

The "Water Works" logo consists of a stylized blue wave icon on the left, followed by the words "Water" and "Works" in a large, bold, blue, sans-serif font, stacked vertically.

Water Works

December 2019



Holiday closures at CFPUA



In celebration of the holidays, Cape Fear Public Utility Authority's offices will be closed from Tuesday, December 24, through Thursday, December 26.

Holiday closures include CFPUA's payment centers at [235 Government Center Drive](#) and 305 Chestnut Street. Bill payments can still be made online and over the phone through the Interactive Voice Response System.

Offices will have normal business hours Monday, December 23, and Friday, December 27.

To report a water or sewer emergency, contact the Emergency Call Center at 910-332-6565.

We will close again Wednesday, January 1, for New Year's Day.

FIND OUT ABOUT:

[Preventing Sewer Backups](#)

[Emerging Contaminants](#)

[History of Sweeney Water Treatment Plant](#)



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CONTACT US

Customer Service: (910) 332-6550

Engineering: (910) 332-6560

Human Resources: (910) 332-6570

Water Conservation Hotline: (910) 332-6566

CFPUA staff wish our customers a happy holiday season!

Email: communications@cfpua.org

CFPUA, County leaders cut ribbon on U.S. 421 project



CFPUA and New Hanover County officials celebrated the culmination this month of a years-long project to extend Cape Fear Public Utility Authority services to a key industrial corridor in New Hanover County.

On December 10, local leaders held a ribbon-cutting for the U.S. 421 Water and Wastewater Utilities Expansion Project. The event was held at CFPUA Pump Station 159, one of several pieces of infrastructure built during the project, along with 35,000 feet of water main and 36,000 feet of sewer main.

The expansion provides water and sewer infrastructure to 982 developable acres along the U.S. 421 corridor from just north of the Isabel Holmes Bridge to the Pender County line. Despite two hurricanes striking during construction, the project came in on-schedule and on-budget in November.

“Today is about more than pipes and pump stations,” New Hanover County Board of Commissioners Chairwoman Julia Olson-Boseman said during the event. “It is about smart economic growth, providing the private sector with the infrastructure they need to thrive, and looking forward to the future to

ensure our community, our region has all it needs to thrive.”

[Click here to read more about the event.](#)

Is your backflow preventer winter-ready?



If your home has an automatic sprinkler system connected to CFPWA water, you're also required to have what's called a backflow preventer. In CFPWA's service area, there are 12,497 of them.

This device prevents contaminants from potentially flowing backward into the public water supply.

A key element of maintaining your backflow preventer is getting it ready for winter. While the Wilmington area is blessed with a temperate climate, winterizing your backflow preventer ahead of our occasional freezes can save you stress and costly repairs.

Below are steps you can take to protect your system:

1. **Make sure it's insulated:** CFPWA requires backflow preventers to have insulating covers. If yours doesn't, many hardware stores sell covers that can easily be slipped over your backflow preventer. Before freezing weather arrives, make sure your device's pipes are properly wrapped to prevent freezing (this is a good rule of thumb for all outdoor exposed

- pipes). If a freeze is imminent and you don't have time to properly insulate, wrapping your pipes in towels can work as a stop-gap.
2. **Shut it off:** Your device has a shut-off valve that will allow you to turn off its water supply (your sprinkler system may need to be turned off separately). Simply turn it back on when you're ready for springtime watering.
 3. **Drain it:** Drain water from the system using valves – usually located at the end of irrigation pipes – to avoid pipes freezing and bursting. Don't forget to close the valves after the water has drained.

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.



Matt Wiencek
Senior Wastewater Treatment Control Operator

Name: *Matt Wiencek*

Birthplace: *Orange, Calif.*

Department/Division: *Wastewater Treatment*

Position: *Senior Wastewater Treatment Control Operator*

Length of Employment: *5 years, as of next month*

Briefly describe your typical day at work: *I come in and do lab work, get a snapshot of what's going on in the plant. Then I'll calibrate and clean various pieces of equipment we have throughout the plant. I do most of the ordering of supplies, so I've got to keep track of that. I also guide public tours of the Southside Wastewater Treatment Plant; that's always interesting. We mostly get groups of college students, but sometimes elementary school students. And they're bananas -- they'll run from one thing to another.*

What do you enjoy most about your job? *Every day is a little different. It's always different and interesting.*

Tell us about one of your biggest accomplishments or challenges while working at

CFPUA: *Probably getting my certifications. I'm a Grade 4 operator now, and that takes a lot of study and a lot of time. I also got my land application certification back in June. I enjoy the continuing education opportunities.*

What advice would you give to recent new hires? *Get here early and dress for the weather.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *That we exist and we do a really good job of treating the city's wastewater and protecting the river's resources. Water goes down the drain and it disappears, so customers may not think about where it goes.*

What do you like to do when you're not at work? *I binge-watch stand-up comedy specials on Netflix. I also like to hang out at Carolina Beach, or go surf-cast fishing at Wrightsville Beach.*

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