



Water Works

April 2021



Automatic payment plans start next month

Starting in May, CFPUA will

automatically enroll some customers in 12-month, interest-free payment plans to help them catch up with outstanding water and sewer bills. To qualify for automatic payment plan enrollment, an account must be:

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

In February 2020, due to the COVID-19 pandemic, CFPUA temporarily suspended late fees and service disconnections resulting from nonpayment. This ensured that no CFPUA residential customer would have water and sewer services disconnected due to nonpayment during the height of pandemic.

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

Customers in need of financial assistance should contact CFPUA Customer Service at 910-332-6550 or [CFPUA.org/CSForm](https://cfpua.org/CSForm).

FIND OUT ABOUT:

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

[System Development Charges](#)

[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

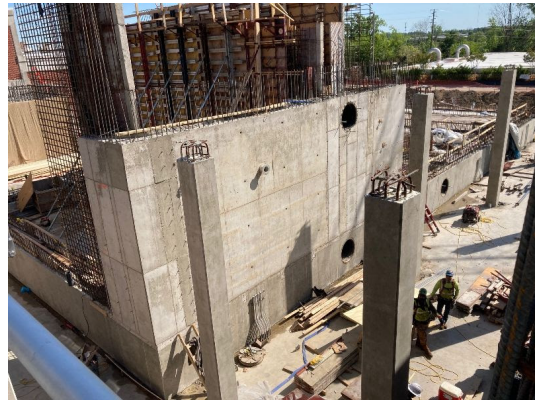
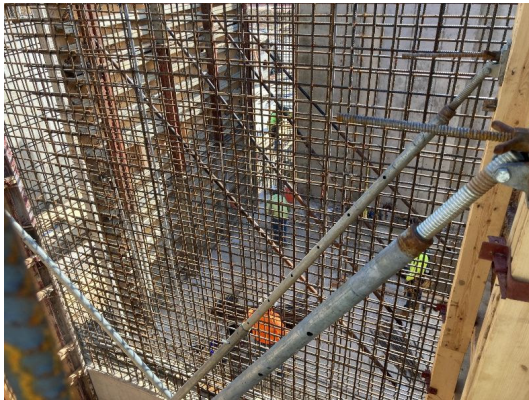
Water Conservation Hotline: (910) 332-6566

Water/Sewer Emergencies: (910) 332-6565

Email: communications@cfpua.org

**Click here for more information on
Automatic Payment Plans**

Construction on track for new GAC filters



New filters to significantly reduce PFAS contaminants in raw water treated by CFPWA are getting closer to completion.

Crews continue to make progress on eight new Granular Activated Carbon (GAC) filters at CFPWA's Sweeney Water Treatment Plant, which sources water from the Cape Fear River and serves approximately 80 percent of CFPWA customers. Construction is currently underway on walls for the deep-bed filters.

GAC consists of tiny particles of carbon. It works through a process called adsorption, with a “d” as opposed to the more commonly known absorption, with a “b”. Absorption is how a sponge works: Compounds you want to remove are distributed throughout the absorbing material. In adsorption, the compounds you want to remove bind to the surface molecules of the adsorbing

material.

GAC offers an astounding amount of surface area: One pound of GAC has more than 35 acres of surface – almost 100 football fields' worth. CFPUA's new filters will hold 3 million pounds of GAC – with a combined surface area that could nearly cover the entire state of North Carolina three times over.

The project remains on schedule for the filters to come online in early 2022.

Learn more about the project at [CFPUA.org/Sweeney](https://cfpu.org/Sweeney).

Look inside a CFPUA sewer main



DID YOU KNOW: CFPUA manages more than 1,000 miles of sewer mains throughout Wilmington and New Hanover County, NC. Watch this video to learn how our Find-it, Fix-it program protects older sewer lines through the lining process.

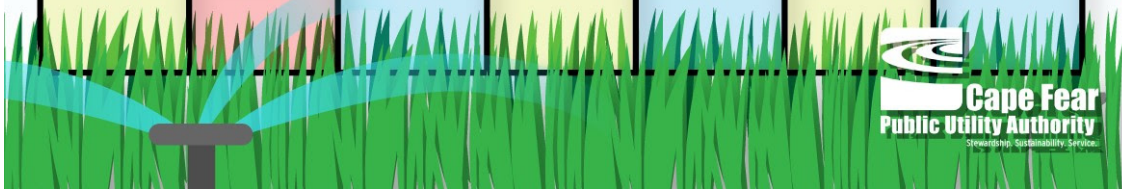
Dry April brings higher water demand

When to Water

*To avoid over-watering, schedule irrigation based on whether your **address is even- or odd-numbered**.*

Set sprinklers to run between midnight and 6 a.m.

Sun.	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.
Even		Odd	Even	Odd	Even	Odd



April 2021 has been drier than normal, with about 1.3 inches less rainfall than an average April. Less rain means a higher demand on water systems as customers water their lawns and gardens.

To help conserve water year-round for drinking, firefighting, and other critical uses across our community, CFPUA recommends that customers follow the above schedule for outdoor irrigation. You'll avoid overwatering, keep your lawn healthy, and save water and money.

[Click here for more water-saving tips](#)

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.



Jordan Evans

Senior Project Manager

Name: *Jordan Evans*

Birthplace: *Dallas, Texas*

Department/Division: *Project Management*

Position: *Senior Project Manager*

Length of employment: *3.5 years*

Briefly describe your typical day at work: *No two days are the same. Each project is unique and has its own combination of stakeholders, consulting engineers, and contractors. The common thread among all projects is to work with all parties involved to achieve an outcome that benefits CFPUA customers.*

What do you enjoy most about your job? *I enjoy the variety of work that comes with being a Project Manager. In some ways, it's a combination of engineering, business, and customer service.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA: *The Meter Replacement project -- which involved replacing water meters with more efficient models across CFPUA's service area -- was definitely a challenge. In*

addition to the large scope and long duration, it involved interacting with almost all CFPUA customers in one way or another.

What advice would you give to new hires? *Ask lots of questions. We are lucky to have so many experienced employees at CFPUA, and their combined knowledge is a great resource no matter how long you've worked here.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *The customers come first. A lot of hard work goes into ensuring the public has access to a safe, reliable, and efficient water system.*

What do you like to do when you're not at work? *Just about anything outside – running, hiking, kayaking, fishing, and hunting are at the top of the list.*

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