



February 2020



## New customer service system goes live

CFPUA's new billing and customer service system launched February 25.

Because the software comes with a new Customer Self-Service portal (CSS), customers signed up for CFPUA's online services -- including credit card Autopay -- will have to re-

### **FIND OUT ABOUT:**

Projects of Interest

**Emerging Contaminants** 

enroll.

To sign up for the new CSS, follow these steps:

- Find your new CFPUA account number and customer service portal activation code on your bill, or call CFPUA customer service to get your numbers. All customers received new account numbers this month.
- 2. Visit www.CFPUA.org.
- Click on "Pay Online," then"Sign in or Register."
- 4. Click on "Sign up now," then follow the steps to re-enroll.

If you have questions about the new system or enrolling in Autopay, call customer service at 910-332-6550.

### <u>History of Sweeney Water Treatment</u> <u>Plant</u>



Click here to get started.

### **CONTACT US**

Customer Service: (910) 332-6550

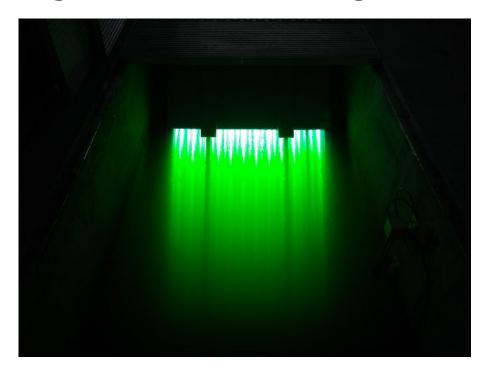
Engineering: (910) 332-6560

Human Resources: (910) 332-6570

Water Conservation Hotline: (910) 332-6566 Water/Sewer Emergencies: (910) 332-6565

Email: communications@cfpua.org

## Treating wastewater with UV light



The future looks bright at CFPUA's Southside Wastewater Treatment Plant, where super-concentrated ultraviolet (UV) light will soon be used to disinfect wastewater.

An 11-month project to add UV disinfection at the Southside Wastewater Treatment Plant will be wrapping construction and testing in early April. The UV addition, a roughly \$2.6 million investment by CFPUA, will replace the chlorine gas disinfection process used at Southside since its early days of operation.

During the UV process, water flows around and through multiple banks of ultra-powerful UV bulbs. The UV light kills bacteria or sterilizes them so that they cannot reproduce. For the Southside Plant, the UV disinfection system helps safeguard the Cape Fear River against harmful microorganisms, bacteria, viruses, and contaminants. Sensors within the system adjust the bulbs' intensity based on the levels of bacteria and flow of the wastewater. UV technology is already used at CFPUA's Northside Wastewater Treatment Plant and Sweeney Water Treatment Plant.

CFPUA's Assistant Operations Director Matt Hourihan explained that UV is the last of many treatment and filtration stages that wastewater undergoes before being returned to the Cape Fear River. For decades, Southside staff used chlorine gas to kill bacteria but then had to de-chlorinate the water before releasing it, to protect sensitive aquatic life.

The state-of-the-art UV technology takes chemical handling out of the equation, making the process safer for staff and the environment.

"A project like this touches on several of our strategic goals, which, from a wastewater perspective, is to protect our natural resources and ensuring a safe work environment for our staff," Hourihan said. "Just as important is to protect the public that uses the Cape Fear River for fishing and recreation, among other uses."

# Ogden, Porters Neck among areas scheduled for water system flushing in March



Starting Monday, March 2, CFPUA crews will begin an approximately threeweek flushing program in Northern New Hanover County. This flushing in areas served by the Richardson Water Treatment Plant is to clear the system ahead of scheduled filter membrane replacement at the Richardson Plant.

In October 2019, following higher-than-average water use during the hot and dry summer, some CFPUA customers in Northern New Hanover County reported discolored water. The discoloration was due to naturally occurring iron in the source groundwater from wells bought online to meet the high water demand. There was no health risk associated with the slightly elevated iron levels.

Crews will soon begin replacing filter membranes at the Richardson Plant. Next month's flushing program is meant to ensure any remaining iron is cleared from the water system ahead of the membrane installation.

Water systems in areas including Ogden, Porters Neck, Bayshore, and North College Road will be flushed. During flushing customers may experience low water pressure and/or water discoloration. While there is no health risk associated with this discoloration, customers can run the cold water for one to three minutes to allow the lines to clear.

Once flushing begins, maps of impacted areas <u>will be posted here</u>. Check CFPUA's website, <u>Facebook</u>, or <u>Twitter</u> for updates on when your area will be flushed.

## CFPUA staff gives back at Food Bank of Central & Eastern North Carolina



More than a dozen CFPUA employees and their family members volunteered this month at the Food Bank of Central & Eastern North Carolina, which serves families in 34 counties. CFPUA staff packed the equivalent of more than 4,100 meals at the food bank's Wilmington warehouse.

## **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.



# **Louis Smith Collections Equipment Operator Foreman**

Name: Louis Smith

Birthplace: Washington, D.C.

**Department/Division:** Collections Systems

Position: Collections Equipment Operator Foreman

Length of Employment: 13 years

Briefly describe your typical day at work: I have a brief with staff and address the pump station guys to see if they need assistance. I address our Vac crews, which include 10 men and five trucks, and give them assignments. If needed, I'll operate a truck and clean lines. Generally I keep track of the trucks and keep tabs on their maintenance.

What do you enjoy most about your job? The people. Working here is like working on

Tell us about one of your biggest accomplishments or challenges while working at CFPUA: Being able to rise to the occasion. The first week after we became the Authority, there was a sewer spill on River Road on Fourth of July weekend. I didn't have my CDL at the time and couldn't drive a Vac-truck, but I figured out I was able to help as an assistant operator. I like finding innovative ways to make the Vac-trucks operate better.

In 2019, my crews also cleaned a record-breaking 144 linear miles of sewer lines.

a sitcom where everyone has a starring role. There's a good spirit and mindset.

What advice would you give to recent new hires? Learn everything you can about the equipment you are working on. The more acquainted you become, the safer and more efficient you'll be.

What's one thing you'd want customers to know about your department, position, or CFPUA in general? First and foremost we're here to serve our customers. Our duty is to provide fresh, drinkable water and to collect and treat wastewater. The environment and our customers come first.

What do you like to do when you're not at work? I play guitar and write songs in my free time. I used to work professionally as a guitarist, and even recorded with Michael Jackson on "Stranger in Moscow."

Copyright © 2020 CFPUA, All rights reserved.

You are receiving this email because you opted in via our website.

#### SUBSCRIBE

Our mailing address is: Cape Fear Public Utility Authority 235 Government Center Dr Wilmington, NC 28403-1670

Want to change how you receive these emails? You can update your preferences or unsubscribe from this list.