for our customers.

Each month, you'll find articles about important projects and tips on how to decrease your environmental impact and your bill. We also will introduce some of the people who work for you here at CFPUA.

Most importantly, we want Water Works to contain information that serves you and helps you understand our work. We hope you will want to share with others and encourage them to sign up.

If you have questions, comments, or suggestions for future content, please email us at communications@cfpua.org or call us at (910) 332-6704.



James R. Flechtner, PE
Executive Director

Sweeney Water Treatment Plant upgrades contract goes to Board



At its September meeting, the Cape Fear Public Utility Authority Board awarded a \$35.9 million construction contract to Adams-Robinson Enterprises Inc. for a project to add eight new deep-bed granular activated carbon (GAC) filters at Sweeney Water Treatment Plant to address PFAS in water sourced from the Cape Fear River.

The board also approved the sale of 25-year revenue bonds, estimated to total \$107.3 million, including \$43 million to fund the Sweeney project. Repaying the bonds is expected to add about \$5.57 per bimonthly bill for the average CFPUA residential customer, beginning in July 2020.

Construction will begin in November. The new filters are expected to begin

FIND OUT ABOUT:

[Latest PFAS test results](#)

[Drinking Water Quality](#)

[Environmental Protection](#)



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Getting the right information at the right time is crucial, especially in emergencies. Get notified by e-mail, text, or voice phone call in the event of emergencies that may affect your water or sewer service. Sign up for CFPUA's alert service: CivicReady powered by Regroup. **Click [here](#) to get started.**

CONTACT US

operating in 2022 and enable Sweeney to reduce PFAS concentrations in water from the Cape Fear by an average of 90 percent.

Customer Service: (910) 332-6550

Engineering: (910) 332-6560

Human Resources: (910) 332-6570

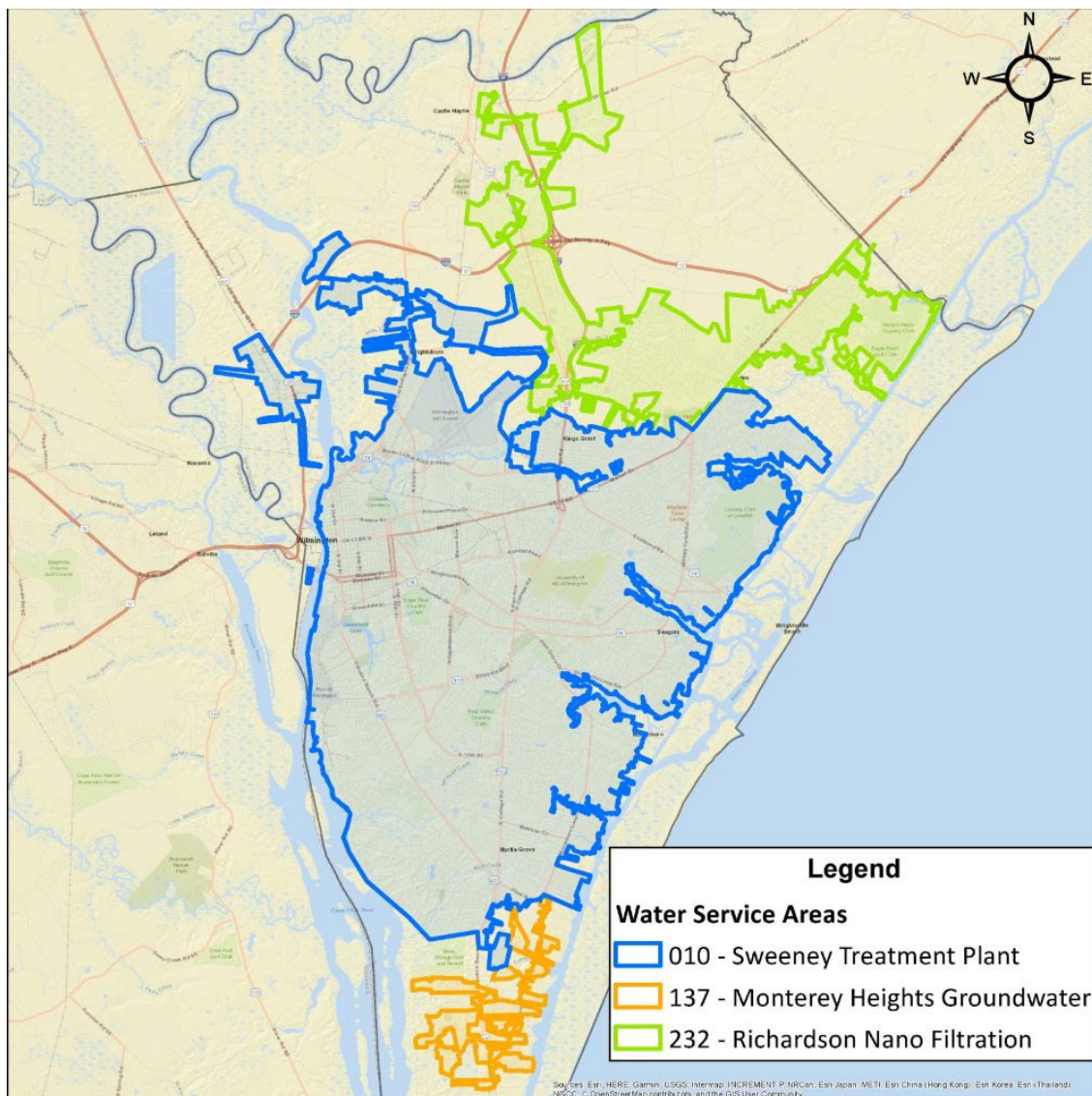
Water Conservation Hotline: (910) 332-6566

