



December 2021



Two weeks left to apply for CFPUA COVID Relief Program!

The deadline for customers to apply for financial assistance through the CFPUA COVID Relief Program is quickly approaching.

FIND OUT ABOUT:

[CFPUA COVID Relief Program](#)

[Payment Plans](#)

The CFPUA COVID Relief Program provides financial aid to pay for residential CFPUA bill charges incurred after January 27, 2020, and through October 15, 2021, that are delinquent as a result of the COVID-19 pandemic. The final day to apply for the program is **December 31**.

The application for financial assistance can be completed at [CFPUA.org/Relief](https://cfpua.org/Relief). Customers unable to apply online may call the Good Shepherd Center, which is administering the program, at 910-763-4424.

You will need your CFPUA account number ready to complete this application. [To find that number](#), please have your most recent CFPUA bill on hand.

[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 financial assistance with
your CFPUA bills**

Keep grease and wipes out of the pipes



When CFPUA responds to a sewer spill, there's almost always the same culprit: a nasty mass of grease, wipes, and other trash blocking the pipe and causing wastewater to back up.

Sewer spills caused by fats, oils, and grease (FOG) and materials like wipes don't just harm the environment, they cause expensive wear and tear across our community's wastewater system. Luckily, there are simple steps you can take to protect the environment and help CFPUA keep rates low:

- **NEVER pour FOG down the drain.** The same goes for lard or shortening, dairy products, batters, dressings, icings -- really any food scraps.
- **Use a drain strainer** to catch food scraps in the sink
- **Scrape plates** into the trash before washing them or placing them in the dishwasher
- **Collect used cooking oil** in a jar or can. Once cooled, dispose of oils in the garbage can. You can even pick up a free "Cease the Grease" lid to cover your jar or can at CFPUA's customer service centers!
- **NEVER flush any product other than toilet paper.** Wipes (even those labeled "flushable"), paper towels, sanitary products, diapers, Q-tips, dental floss, food wrappers, and other trash should all go in the garbage can.

- Own a business with a bathroom? [Print and post this sign](#) to remind visitors what not to flush.

Water filters undergoing GAC replacement



Crews at CFPUA's Sweeney Water Treatment Plant this month are changing out water filter media, helping remove PFAS compounds while construction continues on permanent filter enhancements at the plant.

Since 2018, CFPUA has been periodically changing out Granular Activated Carbon (GAC) in existing filters at the Sweeney Plant. These replacements reduce the levels of PFAS, such as GenX, in untreated water by about 40 percent.

Once the permanent, deep-bed GAC filters come online in mid-2022, the Sweeney Plant will be able to reduce PFAS in water sourced from the Cape Fear River by 90 percent. [Learn more about that project and CFPUA's response to PFAS here.](#)

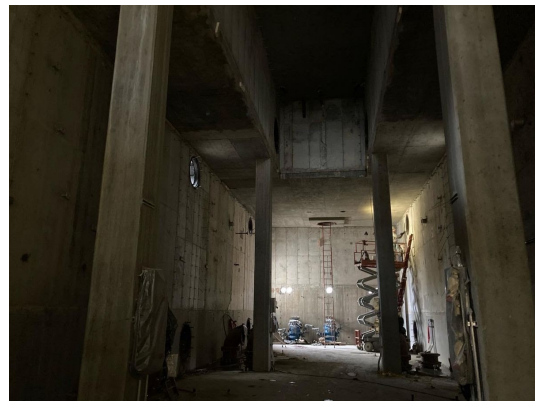
The current round of filter media replacement will wrap up this week.

Checking in on construction at Sweeney

Speaking of that project to build deep-bed GAC filters at Sweeney...

Construction is progressing steadily, with crews finishing and testing wet wells, installing piping, and getting supports finished for the facility's roof.

Check out recent pictures from the construction process below:



Closed for Christmas

CFPUA will be closed for business Thursday, December 23 through Monday, December 27. 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.



Vatrice Robinson

Water Control Operator

Name: Vatrice Robinson

Birthplace: Jacksonville, Florida

Department/Division: Operations/Water Treatment

Position: Water Control Operator

Length of employment: 4 years, 3 months

Briefly describe your typical day at work: We start with a pass-down from the previous shift, then we complete a round of the entire plant to make sure the equipment is functioning properly. Next, we complete our lab tests, which basically gives us a baseline on the water's quality and lets us know the amount of chemicals we need to treat the water. From there, we monitor the system continuously to make sure we treat enough water to meet the demand of the community and keep a watchful eye out for anomalies such as main breaks. We have other responsibilities such as receiving chemicals. I say "We" because it is a continuous team effort by both me and my coworkers to get the job

done.

What do you enjoy most about your job? *Knowing that I'm a part of a small, skilled group that can provide quality water for New Hanover County. Some days can be challenging, but that's the good part because there's never a dull moment. It's a learning experience every day.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA: *In our job we must be certified through the State and in my four years I've received three certifications: C, B, and A-Surface, and I am presently working on receiving my PC-1 (which is a wastewater license). I enjoy learning new things because I'm a firm believer that knowledge is power. And the more knowledge I acquire, the more valuable I am to the organization and the more I hold myself to higher standards.*

What advice would you give to new hires? *Be open to learn other processes besides your own. Then you can understand how we all work together for a common goal to provide quality drinking water for the community.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *We take our job seriously. We are a vital part of the community because we supply the water to everyone in the community for its various uses. But we are often behind the scenes. No one ever thinks about the process it takes to treat water; it's taken for granted that this natural resource we have just comes out of the spigot, but there's more to it than that. There's only a small group that's certified to do what we do: Produce quality drinking water.*

What do you like to do when you're not at work? *Spending time with my family, crocheting, cooking, and singing around the house. I'm a wife, mother of two, and a grandmother of a 14-year-old granddaughter (my heart). Anyone that knows me knows that I love my family, because family is everything. They're my backbone.*



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