



# Water Works

August 2020



## **Need help with your CFPUA bill? Call today**

We know the COVID-19 pandemic has strained finances for many in our community. That's why CFPUA has had a moratorium on late fees and delinquency-related service shutoffs in place since March 13.

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### **FIND OUT ABOUT:**

[Water Conservation](#)

[COVID-19 Response](#)

While a statewide moratorium expired in July, [CFPUA extended its suspension of late fees and shutoffs through at least the end of August](#). Regular service charges, however, have continued to accrue.

If you have concerns about catching up on missed payments, contact us as soon as possible to learn about your options, including interest-free payment plans. You can reach us:

- Online through our [Customer Service Contact form](#)
  - Select "Payment Arrangement" from the list of options
- By calling CFPWA Customer Service at (910) 332-6550

[Sweeney Treatment Enhancements Project](#)



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](mailto:communications@cfpua.org)

## Carbon footprints: How CFPWA measures up



Providing water and sewer services for more than 71,000 CFPWA customers takes a lot of energy. Thanks to a recent survey by the Public and Environmental Policy Department and the CFPWA Energy Team, CFPWA staff knows how big of a carbon footprint those operations leave.

[CFPUA's first annual Greenhouse Gas Emissions Inventory](#) breaks down

where and how CFPUA uses electricity, natural gas, fuel, and other energy sources. The report even accounts for emissions from staff commutes.

More than half the emissions produced by CFPUA operations last year relate to wastewater collections and treatment – 12,351 tons of carbon dioxide equivalent (CO<sub>2</sub>e). The organization’s total carbon footprint for 2019 was 21,709 tons of CO<sub>2</sub>e.

Inventories will also let us monitor how emissions change over time. Staff has set preliminary metrics – such as CO<sub>2</sub>e per million gallons of water produced and CO<sub>2</sub>e per residential unit served – that will help us explore how factors such as system growth and weather impact emissions production.

“As we gather emissions data year-over-year, we’ll be looking for energy usage trends and opportunities to cut emissions,” said Environmental Data Analyst Sarah Eure. “In this way the inventory isn’t just a summary of how we’re using energy, it’s a road map to improving sustainability across CFPUA.”

[You can read the full inventory here.](#)

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**Replacement finished for CFPUA's largest wastewater pump station**



Construction on CFPUA's Pump Station 10 (PS10) replacement wrapped up this month, with the new facility expected to come online in early September.

Located off One Tree Hill Way northeast of downtown Wilmington, PS10 is CFPUA's largest pump station by volume, receiving wastewater from an area that ranges from downtown Wilmington area to Oleander Drive and College Road. On an average day, PS10 handles 3 million gallons of wastewater. The old PS10 facility was built in 1967. Following a condition assessment in 2013, CFPUA began planning for a full replacement.

Contractor T.A. Loving broke ground on the \$11.4 million replacement Feb. 4, 2019.

The new PS10 will have the capacity to process 15,300 gallons per minute (GPM) of wastewater, compared with the old facility's 10,300 GPM capacity.

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## **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.*

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**Jude Eden**  
**IT Systems Admin**

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**Name:** *Jude Eden*

**Birthplace:** *Halifax, Nova Scotia, Canada*

**Department/Division:** *IT*

**Position:** *IT Systems Admin*

**Length of Employment:** *12 years*

**Briefly describe your typical day at work:** *Working on Helpdesk tickets, managing user accounts, permissions, servers and their software and backups, and accounts, budget, and invoicing for our department.*

**What do you enjoy most about your job?** *My team and good management. Even when facing problems and challenges, I feel supported. I also like mentoring and cross-training.*

**Tell us about one of your biggest accomplishments or challenges while working at CFPUA:** *Information Technology is constant problem-solving. That can be frustrating, but working through problems to successful solutions or completing projects that improve*

*business operations is really satisfying.*

**What advice would you give to recent new hires?** *Nothing good comes from hitting “Reply All.” But joking aside, talk directly to your colleagues when you can. As we work on computers all the time, it’s easy to default to emails or messaging for efficiency – especially now with physical distancing. I’ve learned that face (or voice) time with your people can be very beneficial to strengthen working relationships and bring clarity and angles you hadn’t thought of to problem-solving.*

**What’s one thing you’d want customers to know about your department, position, or CFPUA in general?** *Every day we’re striving to provide the best possible service and working to improve and enhance how we do business.*

**What do you like to do when you’re not at work?** *When I’m not taking care of my family, I’m out in the garden tending to everything from flowers to veggies. I’ve recently finished harvesting blackberries and raspberries, and now I’m planting lettuce, spinach, and carrots for fall. I tried potatoes earlier this year, but it was an epic failure! I only got a few pebble-sized spuds. What I love about gardening is: there’s always next year!*

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