



September 2021



CFPUA launches COVID Relief Program

Applications are officially open for the [CFPUA COVID Relief Program](#), a \$1 million program to provide customers financial assistance with CFPUA bills.

New Hanover County and the City of

FIND OUT ABOUT:

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

[*Payment Plans*](#)

Wilmington each provided \$500,000 for the program, using funding from the American Rescue Plan Act of 2021 (ARPA), administered by the U.S. Department of the Treasury. The CFPUA COVID Relief Program is being administered by The Good Shepherd Center.

Eligible CFPUA customers can receive financial aid to pay for residential **CFPUA bill delinquencies accrued after January 27, 2020**, as a result of the COVID-19 pandemic.

To qualify for the program, customers' household income must be at or below 80 percent of the Median Household Income for New Hanover County. If your household income is above that threshold, you may still be eligible for financial assistance through one of several other programs.

[Click here to learn more about your options for financial assistance.](#)

[CFPUA Rates and Fees](#)

[Sweeney Treatment Enhancements Project](#)



Click the icon above to sign up for news and alerts from CFPUA through [Notify Me](#).

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

Apply for the CFPUA COVID Relief Program

Customer Service shifts Thursday hours

CFPUA's Customer Service lobbies are temporarily opening one hour later on Thursdays to allow staff time for training.

Thursday hours at the Customer Service Centers at [235 Government Center](#)

[Drive](#) and 305 Chestnut Street are currently **9 a.m. to 5 p.m. for business in-person and by phone**. Customers can still manage their accounts online at CFPUA.org and by the Interactive Voice-Response phone system at 910-332-6550 outside of those hours.

Lobbies will continue to be open Monday through Wednesday and on Fridays from 8 a.m. to 5 p.m.

Raw water pipeline ahead of schedule



A project to bring more raw water to utilities in Southeastern North Carolina is ahead of schedule.

CFPUA, Brunswick County, and Lower Cape Fear Water and Sewer Authority are partnering on the Kings Bluff Raw Water Transmission Main Project to bring a second raw water pipeline to our region. Once complete, this 14-mile pipeline will carry water from the Kings Bluff Pump Station on the Cape Fear River to Brunswick and New Hanover counties. For CFPUA alone, this new water main will increase our raw water capacity by 15 million gallons per day.

Of the project's \$43.3 million cost, CFPUA is paying \$16.2 million (36.6 percent).

To finish the pipeline, contractor Garney Construction had to complete 10 road crossings between Wilmington and Bladen County, elevate a section of the pipeline over Livingston Creek (pictured above), and bore under the railway at International Paper in Riegelwood. Work on the main pipeline was completed this summer, and crews are now connecting the new water main to the existing main in six locations.

While work was originally expected to be complete by August 2022, crews are now on pace for substantial completion in March. As our region grows at a record pace, this project will help local water utilities stay ahead of the curve.

Valves added across CFPUA water system



CFPUA crews repairing a water main break this summer on Carolina Beach Road. Adding valves to the water distribution system allows CFPUA to better isolate breaks, meaning fewer customers are affected by outages.

A \$282,200 project to replace or install valves across CFPUA's service area wraps up this month, adding another layer of resiliency to the water distribution system.

Valves are pieces of equipment that allow CFPUA to temporarily shut off flow to parts of the water system. They are located at key points on the system so that certain areas or neighborhoods can be isolated in the event of a water main break or construction, reducing the number of customers affected by a water outage.

Since April, crews have replaced 21 damaged valves and installed seven new valves. Staff is constantly reviewing options to improve CFPUA's systems while reducing interruptions to customers.

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.



Gerardo Racioppi
Quality Assurance Analyst

Name: *Gerardo Racioppi*

Birthplace: *Orange, New Jersey*

Department/Division: *Customer Service*

Position: *Quality Assurance Analyst*

Length of employment: *3 years, 6 months*

Briefly describe your typical day at work: *On a typical day I'm answering questions from CFPUA's Customer Service staff, reviewing and submitting bill adjustments for customers, creating training documents, completing customer requests received by fax/mail/email, and addressing any concerns from management.*

What do you enjoy most about your job? *Learning something new every day, helping customers (internal and external), and being an information resource for the Customer Service team.*

Tell us about one of your biggest accomplishments or challenges while working at

CFPUA: *I was instrumental in converting our applications and forms to electronic signature capture, which simplified the process of customers sending documents to CFPUA and doing business with us.*

What advice would you give to new hires? *Don't be afraid to ask for help. Let your Supervisor/Management Team know when you need additional training on a subject or process.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *Vince Lombardi said, "The achievements of an organization are the results of the combined effort of each individual." At CFPUA, we all contribute to the success of our organization.*

What do you like to do when you're not at work? *I'm currently taking classes online through Arizona State University, pursuing my Bachelor's in Business. When I have free time, I drive for UBER/Lyft and enjoy spending time with my family.*

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](#).