



Water Works

November 2020



CFPUA's 2020 Annual Report available

Despite the challenges of COVID-19, in 2020 CFPUA's staff completed and advanced major construction projects, launched new sustainability initiatives, and adapted to safely serve customers.

FIND OUT ABOUT:

[Water Conservation](#)

[COVID-19 Response](#)

The year's accomplishments are summarized in [CFPUA's 2020 Annual Report](#), available [here](#).



In the report, you'll read about projects to expand and enhance CFPUA's water treatment capacity. You'll also find information on the organization's finances, learn about awards won by our staff, and read employee profiles.

[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

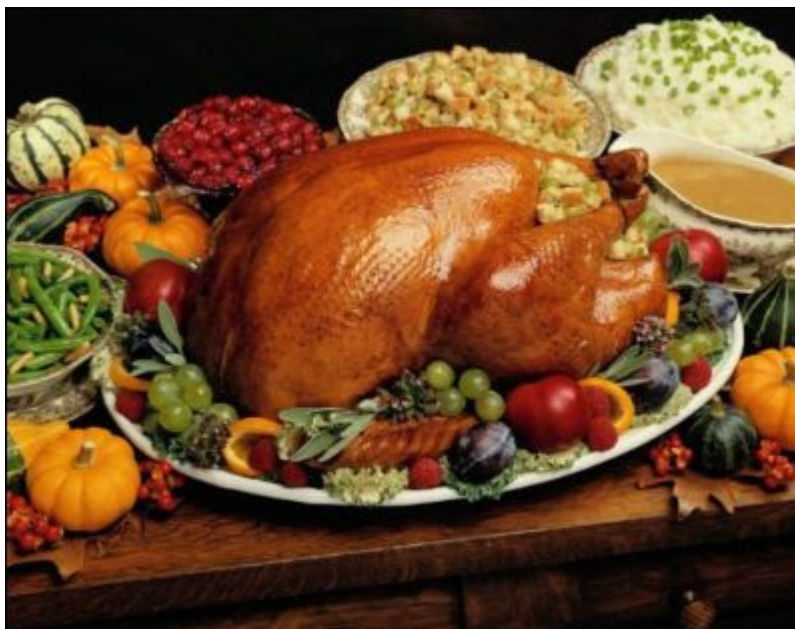
Human Resources: (910) 332-6570

Water Conservation Hotline: (910) 332-6566

Water/Sewer Emergencies: (910) 332-6565

Email: communications@cfpua.org

This Thanksgiving, cease the grease



Many of us are gearing up for marathon Thanksgiving cooking sessions. As you prep your turkey, potatoes, and pies, CFPUA reminds you to properly dispose of cooking oils and food scraps.

Fats, oils, and grease (FOG) pose a serious threat to our community's wastewater system. When these materials are poured down the drain, they congeal in sewer pipes and form blockages with debris like paper towels and sanitary products. This year, CFPUA has responded to several [sanitary sewer overflows in which FOG was a factor](#).

Properly dispose of FOG by putting it in the trash. You can wait for oils to cool and pour them into a jar or other disposable receptacle. Wipe excess grease off of pots and plates before washing them in the sink. In addition, avoid putting these materials down your drain: dairy products, batters, dressings, frosting, peanut butter, and food scraps.

CFPUA donates laptops to help local students



Older CFPUA laptops are getting new life through a donation to [Communities in Schools – Cape Fear](#) (CIS).

This month, CFPUA's IT Department donated 40 Dell and HP laptops to CIS. CIS works with public schools in the Cape Fear area to identify students at risk of dropping out, then connects them with resources to keep them engaged in school.

The laptops are all approximately 4 years old. IT staffers Scott Solari and Michael Rich (pictured above with CIS Executive Director Louise Hicks), securely wiped the laptops' hard drives in preparation for donation. Staff also installed Windows 10 Professional and completed all updates.

The laptops will go to CIS's Wilmington Youth Center for Inspiration, Recreation and Education (WIRE) in downtown Wilmington. WIRE provides tutoring and afterschool programming to local students.



**Closed for
Thanksgiving**

 Interactive Voice-Response:
910-332-6550

 Customer Self-Service:
www.CFPUA.org

 Water/Sewer Emergencies:
910-332-6565

CFPUA will be closed for business Thursday, November 26, and Friday, November 27, for Thanksgiving.

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.



Steve McGowan

Operations Project Manager

Name: *Steve McGowan*

Birthplace: *Everett, Washington*

Department/Division: *Utility Services*

Position: *Operations Project Manager*

Length of employment: *11 years*

Briefly describe your typical day at work: *I start out in the mornings in my office answering emails and updating work orders, but most of the day I'm out in the field checking on ongoing construction projects. I mainly take care of the emergency service contract. I also help look after CFPUA's Find-it Fix-it program, completing sewer point repairs throughout the CFPUA service area.*

What do you enjoy most about your job? *Working out in the field and being involved in significant projects. Everywhere that CFPUA has infrastructure, I go. I could be at the wastewater treatment plants one day or down in the city; it varies a lot.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA: *I think every project has its own challenges to overcome, but there's a feeling of*

accomplishment I get every time we complete a large project that really benefits our customers. Many of the projects I handle are emergency repairs.

What advice would you give to recent new hires? *Do your best at every task no matter how small you think it is, because at CFPUA hard work is rewarded with advancement. I started as a camera truck assistant and worked my way up to project manager.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *Everything we do is in an effort to benefit the neighbors and the community.*

What do you like to do when you're not at work? *I tinker in the garage and do wood- and metal-working. I have a few small art projects I've made out of metal -- it kind of drives my wife nuts. My daughter and I like to travel a lot, but we haven't left Wilmington since before COVID. Once it's safe, we'll probably travel again up to the mountains or Busch Gardens.*

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