



March 2020



CFPUA offices closed to the public

To protect our customers and staff, Cape Fear Public Utility Authority has temporarily closed its facilities to

FIND OUT ABOUT:

the public until further notice. This closure includes Customer Service at 235 Government Center Drive and 305 Chestnut Street as well as all other in-person services at our locations. But, we're still here to help!

Customer Service staff are available by phone at 910-332-6550 during regular business hours. Water emergencies such as major leaks, sewer spills, or alarms at CFPUA pump stations should be reported by calling the emergency hotline at 910-332-6565.

CFPUA offers several ways to pay bills or manage accounts remotely:

- By phone at 910-332-6550
- Online at www.CFPUA.org, via:
 - The <u>Customer Self-</u> <u>Service Portal</u>
 - The <u>Customer Service</u>
 Contact Form
- By mail: Cape Fear Public Utility Authority, 235 Government Center Drive, Wilmington, NC 28403

To reach our Engineering
Department, call 910-332-6560 or fill
out the online Engineering Contact
Form.

To contact Human Resources about a job opening or application, call 910-332-6570 or email employment@CFPUA.org.

<u>Commonly requested forms, including to</u> start or stop service

New Hanover County's latest COVID-19
news

<u>U.S. Centers for Disease Control and</u> Prevention's COVID-19 Home Resources



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



CFPUA suspends water disconnections



CFPUA has temporarily suspended delinquency-related service disconnections.

"One of the most important safeguards for our community to prevent the spread of COVID-19 is hand-washing," Executive Director Jim Flechtner said in announcing the decision. "This small step ensures all of our customers have access to water during this time to keep themselves and their families safe and healthy."

The suspension of disconnections will be reassessed in April, with any revisions dependent upon circumstances at that time.

Customers who already may have been disconnected and wish to be reconnected during this period can call Customer Service at 910-332-6550 to arrange for service to be restored.

It is important to note that charges will continue to accrue on all active accounts.

Service disconnections already have been suspended since February 3 as CFPUA implemented new customer service software.

Keep wipes (and paper towels, napkins, and any other TP substitute) out of our pipes



As customers take steps to clean their homes and businesses to slow the spread of COVID-19, CFPUA reminds you that no products, other than toilet paper, should be flushed down a toilet.

Flushing products like sanitizing wipes, paper towels, or napkins can clog toilets, potentially damaging fixtures and leading to costly plumbing repairs. These products can cause even bigger problems for our community's wastewater system, where severe blockages can cause sewer main breaks and overflows.

Even wipes marketed as "flushable" are not toilet-friendly.

Dispose of all non-toilet paper products properly by throwing them in the garbage to #ProtectOurPipes.

What to know about water and COVID-19



CFPUA's Sweeney Water Treatment Plant on the Northeast Cape Fear River.

Preparing for COVID-19 has impacted nearly every aspect of American life, from working to socializing to grocery shopping. But here's one part of your day that doesn't need to change: getting water from the tap.

Long before New Hanover County had its first presumptive positive case of COVID-19, CFPUA was monitoring officials' recommendations on how utilities should prepare. The scientific consensus among groups like the U.S. Centers for Disease Control and Prevention (CDC), the EPA, and the World Health Organization (WHO) is that **tap water use should continue as normal**.

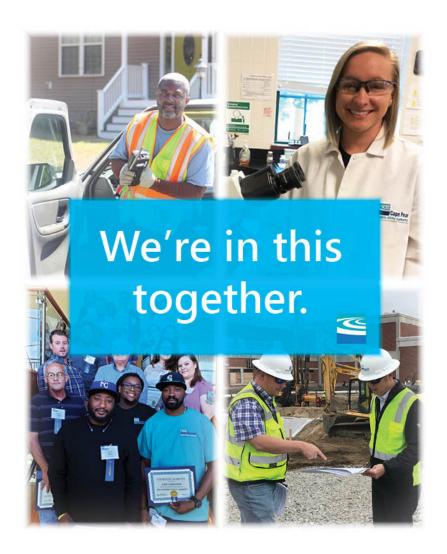
COVID-19 has not been detected in any drinking water supplies, <u>according to the CDC</u>. The WHO rates the overall <u>risk to water supplies from the virus as "low</u>." The methods used by utilities like CFPUA to treat water, including chlorine and ultraviolet (UV) light disinfection, would remove or inactivate the virus that causes COVID-19.

As for wastewater, <u>WHO states that</u> "there is no evidence to date that COVID-19 virus has been transmitted via sewerage systems, with or without wastewater treatment." CFPUA also uses state-of-the-art technology, including UV light, to treat wastewater.

Employee Spotlight

In each newsletter, we usually introduce you to one of the more than 300 employees at CFPUA who work to provide you with the best water and wastewater services.

This month, we wanted to recognize the hard work of the entire CFPUA staff, who are stepping up to meet the challenges of this uncertain time. From engineers to customer service representatives to wastewater technicians, our team is ensuring that customers have reliable service and access to critical resources.



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Our mailing address is:

Cape Fear Public Utility Authority 235 Government Center Dr Wilmington, NC 28403-1670

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