



Water Works

January 2022



Last week to apply for CFPUA COVID Relief Program!

The deadline to apply for financial assistance through the CFPUA COVID Relief Program has been extended to **January 31**, and CFPUA is reminding customers not to miss their chance!

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 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](#)



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 financial assistance with
your CFPUA bills**

Skip the mailbox with faster billing options



The U.S. Postal Service recently changed its standards for first class mail delivery, allowing for longer delivery times. For customers who pay their CFPUA bills by mail, this may result in paper bills being delivered later and payments taking longer to reach CFPUA.

CFPUA offers numerous alternatives to paying your bill by mail, including via Autopay, online, by phone, and in-person:

- **Online Customer Self-Service:** Register for a free online account at www.CFPUA.org/Online, using the account number and online activation code found on your CFPUA bill.
- **Autopay:** Pay bills automatically by bank draft or credit/debit card. [To enroll in automatic bank draft payments, complete the form at this link.](#) To enroll in automatic credit or debit card payments, create an online account at www.CFPUA.org/Online.
 - NOTE: CFPUA's payment vendor charges a \$3 convenience fee per \$300 increment for credit or debit card payments. Customers can avoid the convenience fee by paying by eCheck through their online CFPUA account.
- **One-time online payments:** Make a one-time [online payment using Quick-Pay](#) using your credit or debit card.
- **Pay by phone:** Call 910-332-6550 to pay your bill using CFPUA's Interactive Voice-Response system (IVR).
- **Pay in-person:** Visit CFPUA's Customer Service Centers at [235 Government Center Drive](#) or 305 Chestnut Street between 8 a.m. and 5 p.m. Monday through Wednesday, and Friday, and from 9 a.m. to 5 p.m. Thursdays. Payments can be made at the counter, at CFPUA's payment

kiosks, or through the drop-box (only check or money orders accepted through the drop box).

Raising the roof at the Sweeney Plant



Crews at CFPUA's Sweeney Water Treatment Plant are capping off the facility that will soon hold the plant's new deep-bed Granular Activated Carbon filters.

This month, contractor Adams Robinson began installing the precast roof for the [Sweeney Treatment Enhancements Project](#), which will significantly increase the plant's ability to remove PFAS such as GenX from water sourced from the Cape Fear River.

This part of the project required 30 flatbed trucks delivering 67 hollow-core, precast panels and seven precast double tees, which are lifted into place atop the facility using a 350-Ton truck crane. Roof installation is scheduled to be completed in early February.

Completion of the roof means crews can move on to installing electrical and mechanical systems on the upper level of the new facility.

Extreme Makeover: Pump Station edition



Pump Station #35
BEFORE



Pump Station #35
AFTER

CFPUA recently wrapped up projects to beautify a pair of wastewater pump stations.

Pump stations are a key part of our community's sewer system, with many located in neighborhoods throughout New Hanover County to help move wastewater across our region's flat terrain. Hewletts Creek Pump Station (Pump Station 34) sits along Pine Grove Drive just south of its intersection with Greenville Loop Road. Bradley Creek Pump Station (Pump Station 35) is located along Oleander Drive near the Bradley Creek bridge.

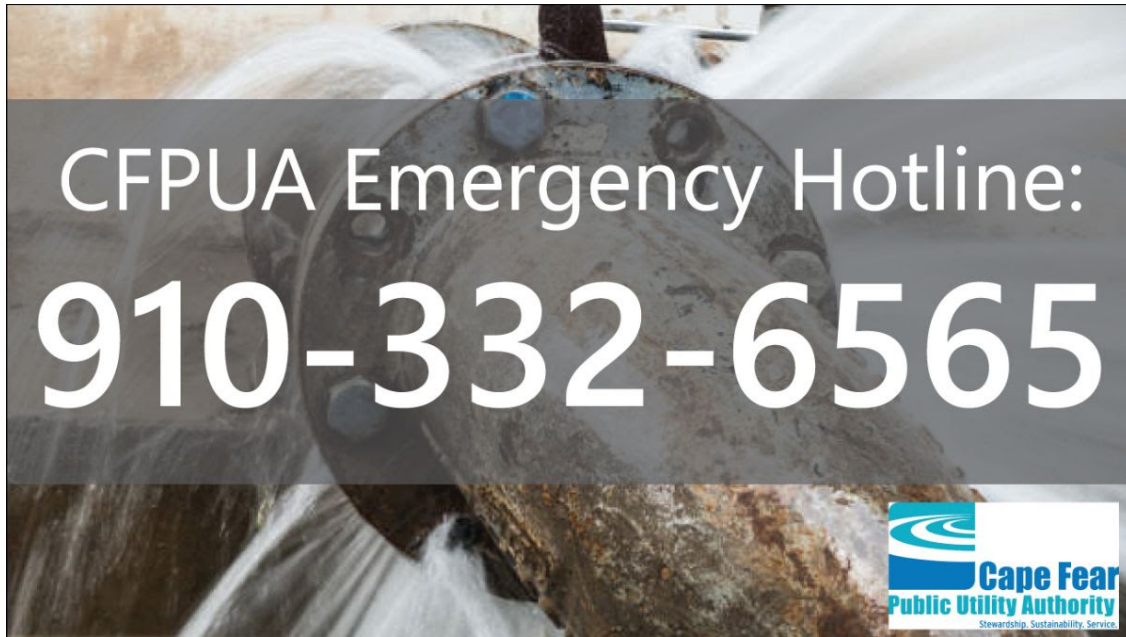
Both stations are highly visible from the road and needed better integration into their surrounding neighborhoods. Improvements to the two sites include screening, painting, and landscaping, as well as adding a paved parking area at Hewletts Creek station.



Pump Station #34
BEFORE



Pump Station #34
AFTER



CFPUA Emergency Hotline:
910-332-6565



Rapid temperature changes, especially during freezing weather, can lead to water main breaks and leaks. If you spot a water or sewer emergency, call CFPUA's 24-hour hotline ASAP!

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.



Danielle Smith

Project Manager

Name: *Danielle Smith*

Birthplace: *Syracuse, New York*

Department/Division: *Linear Assets/ Project Management*

Position: *Project Manager*

Length of employment: *8 years*

Briefly describe your typical day at work: *One thing that excites me about my job is no days are exactly the same. I might be working on different projects, or stages of project development, but I am constantly communicating with the involved project team, monitoring projects' progress, and overcoming any obstacles that can affect the timeline, project budget, or scope.*

What do you enjoy most about your job? *I like the variety of the projects I am able to work on: water, sewer, building improvements, and aesthetics (including the pump station improvements highlighted in this newsletter). I feel like I am always learning something new with each project that I can apply to the next one.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA: *Being promoted to Project Manager and jumping right into the Northern Water Mains project, which brought 25,000 feet of water lines to the northern end of New Hanover County.*

What advice would you give to new hires? *Don't be afraid to speak up if you have a new idea. We all come from a variety of backgrounds and skillsets that can be beneficial to the organization and our processes.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *I would want customers to know there are many passionate and hardworking people behind every glass of water you drink, and every toilet you flush in our service area.*

What do you like to do when you're not at work? *Spending time with my family, home improvement projects, being physically active.*

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