



November 2021



Masks no longer required for vaccinated visitors at CFPUA facilities

As of Monday, November 15, CFPUA no longer requires that vaccinated individuals wear masks or face-coverings inside its facilities, including the customer service

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centers at [235 Government Center Drive](#) and 305 Chestnut Street. This change follows a vote this month by the New Hanover County Board of Health and Human Services to end the county-wide indoor mask mandate.

CFPUA asks that those who have not been vaccinated against COVID-19 and those who are experiencing respiratory symptoms continue to wear a mask when visiting a CFPUA facility.

CFPUA also offers several ways for customers to manage their accounts and pay bills remotely, including by mail, via the Interactive Voice-Response phone system by calling 910-332-6550, and through the online Customer Self-Service portal at [CFPUA.org/Online](#).

[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

State Budget includes \$30 million for CFPUA



On Thursday, Gov. Roy Cooper signed North Carolina's 2021-2023 Budget into law. Among the budget items is a \$30 million construction grant to CFPUA to fund water and wastewater infrastructure projects.

The budget allocates money from the State Fiscal Recovery Fund to the N.C. Department of Environmental Quality to fund water and sewer projects across North Carolina. Funding comes from the American Rescue Plan Act of 2021 (ARPA), which is being administered by the U.S. Department of the Treasury.

CFPUA staff are researching how the \$30 million may be used, with recommendations to be presented to the CFPUA Board for consideration at a future meeting.

"We are deeply grateful for the efforts of our local delegation to get this funding included in the State Budget, with special thanks to Senator Michael Lee who introduced and championed the funding request. We also express our sincere appreciation to leaders from New Hanover County and the City of Wilmington, who have advocated for State support of critical CFPUA projects," CFPUA Executive Director Kenneth Waldroup said.

"As an Authority, CFPUA did not receive direct allocation of federal funds from either the CARES Act or the American Recovery Plan Act, and our community leaders have moved to resolve that. Water and wastewater infrastructure is

essential to our community, and support such as this helps CFPUA to improve our systems while keeping rates low for our customers.”

Sprucing up the Ogden Park water tower



Over the next few weeks, visitors to Ogden Park may notice crews working on the water tower.

As part of a needed refurbishment to the elevated water tank, crews are giving both the interior and exterior fresh coats of epoxy finish. During the stripping process to remove old paint and epoxy, the exterior of the tank will be completely shrouded, keeping debris out of the park.

Crews are expected to wrap up the project in mid-January.

Helping new homeowners protect plumbing



First-time homeowners have a lot to keep up with, including learning how to protect their home's plumbing.

To help homeowners served by [Cape Fear Habitat for Humanity](#), this month CFPUA donated 100 "Cease the Grease" lids and factsheets on keeping grease out of pipes. Habitat homeowners will get these materials as part of their housewarming packages, helping them protect not just their home's plumbing, but our entire community's wastewater system.

When [fats, oils, and grease \(FOG\)](#) are poured down the drain, they can cause clogs that damage plumbing. If enough FOG gets into our community's sewers, it can combine with materials like flushed wipes to create major blockages, or even costly sanitary sewer overflows.

"Cease the Grease" lids fit most jars and cans, which homeowners can use to collect cooking fats before safely disposing of them in the trash.

Want to get your own free "Cease the Grease" lid? Visit our customer service centers at [235 Government Center Drive](#) or 305 Chestnut Street.

Closed for Thanksgiving

CFPUA will be closed for business Thursday, November 25 and Friday, November 26. 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.



David Mays

Planner/Scheduler & UAS Program Coordinator

Name: *David Mays*

Birthplace: *Red Bank, New Jersey*

Department/Division: *Linear Assets/Collections*

Position: *Planner/Scheduler & UAS Program Coordinator*

Length of employment: *4 years, 8 months*

Briefly describe your typical day at work: *My days always start off with checking over work orders. I usually try to get into the office early to make sure everything's squared away before crews set out into the field. Once that's finished, my days can vary greatly. I might be running data analysis on our GIS to find what areas need to be cleaned, I may be researching deeds to find out about easements, editing our GIS if crews find something out in the field that isn't quite right or researching the maintenance history of pumps at particular a station. Recently, I decided to step-up and take the coordinator position for the CFPUA UAS (drone) program, so I have been dedicating a lot of time to this as well.*

What do you enjoy most about your job? *My favorite thing about my job is that no days are the same and each day I use a different set of skills. I really enjoy the variations of tasks I complete; it keeps me frosty.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA: *I want to say one of the biggest challenges I faced while working at CFPUA was Hurricane Florence. That event tested me on so many different levels, but in the organized*

chaos we got through it as a team. I had only been in my position for maybe 9 months, so I was still pretty green learning everything, but it was one of those adapt-and-overcome moments and I learned so much.

What advice would you give to new hires? *“Ask questions.” If you have an ambitious personality, asking questions will help you not only understand your job better but if you think long-term, it can open as many doors as you want to push yourself to open.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *In the Collections department (not to be confused with Billing in Customer Service) we keep the sewer system running smoothly. Without our preventative maintenance measures, the things we take for granted in our daily life could start impacting our environment around us in a very negative way. We keep the sewage in the sewers where it needs to stay.*

What do you like to do when you're not at work? *When I'm not at work, I'm usually either at home working out, finding projects to do on my new home, or cooking. I just moved into my home last May so I'm trying to make my backyard a slice of paradise to relax in.*

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