



Water Works

October 2021



Deadline nearing for COVID Relief Program

CFPUA is encouraging customers to apply for the [CFPUA COVID Relief Program](#) as soon as possible as the deadline to receive financial

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[*Monthly Billing*](#)

assistance approaches.

This \$1 million program is being funded by appropriations from the City of Wilmington and New Hanover County using funds from the American Rescue Plan Act of 2021 (ARPA), which is being administered by the U.S. Department of the Treasury.

Eligible CFPUA customers can receive financial aid to pay for **residential CFPUA bill delinquencies accrued after January 27, 2020, and through October 15, 2021**, as a result of the COVID-19 pandemic. For more information on eligibility, including income requirements, visit [CFPUA.org/Assist](https://cfpua.org/Assist).

Customers can apply at [CFPUA.org/Relief](https://cfpua.org/Relief), or by calling the Good Shepherd Center at 910-763-4424.

[Financial Assistance for CFPUA customers](#)

[Payment Plans](#)

[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

Apply for the CFPUA COVID Relief Program

CFPUA Board approves \$700,000 for interim PFAS treatment at Sweeney Plant



Filters at CFPUA's Sweeney Water Treatment Plant will get an additional change-out of Granular Activated Carbon (GAC) as construction continues on new deep-bed filters at the plant.

At its regular meeting this month, [the CFPUA Board voted](#) to spend \$700,835.52 on the additional GAC replacement. This will allow Sweeney to continue providing some removal of PFAS from raw Cape Fear River water until the new GAC filters come online in 2022.

Since 2018, CFPUA has been exchanging GAC in the existing filters as an interim measure to treat PFAS in raw river water. This interim measure removes an average of 40 percent of PFAS in raw water. It is unsuited as a long-term solution, however, because these filters were not designed for PFAS removal

and are a key part of CFPUA's treatment for other substances, including 1,4-dioxane.

What had been expected to be the final GAC exchange in these existing filters occurred in spring 2021. Eight new deep-bed GAC filters, which have been under construction since November 2019 and will provide very effective PFAS removal, were originally scheduled to come online in early 2022.

Recently, however, the construction contractor, Adams Robinson, informed CFPUA completion would be delayed by 56 days because of rain and supply-chain and labor-availability issues related to the COVID-19 pandemic. The new filters are now expected to begin treating water at Sweeney in June 2022.

This interim change-out of existing GAC media is expected to be complete by late December.

Water pumps delivered for Sweeney Treatment Enhancements Project



Special delivery!

Earlier this month, the six water pumps for CFPUA's Sweeney Treatment Enhancements Project were delivered to the Sweeney Plant. This project will significantly increase the Sweeney Plant's ability to remove PFAS compounds such as GenX from raw water sourced from the Cape Fear River.

The centerpiece of this project is eight new deep-bed filters that will hold 3 million pounds of GAC. The vertical turbine pumps will move water through the new filters, then on to the UV disinfection system for the final stage of drinking water treatment. Backwash pumps will also assist with installation and operation of the GAC media by gently lifting and washing it as needed.

The entire Sweeney Project is scheduled for completion in the first half of 2022, with the filters themselves expected to come online in June.

Don't let phantom leaks drive up your bill!



Spooked by an unusually high water bill? You may have a leak hiding somewhere in your home's plumbing.

Each CFPUA bill includes a graph of your month-over-month water consumption, allowing you to easily spot unusual spikes. While CFPUA is not responsible for leaks inside a home's private plumbing, we recommend customers follow easy tips to prevent leaks and save water, as well as money on your bill:

- **Set up an online CFPUA account** at www.CFPUA.org/Online, where you can view and analyze your home's historical water consumption.
- **Regularly check fixtures for leaks.** Pooling water, mildew smells, a dripping noise, or bubbling paint or wallpaper can all be signs of a leak.
- If your home has an irrigation system, **watch for unusually green patches of grass**, which may indicate a broken water line underground.
- **Dye-test for a toilet leak** by placing a few drops of food coloring in the tank of your toilet. If color shows up in the bowl after a few minutes, your toilet's flapper is leaking.
- **Never flush products other than toilet paper** down your toilet. Wipes, towels, hygiene products, and other materials can cause plumbing back-ups or breaks.

- **Don't wait to fix a leak!** According to the EPA, [a leaky faucet that drips at the rate of one drip per second can waste more than 3,000 gallons per year.](#)

While repairs to a home's private plumbing should be made by a plumber, CFPUA does offer leak adjustments to unusually high bills caused by damage to the water service line supplying water to a property. Contact us or read the [Leak Adjustment Request Form](#) to learn more.

Closed for Veterans Day

CFPUA will be closed for business on Veterans Day, Thursday, November 11. Customers can still manage their CFPUA accounts online or through the Interactive Voice-Response system.



910-332-6550



CFPUA.org



**Report Emergencies:
910-332-6565**



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.



Levar Lea
Water Quality Technician

Name: *Levar Lea*

Birthplace: *New York, New York*

Department/Division: *Operations/Water Quality*

Position: *Water Quality Technician*

Length of employment: *3 years, 4 months*

Briefly describe your typical day at work: *A typical day at work involves flushing of water mains, helping customers with water quality issues, collecting water samples, and assisting CFPUA construction or utility contractors for water main work. If there is an emergency such as a water main break, I'll respond to that to assist with repairs and restoring water service.*

What do you enjoy most about your job? *What I enjoy most is being in the field. As a Water Quality Technician, I cover so much ground within New Hanover County that I get to*

see first-hand all the new developments or infrastructure being added within this community.

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

CFPUA: *I would have to say a big accomplishment for me at CFPUA is being promoted two times within my three years here. It shows the room for growth at this organization.*

What advice would you give to new hires? *Be willing to learn and be open minded. It will go a long way.*

What's one thing you'd want customers to know about your department, position, or

CFPUA in general? *I would want customers to know that my department is like the front-line defense. Without Operations, there would be no water to be distributed to our customers. CFPUA Operations and Construction makes sure that happens day in and day out. It's a team effort.*

What do you like to do when you're not at work? *When not at work I simply enjoy being with my family and spending quality time with them.*

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