



Water Works

September 2020



CFPUA asks State for equivalent PFAS relief

Earlier this month, [CFPUA submitted comments on a proposed addendum to the Consent Order between the State and Chemours](#), whose industrial site is the source of decades worth of PFAS releases into the Cape Fear River.

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In its comments, CFPUA calls on the State to provide equal relief to all North Carolinians burdened by Chemours' PFAS contamination, including:

- Immediate, interim relief in the form of individual stipends from Chemours to downstream water users to purchase bottled water or install under-the-sink filtration systems, equivalent to what is provided to private well owners near Chemours' site.
- Permanent relief by requiring Chemours to fully fund [upgrades underway at the Sweeney Plant to add Granular Activated Carbon filters](#) to effectively treat raw water contaminated by Chemours' PFAS and to pay for the costs to operate them.

[Read the full comments here.](#)

[Sweeney Treatment Enhancements Project](#)

[Commonly requested forms, including to Start, Stop, or Transfer Service](#)

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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

Water/Sewer Emergencies: (910) 332-6565

Email: communications@cfpua.org

CFPUA suspends late fees, disconnects for residential customers through 2020



CFPUA temporarily suspended delinquency-related disconnections and late

fees for all customers on March 13 due to COVID-19.

For residential customers, the suspension will continue through the end of 2020. In January, CFPUA will launch a pilot program under which residential customers with delinquent accounts can retain limited water access. [Read more about that pilot program by clicking here.](#)

For non-residential customers who are at least 60 days delinquent in payment and have not contacted CFPUA to make payment arrangements, shutoffs and late fees will resume this month.

CFPUA will not disconnect any customer's service without notification.

To set up a payment arrangement with CFPUA's Customer Service Department, call 910-332-6550, or use the [online Customer Service Contact Form](#) and select "Payment Arrangement."

Water-saving tips for fall



With the start of fall this week, CFPUA [lifted voluntary water restrictions](#) for customers served by the Monterey Heights Water System. But don't let the end of summer end your water-saving habits.

Follow these tips to conserve water throughout the season:

- **Ease up on irrigation:** As the weather cools, your lawn needs less water. Lower temperatures and less direct sunlight mean evaporation is less of

an issue, allowing you to cut back on watering. Still, aim to irrigate your lawn before sunrise or after sunset to ensure as much water as possible reaches the soil.

- **Start a yard project:** Fall brings the perfect yard work conditions. Take advantage of cooler weather to knock out a project like installing a rain barrel or swapping a slab concrete patio for permeable bricks. Find ideas at www.CFPUA.org/Conserve.
- **Plant a water-wise fall garden:** While many fall crops do better if planted in August or September, our region's coastal climate allows some plants to go in the ground as late as early October. [Use this guide from the N.C. Cooperative Extension](#) to pick plants that will thrive in eastern North Carolina. If you live near the coast, add up to a week to the fall planting date.
- **Get your pipes winter-ready:** Freezing temperatures aren't common in our area, but now is the time protect your pipes from the rare hard freeze. Wrap pipes located in unheated areas with insulation tubes to protect them from freezing. As a water-saving bonus, [insulated pipes are better at holding heat](#), meaning you won't have to wait as long for hot water when turning on a faucet or showerhead.

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.



Chris Fulcher Water Control Operator

Name: *Chris Fulcher*

Birthplace: *Jacksonville, North Carolina*

Department/Division: *Water Treatment/Engineering*

Position: *Water Control Operator*

Length of employment: *5 years*

Briefly describe your typical day at work: *Our priority is maintaining an adequate, reliable water supply at the Richardson Water Treatment Plant. A typical day at the plant consists of performing lab analyses, monitoring the distribution system, taking chemical deliveries, and working with other CFPUA departments (Lab, Centralized Maintenance, IT, Field Services, etc.).*

What do you enjoy most about your job? *The work-life balance it allows. I also enjoy that I have a great degree of control and freedom as a water control operator.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA: *My biggest accomplishment is passing the State drinking water operator exam for A-well certification; That was the hardest exam I've taken so far. One challenge that I overcame was learning how to clean the nanofiltration membrane skids. You have to know the right valves to open and close as well as monitor the pH, so that the membranes are properly cleaned.*

This summer, I was also one of the operators who sheltered-in-place at the Richardson

Plant for weeklong shifts, due to COVID. It was a challenge being away from my family, but we had a job to do.

What advice would you give to recent new hires? *Communicating with your coworkers is the most effective skill you can cultivate.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *Our goal every day is to provide our customers with the best and safest drinking water possible.*

What do you like to do when you're not at work? *I like to catch up on cleaning and yard work, but my favorite thing to do is read bedtime stories to my niece. I just got her "Don't Push the Button!" and a bunch of Dr. Seuss books. She likes me to read them over and over again.*

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Cape Fear Public Utility Authority
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