



Water Works

December 2020



Need help with water bills?

As we look forward to the new year, CFPUA wants to help customers behind on their bills get back on track.

CFPUA offers interest-free payment plans to break overdue bills into

FIND OUT ABOUT:

[COVID-19 Response](#)

[Sweeney Treatment Enhancements Project](#)

smaller, manageable amounts.

Terms are flexible. Contact CFPUA Customer Service today to discuss your options:

- 910-332-6550
- CFPUA.org/CSForm

Some customers may also be eligible for financial assistance based on income through a program administered by the New Hanover County Department of Health and Human Services.

The program, CFPUA Assist, offers emergency financial assistance with your CFPUA bill. To learn more about applying, visit the NHC Department of Social Services at [1650 Greenfield St.](#) in Wilmington.

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



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

**CLICK HERE to donate to CFPUA Assist
through WATERWay NC**

CFPUA adds first fully electric vehicle



Say hello to the newest, greenest member of the CFPUA fleet!

CFPUA recently purchased this fully electric Nissan Leaf for use by our water treatment staff.

Last year, CFPUA launched our electric vehicle program by purchasing a hybrid-electric Kia Niro, used by our water sampling division. Based on the success of that car, we added the Leaf. A third green vehicle - a plug-in hybrid Chrysler Pacifica - has been ordered and will soon join the fleet.

The Leaf will live at our Richardson Plant in Ogden and be used by staff to monitor well sites and commute to other CFPUA facilities. We're proud to be taking a chunk out of our carbon emissions, and look forward to adding more electric vehicles in the coming years.

More water service coming to Castle Hayne



CFPUA water service is coming to the Castle Hayne commercial district.

Work on our Castle Hayne Water Expansion project is scheduled to end in January. The project is adding water connections along parts of Blossom Ferry Road, Orange Street, Castle Avenue, and Castle Hayne Road, all supplied by our Richardson Water Treatment Plant.

To complete the project, crews laid approximately 3,700 feet of 12-inch water main. Work on the \$1,537,585 project began in June 2020.

Closed for the Holiday



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, December 24, Friday, December 25, Monday, December 28, and Friday, January 1, to mark Christmas and the New Year.

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.

This month, rather than highlighting a single employee, we want to recognize CFPUA's entire staff for the work they've done in 2020. Our employees met the challenges of COVID-19 and provided critical water and wastewater services to our community, all while prioritizing staff and customer safety.

Thank You to everyone at CFPUA for great work in an unprecedented year.



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