

# Financial Assistance Programs

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CFPUA maintains this list of local and regional programs that can provide financial assistance to customers with their water and wastewater bill. Customers interested in establishing an interest-free payment plan may contact CFPUA's Customer Service department at 910-332-6550 to discuss their options.

*Disclaimer: Please contact the individual agencies as listed below for specific information regarding eligibility criteria and guidelines. Hours and availability are subject to change without notice.*

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## **CFPUA Assist, via NHC DHHS | 910-798-3400 | M-F, 9 a.m.-5 p.m.**

CFPUA works with the New Hanover County Department of Health and Human Services (NHC DHHS) to offer emergency, one-time bill payments to CFPUA customers. The program is funded through the non-profit WATERway NC ([www.waterway-online.com](http://www.waterway-online.com)) with donations from individuals and community grant organizations. Please contact NHC DHHS to see if you are eligible for assistance.

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## **Eastern Carolina Human Services Agency, Inc., New Hanover Office**

910-762-0010

[echsainc.com](http://echsainc.com)

## **Good Shepherd Center Eviction Prevention Program**

910-763-4424 ext. 115

[www.goodshepherdwilmington.org](http://www.goodshepherdwilmington.org)

[eppwilmington@gmail.com](mailto:eppwilmington@gmail.com)

## **Help Hub at the Harrelson Center**

910-769-5357

[www.harrelsoncenter.org/help-hubcovid-19-resources](http://www.harrelsoncenter.org/help-hubcovid-19-resources)

## **New Hanover County Department of Social Services**

910-798-3500

[www.socialservices.nhcgov.com](http://www.socialservices.nhcgov.com)

## **Salvation Army of Cape Fear**

910-762-2070

[www.salvationarmycarolinas.org/capefear](http://www.salvationarmycarolinas.org/capefear)

## **Sister Isaac Center**

910-782-4021

[www.thestmaryparish.org/st-marytileston-social-outreach](http://www.thestmaryparish.org/st-marytileston-social-outreach)

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# **Specialty Assistance Programs**

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## **First in Families Southeastern N.C./Arc of North Carolina**

Serving people with disabilities and their families

910-523-1785, 910-350-2737

[www.fifnc.org](http://www.fifnc.org), [www.arcnc.org](http://www.arcnc.org)

## **The Outlaw Foundation**

Serving those currently battling cancer

919-738-2090

[Boutlaw32@gmail.com](mailto:Boutlaw32@gmail.com)

[www.theoutlawfoundation.com](http://www.theoutlawfoundation.com)

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