



Water Works

January 2021



CFPUA encourages customers to go digital

Since COVID-19 was first reported in our community nearly a year ago, CFPUA has taken numerous steps to keep our customers and staff safe, including limiting in-person business, requiring masks and social distancing in customer service centers, and

FIND OUT ABOUT:

[Water Conservation](#)

[COVID-19 Response](#)

adding face guards and hand sanitizer stations.

One of the simplest ways to reduce your risk of exposure is to chose quick and easy remote options to manage their CFPUA accounts. To sign up for online Customer Self-Service, visit CFPUA.org/Online. All you'll need is your account number and activation code, which can be found on your bill.

Need to start, stop, or transfer service? All necessary forms can be downloaded and submitted at CFPUA.org.

Customers can also manage their accounts over the phone through our Interactive Voice-Response system. Call 910-332-6550 to get started.

[Sweeney Treatment Enhancements Project](#)

[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

Sign up for an online CFPUA account

Major project milestones ahead in 2021



The year ahead will be a big one at CFPUA. Construction on major projects, including additional Granular Activated Carbon (GAC) filters at our Sweeney Water Treatment Plant and a new raw water main, will reach substantial completion. And projects are underway across the service area to extend CFPUA water and sewer services and protect infrastructure.

Construction on new deep-bed filters at Sweeney began in November 2019. These filters, which will hold 3 million pounds of GAC, are projected to remove 90 percent of PFAS such as GenX from raw Cape Fear River water. With work on the foundation for the filters largely complete, 2021 will see the project go vertical.

The new filters are expected to come online in early 2022.

By late summer/early fall 2021, a project to increase our growing region's drinking water supply will hit a major milestone. CFPUA has partnered with

Brunswick County and Lower Cape Fear Water and Sewer Authority on the Kings Bluff Raw Water Transmission Main, a new 14-mile pipeline that will carry water from the Cape Fear River to local utilities.

Crews are on pace to have the new water line complete in the second half of the year. After testing and inspection, the new line will be tied into the water system, coming online in early 2022.

Next month, crews will complete a project extending water service to the Castle Hayne commercial district. Work is also wrapping up on key phases of utility work on Water Street, a joint project with the City of Wilmington to add and relocate utilities as the street undergoes revitalization. Replacements or rehabilitations of six CFPWA wastewater pump stations are scheduled for completion this spring, while other facilities are getting new generators and upgraded communications equipment to help ensure continued operation during extreme weather events.

Biosolids program saves \$775,000 in 2020



It's a key part of every wastewater utility's job: Treating and disposing of what our community flushes down the toilet and drains.

Once wastewater is treated and discharged, utilities have to deal with the

leftover biosolids. Since 2019 CFPUA has been sending its biosolids to the Sampson County Landfill, but 2020 marked the first year that we fully managed our biosolids program in-house, rather than through a contractor.

Taking over management of the program meant adding three biosolids specialists to our staff of more than 300. We also contracted with Southport-based Beheler Trucking Inc. to haul the waste to the landfill. In 2020 the team treated and disposed of 29,149 cubic yards of biosolids, or about 900 truckloads.

This first year of managing the program in-house saved an estimated \$775,000 compared with 2019. The biosolids team is excited to build on this achievement, researching, testing, and implementing new strategies to make the program even more efficient and further reduce costs.

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.



Jessica Daughtry

Customer Service Representative

Name: *Jessica Daughtry*

Birthplace: *Wilmington, NC*

Department/Division: *Customer Service*

Position: *Customer Service Representative*

Length of employment: *7 months*

Briefly describe your typical day at work: *When I first come in, I try to greet my co-workers and then get my space organized for the day. I log in and start working on the daily reports for the customer service team and updating our service level board so everyone knows where we stand. I then start taking calls, solving problems, and providing the best service possible to our customers. I usually run out at lunch to check on my children, who are doing virtual learning with their Nana and make sure things are going smoothly. Seeing their faces helps power me through the rest of my day.*

What do you enjoy most about your job? *The thing I enjoy most about my job is having customers tell me "Thank you" and express how much of a great customer service experience I have provided to them.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA: *I think one of my biggest accomplishments is being trusted by my supervisors to take on extra duties and responsibilities within the team.*

What advice would you give to recent new hires? *Ask questions! Don't ever think that you can't reach out to inquire, we're all here to help you learn and grow.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *I would want them to know that we are people just like them and understand the struggles many of them are currently facing. We always want to do as much as we can to help you, and care about our customers' well-being.*

What do you like to do when you're not at work? *Outside of work, I like to spend time with my family. I love to take my kids on little trips and spend days at the beach with them. I also love to be involved in giving back, and this year my daughter's community service project "Grandma's Lap," with the help of the community and the CFPUA customer service department, was able to provide Christmas gifts to over 200 nursing home residents in the surrounding area.*