



Water Works

March 2021



You can now sign CFPUA forms online!

It's easier than ever to do business with CFPUA Customer Service, thanks to new, online versions of our commonly requested forms. Rather than printing, hand-signing, and returning copies of these forms to CFPUA, customers will now be able

FIND OUT ABOUT:

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

[System Development Charges](#)

to electronically sign forms safely
and securely online using DocuSign.

The following forms are available
through DocuSign:

- [Account Authorization](#)
- [Bank Draft](#)
- [Delete Bank Draft](#)
- [Leak Adjustment](#)
- [Meter Removal \(non-domestic\)](#)
- [New Service: Commercial
Property Owner](#)
- [New Service: Commercial
Tenant](#)
- [New Service: Residential
Property Owner](#)
- [New Service: Residential
Tenant](#)
- [Pool Fill Adjustment](#)
- [Termination of Service: Demo](#)
- [Termination of Service: Tenant](#)
- [Transfer of Responsibility](#)
- [Water Reconnection Waiver](#)

[Your Water Service Area](#)

[Sweeney Treatment Enhancements
Project](#)



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

View CFPUA's new online forms

Automatic payment plans start in May



Starting in May 2021, CFPUA will automatically enroll delinquent residential customers whose accounts meet certain criteria into 12-month payment plans.

CFPUA is taking this step due to a significant increase in customers with delinquent accounts, and to encourage customers to begin bringing their accounts current before the delinquent amount becomes unmanageable. In February 2020, due to the COVID-19 pandemic, CFPUA temporarily suspended late fees and service disconnections resulting from nonpayment.

As CFPUA begins resuming normal operations, we are automatically enrolling some customers in payment plans to encourage them to begin bringing their accounts current.

To qualify for automatic payment plan enrollment, as of May 2021 an account must be:

- Residential
- Delinquent by \$450 or more
- Delinquent by 60 days or more

Payment plans are interest-free and do not carry any additional fees. Payments will be due at the same time as customers' regular CFPUA bills.

Any customer who is eligible for automatic payment plan enrollment will be notified by mail.

Customers who are interested in enrolling in a payment plan before may do so

by calling CFPUA Customer Service at 910-332-6550 between 8 a.m. and 5 p.m. Monday through Friday. Customers may also contact us online at CFPUA.org/CSForm.

You can also learn about options for financial assistance at CFPUA.org/Assist.



**Closed for
Good Friday**

 Interactive Voice-Response:
910-332-6550

 Customer Self-Service:
www.CFPUA.org/Online

 Water/Sewer Emergencies:
910-332-6565

CFPUA will be closed Friday, April 1, for the Good Friday holiday.



Easter love from EMD: Staff in CFPUA's Environmental Management Department collected care essentials and goodies for Cedar Cove Assisted Living and Memory

Spring cleaning? Keep our sewers clean, too



This month, CFPUA crews stopped a sanitary sewer overflow on South 17th Street. The culprit behind the spill? A sewer main blockage caused by materials like paper towels, wipes, and cooking grease that had been disposed of improperly.

As spring cleaning gets underway, make sure you aren't contributing to conditions that could cause a sewer spill. Never flush any product other than toilet paper: no paper towels, gloves, cloths, mop pads or sponges. Even so-called "flushable" wipes should be disposed of in the trash; unlike toilet paper, wipes don't break down easily and can create clogs in sewer mains.

And in the kitchen, take steps to keep fats, oils, and grease (FOG) out of the drain:

- Wipe down pots and pans before washing them
 - Pour unused grease into a container for disposal in the trash
 - Use a drain strainer to catch food particles in the sink
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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.



Marcus Robinson
Wastewater Resource Technician

Name: *Marcus Robinson*

Birthplace: *Wilmington, NC*

Department/Division: *Treatment/Engineering*

Position: *Wastewater Resource Technician*

Length of employment: *1.5 years*

Briefly describe your typical day at work: *Once I arrive each morning, I check to make sure pumps are in "Auto" and are assigned to the correct belt filter press or gravity belt thickener (the conveyer belts used to move wastewater material through dewatering equipment). Before starting up I make sure there's enough dry polymer (used in the dewatering process) in each hopper. After machines have been running for a while, I collect wastewater samples. I record the equipment settings every hour, spray down as needed, and shovel out what we call drip trays. Once we meet a certain number on the gravity belt, we shut down and wash down. I usually work at the Northside Wastewater Treatment Plant, but occasionally I'm at the Southside plant. Northside is automated where as Southside is manual, smaller, and has older equipment, so the process is slightly different there*

What do you enjoy most about your job? *I enjoy getting to be a part of the wastewater treatment process because it allows me the opportunity to see what happens to things once they are flushed down the toilet, which is often taken for granted. I also enjoy the level of independence and autonomy that our supervisor encourages us to have in this position.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA: *I believe that one of my biggest challenges could also be an accomplishment: learning that sometimes the hardest part of a job is not the work itself but learning to mesh the personalities and different dynamics within the job.*

What advice would you give to new hires? *Give the best that you can give each day and communicate. The best advice I could give them is to be teachable. I think the moment we're no longer teachable is the moment we stop growing as a person.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *I guess I would want people to know that it's not as difficult as some may think when it comes to working in wastewater. We have PPE, and machines manage any smells.*

What do you like to do when you're not at work? *When I'm not at work, I enjoy spending time with my friends and family.*

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