



May 2020



CFPUA resumes some in-person services

On May 11, CFPUA reopened the doors of 235 Government Center Drive for select in-person services during limited hours. All CFPUA facilities had been closed to the public since mid-March in response to COVID-19.

FIND OUT ABOUT:

Projects of Interest

Emerging Contaminants

Between 9 a.m. and 3 p.m. Monday through Friday, customers are now able to make in-person payments and submit applications to move or transfer an account.

For in-person meetings regarding accounts, such as to set up a payment plan, customers must call 910-332-6550 during regular business hours to schedule an appointment.

<u>For more information on CFPUA's</u> <u>soft opening, click here</u>.

Get the latest on CFPUA's response to COVID-19 at www.CFPUA.org/788/COVID-19-Response.

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

Plant



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

Help keep our essential staff safe!

If you leave home, know your Ws!



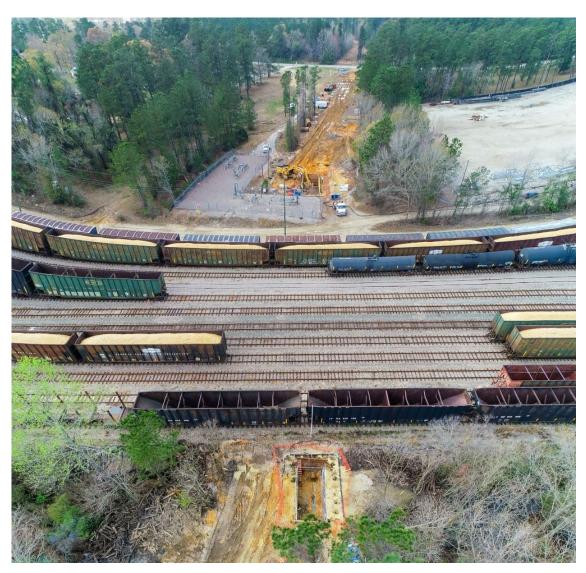
As CFPUA eases back into more normal operations, our top priority is keeping staff and customers safe.

If you plan to visit 235 Government Center Drive to pay a bill or transfer an account, remember to stay 6 feet away from others. To make this easier, we're admitting no more than eight customers at a time to our lobby.

Hand sanitizer dispensers have also been placed in our lobby for your convenience.

Finally, please wear a cloth face covering if you're coming to see us. It's an easy way to cut your chances of transmitting the virus to others.

This "boring" project was anything but



The nearly 40-mile path from CFPUA's Kings Bluff Pump Station to Wilmington runs into plenty of obstacles -- swampy terrain, industrial hubs, and lots of roads. In Reigelwood it cuts directly across the rail yard for International Paper, a major employer in the region.

CFPUA, Brunswick County, and Lower Cape Fear Water and Sewer Authority are in the process of building a new water main to provide millions more gallons per day of raw water to our region.

To cut a path for the main through the International Paper property without disrupting operations, contractor Garney Construction bored for 290 feet under the tracks. With a casing installed for the water main, crews can begin installing pipe.

Get more details on the raw water main project here.

Flushing begins across Sweeney service area



Beginning Monday, May 25, 2020, and continuing throughout the summer months, CFPUA water quality crews will be conducting our annual flushing program of water systems served by the Sweeney Water Treatment Plant.

Flushing is a routine maintenance operation, conducted by thousands of water utilities every year. During this activity, water is forced through pipes at high velocity and systematically flushed out of the fire hydrants, removing accumulated sediment.

Flushing occurs in the warmer months for two main reasons: 1) warmer weather can increase the possibility of issues related to disinfection byproducts, and 2) conditions are safer for our employees - and our customers - by eliminating the potential for nighttime freezing of roadways or sidewalks.

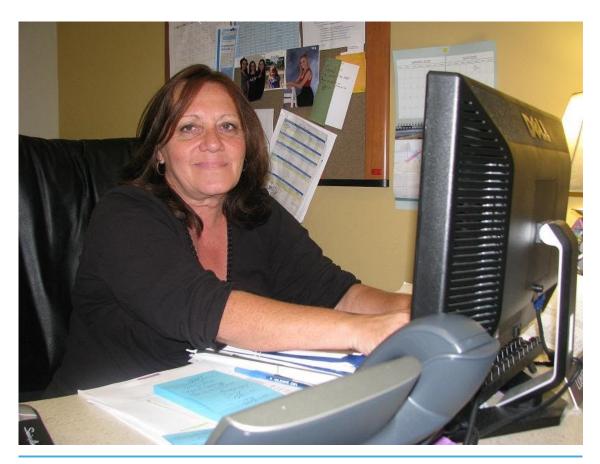
To minimize customer impact, the work is conducted overnight Monday through Friday. Because of the nature of the process, it is possible that customers may experience periods of low pressure and/or water discoloration while flushing is being conducted in their area. Customers who do experience discoloration are advised to run the cold water for at least one to three minutes to allow the lines

to clear.

Maps of areas scheduled for flushing will be published on CFPUA's website at the beginning of each week. Click here to see if your neighborhood has been scheduled.

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.



Lorraine Furr Customer Liaison

Name: Lorraine Furr
Birthplace: Jackson, NJ

Department/Division: Engineering/Development Services Division

Position: Customer Liaison

Length of Employment: 18 years

Briefly describe your typical day at work: I assist all of the Engineering Department's walk-in and phone customers and provide them with the documentation needed to connect

them with CFPUA water and sewer services or obtain a building permit. I also process requests for information from customers and the development community. Sometimes, I coordinate social activities for the Engineering Department.

What do you enjoy most about your job? Being able to work with the customers and help them reach a satisfactory resolution to their issue.

Tell us about one of your biggest accomplishments or challenges while working at CFPUA: My greatest accomplishment and challenge are kind of the same: Being a part of the formation of CFPUA by sitting on three committees. Being able to use my previous customer service experience and ideas to help build the CFPUA Customer Service Department was a great accomplishment.

What advice would you give to recent new hires? Get involved with the company; there are so many opportunities to help the community through our company. Appreciate where you are working because there are a lot of smart, generous, and caring people who work for CFPUA.

What's one thing you'd want customers to know about your department, position, or CFPUA in general? I often tell people outside of work that I work with some of the smartest people in Wilmington. CFPUA employees truly do care about the citizens and are doing their best to provide safe water and be stewards of the community.

What do you like to do when you're not at work? I love to travel and go camping. I enjoy crafting, especially bead-work. Last year I also welcomed my eighth grandchild, so I have lots of family time.

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.