



Water Works

May 2021



Customer Service resumes regular hours

CFPUA's two customer service

lobbies will resume their pre-COVID hours for in-person business next month.

Starting June 1, 2021, the customer service centers at [235 Government Center Drive](#) and 305 Chestnut St. will be open **8 a.m. to 5 p.m. Monday through Friday.**

Customers can also reach CFPUA during those hours by phone at 910-332-6550, or manage their accounts online anytime at www.CFPUA.org/Online.

To protect our staff and customers from COVID-19, CFPUA asks that anyone visiting a CFPUA facility continue to wear a mask or face-covering at this time. CFPUA also encourages customers to practice safe social distancing while inside its facilities.

FIND OUT ABOUT:

[Water Conservation](#)

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

[Sweeney Treatment Enhancements Project](#)



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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

Click here to contact Customer Service online

Water Conservation Advisory in effect

Residential Irrigation Schedule		Installed Irrigation Systems	Hose-End Sprinklers	Drip Irrigation; Hand-held Hose*	Vehicle Washing*	Swimming Pools, Hot Tubs
Monday	X	X	X	No Restrictions	No Restrictions	No Restrictions
Tuesday	ODD # HOUSES	Midnight – 6 A.M.	6 A.M. – 10 A.M. 6 P.M. – 10 P.M.			
Wednesday	EVEN # HOUSES	Midnight – 6 A.M.	6 A.M. – 10 A.M. 6 P.M. – 10 P.M.			
Thursday	ODD # HOUSES	Midnight – 6 A.M.	6 A.M. – 10 A.M. 6 P.M. – 10 P.M.			
Friday	EVEN # HOUSES	Midnight – 6 A.M.	6 A.M. – 10 A.M. 6 P.M. – 10 P.M.			
Saturday	ODD # HOUSES	Midnight – 6 A.M.	6 A.M. – 10 A.M. 6 P.M. – 10 P.M.			
Sunday	EVEN # HOUSES	Midnight – 6 A.M.	6 A.M. – 10 A.M. 6 P.M. – 10 P.M.			

X No Watering

* Hoses must be equipped with nozzle or cutoff trigger

Does not apply to privately-owned wells

Following CFPUA's recommended outdoor irrigation schedule will help you save water and money.

CFPUA has issued a [voluntary water conservation advisory](#) for customers in all parts of its service area, in effect until further notice.

While the advisory remains in effect, customers are asked to take steps to reduce their water consumption, particularly during outdoor irrigation.

An extended period of dry, hot weather had led to higher demand across CFPUA's water systems. Precipitation in the Wilmington region since March 1 was 6.54 inches below normal as of May 26, according to the National Weather Service. Since May 11, the drought intensity level for our region has been classified as Category D1 (Moderate Drought) by the NC Drought Monitor and the National Drought Mitigation Center.

This advisory is being issued to help ensure water remains available for all customers and for essential services such as fire protection. Depending on conditions, this advisory could be escalated to a mandatory water restriction advisory.

To save water during irrigation, CFPUA recommends that customers irrigate only between midnight and 6 a.m. and on the following days, according to the street address:

- **Mondays: No watering.**
- **Tuesdays, Thursdays, and Saturdays:** Homes with **odd-numbered** addresses (e.g., 201 Main St.) may irrigate.
- **Wednesdays, Fridays, and Sundays:** Homes with **even-numbered** addresses (e.g., 202 Main St.) may irrigate.

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

Increasing capacity across the water system



CFPUA's Richardson Water Treatment Plant can now treat and distribute an additional 1 million gallons of water per day (MGD), keeping pace with growth in Northern New Hanover County.

Richardson is CFPUA's second-largest water treatment plant, serving nearly 30,000 customers in Murrayville, Northchase, Porters Neck, and parts of Castle Hayne and Ogden.

On May 5, the N.C. Department of Environmental Quality approved CFPUA's request to increase the Richardson Plant's capacity from 6 MGD to 7 MGD.

The higher capacity was made possible by a recently completed project to replace water filter membranes at the plant, which sources groundwater from wells in the Castle Hayne and Pee Dee aquifers.

Between March and October 2020, crews at Richardson replaced 900 semi-permeable membranes, used to purify groundwater into drinking water. The membrane technology, in use since 2009, was upgraded from nanofiltration to low-pressure reverse osmosis.

The Richardson expansion is one of several projects, either planned or underway, that will increase the capacity of CFPUA's water systems. The addition of deep-bed Granular Activated Carbon filters at the Sweeney Water Treatment Plant and the new Kings Bluff raw water line – both scheduled for substantial completion in early 2022 – will boost Sweeney's treatment capacity from 35 MGD to 44 MGD.

An additional upgrade at Richardson, scheduled to begin construction later this year, will further increase the plant's capacity to 9 MGD. In June 2021, CFPUA will bring two new wells online in the Monterey Heights groundwater system, which is currently permitted for 1.02 MGD and serves areas including Monterey Heights, Woodlake, Laurel Ridge, Sentry Oaks, and Veterans Park.

Combined, these projects will raise CFPUA's total water treatment capacity from 42 MGD to just over 54 MGD in the coming years.

Closed for Memorial Day



Interactive Voice-Response:
910-332-6550



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



Water/Sewer Emergencies:
910-332-6565

CFPUA's offices will be closed Monday, May 31, for Memorial Day. We will reopen for regular business at 8 a.m. Tuesday, June 1.

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.



Deborah Leonard

Human Resources Manager

Name: *Deborah Leonard*

Birthplace: *Brooklyn, N.Y.*

Department/Division: *Human Resources*

Position: *Human Resources Manager*

Length of employment: *2 years*

Briefly describe your typical day at work: *There is really no such thing as a typical day. I'm basically in charge of employee compensation, analytics, HR policy, and training – those are my four main things. The HR department will tag team on employee inquiries we might receive in a given day, and we're all cross-trained to at least give an overview of all parts of HR's operations.*

What do you enjoy most about your job? *The family environment. Everybody just seems to get along well and is willing to help each other, even if you're not in the same department. People here are just awesome.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA: *I redesigned and revamped CFPUA's employee performance evaluation process both for current and new employees in their probationary period. It took months to do, but I really love that I created what I called a 'test team' of supervisors, where I got their input on what they did like and didn't like about the process. I loved the fact that all of them were willing to help. We did training on it, we rolled it out, and in my opinion it was a great success.*

What advice would you give to new hires? *My advice would be (in addition to completing your HR training, of course) to ask lots of questions and learn as much as you*

can about the different departments of CFPUA.

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *We're here to help you. If you've got any issues, just call us. We'll get you to the right person.*

What do you like to do when you're not at work? *Reading, camping, and spending time with the family, which is hard when you have two boys in the military (one son is stationed in Guam, and one is in Norfolk). My husband and I bought a trailer for camping last year right before COVID struck. We've gone to the mountains, and there's a great little campground outside of Myrtle Beach on the Intracoastal Waterway where we love to go.*

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