



October 2020









State offers utility payments through 211

On Oct. 15, Gov. Roy Cooper announced a <u>new financial assistance</u> <u>program for middle- and low-income</u> renters in North Carolina.

The Housing Opportunities and Prevention of Evictions (HOPE)

FIND OUT ABOUT:

Water Conservation

COVID-19 Response

Program offers rent and utility assistance – including for water and sewer – to those experiencing financial hardship from the COVID-19 pandemic. Applicants can receive assistance for up to 6 months of the past-due balance on their utility bill. Payments will be made to the utility providers on behalf of the customer.

CFPUA urges customers behind on their bills to make payment arrangements before January 1, when CFPUA will launch a pilot program under which delinquent accountholders would have their water service restricted, rather than shut off.

To learn more about the HOPE program, dial 2-1-1 or visit nc211.org/hope.

<u>Sweeney Treatment Enhancements</u>

Project

<u>Commonly requested forms, including to</u> <u>Start, Stop, or Transfer Service</u>



Click here to get started.

CONTACT US

Customer Service: (910) 332-6550

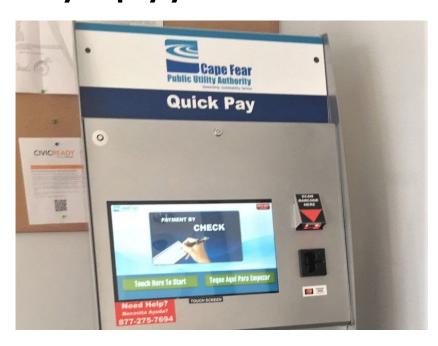
Engineering: (910) 332-6560

Human Resources: (910) 332-6570

Water Conservation Hotline: (910) 332-6566 Water/Sewer Emergencies: (910) 332-6565

Email: communications@cfpua.org

A new way to pay your CFPUA bill



If you've visited CFPUA's Customer Service Center at 235 Government Center Drive recently, you've likely noticed our new Quick Pay kiosk in the lobby.

The kiosk offers a fast, no-contact way to pay your CFPUA bill inperson. Customers can make up to \$500 payments on their account using cash, check, or credit card. All you need is your CFPUA account number, which can be typed in or scanned directly from the barcode on your paper bill.

Want to give it a try? Our lobby is open from 9 a.m. to 4 p.m. Monday through Friday. And as always, you can make an online payment anytime using the options listed at www.cfpua.org/638/Pay-Online.

CFPUA project takes top design-build award



CFPUA's project to rehabilitate the Southside Wastewater Treatment Plant earned some major recognition from the Southeast Chapter of the Design-Build Institute of America (DBIA), which named CFPUA 2020's "Owner of the Year" in its annual Design-Build Project/Team Awards.

The awards recognize projects in North Carolina, South Carolina, and Georgia that use the design-build system, in which the project owner and contractors collaborate throughout the construction process. CFPUA's Southside

Wastewater Treatment Plant Rehabilitation Project, which was completed using design-build, was named "Best Water/Wastewater Design-Build Project under \$25M" by DBIA Southeast.

Completed in 2019 with Crowder Construction and Hazen & Sawyer, the Southside rehabilitation restored and upgraded facilities throughout the plant that were nearing end-of-life. The project was budgeted at \$6 million, but communication and coordination between CFPUA staff and contractors resulted in the work being completed \$702,274 under budget and two months ahead of schedule.

DBIA Southeast's Board and local chapter committee members unanimously chose CFPUA as 2020's "Owner of the Year." The winner is selected from <u>project owners across industries</u>, not just water and wastewater. Before CFPUA, the two most recent honorees were Charlotte Water and the South Carolina Department of Transportation.

DBIA Southeast will present the award at its 2021 regional summit, scheduled for April.

Veterans Day closures, meeting notice



In recognition of Veterans Day, CFPUA will be **closed for business Wednesday, November 11**. CFPUA will reopen for regular business Thursday, November 12.

The November meeting of the CFPUA Board has been

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.



Crystal Callahan Senior Chemist

Name: Crystal Callahan

Birthplace: Lake Waccamaw, North Carolina

Department/Division: Environmental Management

Position: Senior Chemist

Length of employment: 11 years

Briefly describe your typical day at work: Every day is a little different. I'm the contact for our contract water testing lab, so I might be working on bottle orders or prepping kits for upcoming sampling events. If our lab technicians have any issues out in the field, they contact me and I can help them with any problems they're having. Then there's always filing reports and training staff.

What do you enjoy most about your job? Being able to cross-train and learn something new every day. You never know what's going to happen and this department is really good

about making sure everybody is trained and informed.

Tell us about one of your biggest accomplishments or challenges while working at CFPUA: Most recently, we were able to get all 50 of our lead and copper samples completed. Each year, CFPUA has to collect samples from homes throughout the service area and test them for lead and copper. That was a challenge because of COVID-19; it changed our normal procedure. Normally, I would go inside and collect a sample but this year we actually had to provide customers with a bottle and instructions on how to collect their own, then set up pick-up times.

What advice would you give to recent new hires? Anytime you have an opportunity to learn something new, make sure you do it. You never know when that know will come in handy.

What's one thing you'd want customers to know about your department, position, or CFPUA in general? We come in to work everyday to provide a service to our community. In the lab, we definitely take pride in our work.

What do you like to do when you're not at work? I have a 14-month-old son, so he's a handful. When I get some free time, I enjoy reading and crafting, especially pottery and painting.

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