



Water Works

July 2021



Payment plans, assistance still available

Since February 2020, CFPUA has not disconnected residential customers for non-payment of bills. We took this step to ensure our customers had access to safe, reliable water service throughout the height of the COVID-19 pandemic.

Beginning in September, CFPUA will resume delinquency procedures, including disconnection, for past-due residential accounts. Disconnections are a last resort when other attempts to contact a customer with a delinquent balance have been unsuccessful.

If you need help catching up on your CFPUA bills, contact us today to set up a payment plan or learn about your options for financial assistance. Payment plans are interest-free and can be set for a period of up to 12 months.

Customers who enroll in a payment plan and stick to the terms of that plan will not be eligible for disconnection.

FIND OUT ABOUT:

[*Financial Assistance for CFPUA customers*](#)

[*Payment Plans*](#)

[*CFPUA Rates and Fees*](#)

[*Sweeney Treatment Enhancements Project*](#)



CIVICREADY
Powered by Regroup

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

Contact CFPUA Customer Service

Inside an emergency water main repair



Just after midnight Saturday, July 10, as a severe thunderstorm rolled through Wilmington, CFPUA staff noticed a drop in water levels at a water tower on Shipyard Boulevard.

A foreman quickly dispatched to the area serving the water tower. On Carolina Beach Road, just north of Legion Stadium, he spotted a large sinkhole and pooling water in the heavily-traveled road. The problems pointed to a large water main break.

Crews immediately established traffic control, isolated the break, and issued a precautionary boil water advisory for nearby customers, many of whom were without water service due to the severity of the break. After excavating the broken section of pipe, it became clear that the cast iron water main had split after being struck by lightning. While a lightning strike causing a main break is unusual, it can happen in areas with older water mains made from cast iron, rather than the PVC more commonly used today. [A similar incident happened last September](#) near downtown Wilmington.

After cutting out the broken length of water main, CFPUA Water Quality staff began connecting a replacement section of PVC pipe with the existing main. The process involved clamping "bands" around the sections where the new and old water mains meet, gradually tightening them to create a water-tight seal.

Staff worked in shifts around the clock for more than 30 hours on the complex repair. Sunday morning, crews restored water service and were able to lift the boil water advisory and reopen the road by that Monday afternoon.

Sign up for CFPUA Alerts through "NewsFlash"





Fun in the Mud: Last month, CFPUA staff participated in Mud Day at the Children's Museum of Wilmington. The annual event focuses on tactile learning, letting kids play while learning about the science of soil, water, and mud.

Staff enjoyed teaching these future engineers about the water table and water filtration by building mini water filters in bottles.

[Click here to learn more about Mud Day.](#)

Water-saving tips for summer



[After an abnormally dry spring](#), early summer brought much-needed rain to New Hanover County. Even though we're out of the drought, small and easy changes to your irrigation habits will help you save water - and money on your CFPUA bill - during the dog days of summer:

- **Water overnight:** Midday sun and heat can steal your lawn's water through evaporation. Set your sprinklers to run between midnight and 6 a.m. for the most effective irrigation. If you water by hand, wait until evening or early morning.
- **1" per week:** That's the average amount of water - including rainfall - a lawn needs to stay healthy. After rain, give your sprinklers a couple of days off. Devices as simple as a rain gauge or as high-tech as a smart sprinkler system can also help you avoid overwatering.
- **Let it grow:** Letting your lawn grow slightly longer in the summer will help grass retain water and shield the soil from evaporation. Raise your lawn mower's blade height to 3-4" during the warmer months.
- **Install a rain barrel:** Take advantage of summer storms by connecting your downspout to a rain barrel. New Hanover County's Soil and Water Conservation District holds a monthly rain barrel sale, offering discounted rates for 60- and 80-gallon barrels. [Learn more by clicking here.](#)

For more water-saving tips, visit [CFPUA.org/Conserve](https://cfpu.org/Conserve).

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.



Darryn Bellamy
Wastewater Control Operator

Name: *Darryn Bellamy*

Birthplace: *Harlem, New York*

Department/Division: *Engineering/Treatment*

Position: *Wastewater Control Operator*

Length of employment: *20 years*

Briefly describe your typical day at work: *I am a Swiss army knife; open me up and I can perform any task required. My day usually includes the following: conducting operations at the Southside Wastewater Treatment Plant and lab; when needed, operating in relief for CFPUA's new biosolids team; assisting in the training of new operators; ensuring that plant systems such as the emergency generators are running as expected; testing SCADA and associated alarms weekly to help ensure the plant stays within compliance.*

What do you enjoy most about your job? *I enjoy helping other operators and helping to create a positive work environment.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA: *Achieving my Grade IV Biological Wastewater Operator's Certification (This is the highest level of biological wastewater operator certification offered by the State of North Carolina).*

What advice would you give to new hires? *Pursue any education opportunity that is available.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *We work 24/7 to make New Hanover County and the Cape Fear River a place to enjoy for all.*

What do you like to do when you're not at work? *I love live entertainment and am a huge fan of boxing, as well.*

Copyright © 2021 CFPUA, All rights reserved.

You are receiving this email because you opted in via our website.

SUBSCRIBE

Our mailing address is:

Cape Fear Public Utility Authority
[235 Government Center Dr](#)
[Wilmington, NC 28403-1670](#)

Want to change how you receive these emails?

You can update your preferences or unsubscribe from this list.