Water/Sewer Emergencies: (910) 332-6565

Email: communications@cfpua.org

Visit our website to [learn details about the Board's votes in September](#) and [the Sweeney Treatment Enhancements Project](#).

When you turn on your tap, consider the source



CFPUA processes and distributes treated drinking water through three different water systems. The largest system distributes water within the City of Wilmington city limits,

parts of the Ogden area, Monkey Junction/Independence, Kings Grant, Tarin Woods, RiverLights, parts of the U.S. Highway 421/Flemington area, and Wrightsboro. Water provided to this system comes from the Sweeney Water Treatment Plant using water drawn from the Cape Fear River.

Customers living in Northern New Hanover County -- including Murrayville, Porters Neck, and parts of Castle Hayne and the Ogden area -- are serviced by the Richardson (Nanofiltration) Water Treatment Plant. The Richardson Plant provides treated groundwater, drawn from the Castle Hayne and PeeDee aquifers.

A smaller system, Monterey Heights, distributes water in parts of Southern New Hanover County, including Monterey Heights, Woodlake, Laurel Ridge, Sentry Oaks, South Myrtle Grove, Lords Creek, and the Veterans Park area. This system provides treated groundwater from wells that draw water from the Castle Hayne and surficial aquifers.

CFPUA's staff of highly trained, state-certified and -licensed water treatment operators, along with a team of skilled maintenance and field technicians, work to keep these facilities operational and ensure safe, high-quality, reliable drinking water for about 200,000 people in New Hanover County.

Where do you get your water? On our website, cfpua.org, you'll find an [interactive map](#) designed to help you determine what water system serves your home or business. Enter an address to find out where the water comes from when you turn on the tap.

Employee Spotlight

Each month we introduce you to one of the more than 300 employees at CFPUA who work to provide you with the best water and wastewater services.



Jeff Cermak

Wastewater Treatment Plant Supervisor

Name: *Jeff Cermak*

Birthplace: *Chicago, IL*

Department/Division: *Treatment-Engineering, Wastewater Treatment*

Position: *Wastewater Treatment Plant Supervisor*

Length of Employment: *41 years (combined). Began my career with the City of Wilmington in 1978. I worked at the city for 30 years prior to the formation of CFPUA and have been with CFPUA since opening day (July 1, 2008).*

Briefly describe your typical day at work: *Usually the first thing I do is check the lab analysis that we're doing in-house for process control. I then walk the plant site and look for any changes while checking various processes and aesthetics. I speak with the Operations Supervisor and discuss daily staffing and plant operations as well as get briefed on happenings from the previous shift.*

What do you enjoy most about your job? *Working and talking with the people I work around.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA: *The transition from the City to CFPUA and the consolidation process was probably my biggest challenge. A large expansion upgrade project at the Northside Wastewater Treatment Plant was just completed and brought online at the same time CFPUA was opening its doors. In addition to my staff and I learning new plant operations, we were also learning about the new operations, organization, and policies of the new organization.*

What advice would you give to recent new hires? *Whatever job or task you do or are assigned, do a fantastic job. It doesn't go unrecognized.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *I would let customers know that we're providing an environmental service*

24 hours a day and have never had a shutdown.

What do you like to do when you're not at work? I go fishing as much as I can.

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