



Water Works

February 2022



CFPUA presents 2021 Annual Report to City, County

Each year, CFPUA produces an annual report for our customers, local government partners, and other stakeholders.

FIND OUT ABOUT:

[CFPUA 2021 Annual Report](#)

[Payment Plans](#)

CFPUA Executive Director Kenneth Waldroup [recently presented the 2021 Annual Report](#) to Wilmington City Council and the New Hanover County Board of Commissioners.

The report highlights CFPUA's annual accomplishments, including a summary of major projects such as the Sweeney Treatment Enhancements Project, customer service initiatives, and sustainability efforts. The report also includes an overview of the organization's finances as well as Board committee reports.

[You can read CFPUA's 2021 Annual Report at this link.](#)

For past annual reports and other key CFPUA publications, [click here.](#)

[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

VIDEO: How does a Vactor truck work?



When wipes and grease clog sewers, CFPUA uses Vactor trucks to clear pipes and keep services flowing. Watch this video to learn how it works.

Fire hydrant program protects community



Did you know there are more than 8,000 public fire hydrants in CFPUA's service area? While hydrants spend most of their time unused, proper performance when they are needed is a matter of life and safety.

Through our Fire Hydrant Maintenance and Repair Program, CFPUA works with the Wilmington and New Hanover County fire departments. Fire department staff regularly tests hydrants and alerts CFPUA if one needs repair or replacement. CFPUA's in-house construction crews then make the repairs. In an average month, CFPUA will fully replace 6 hydrants.

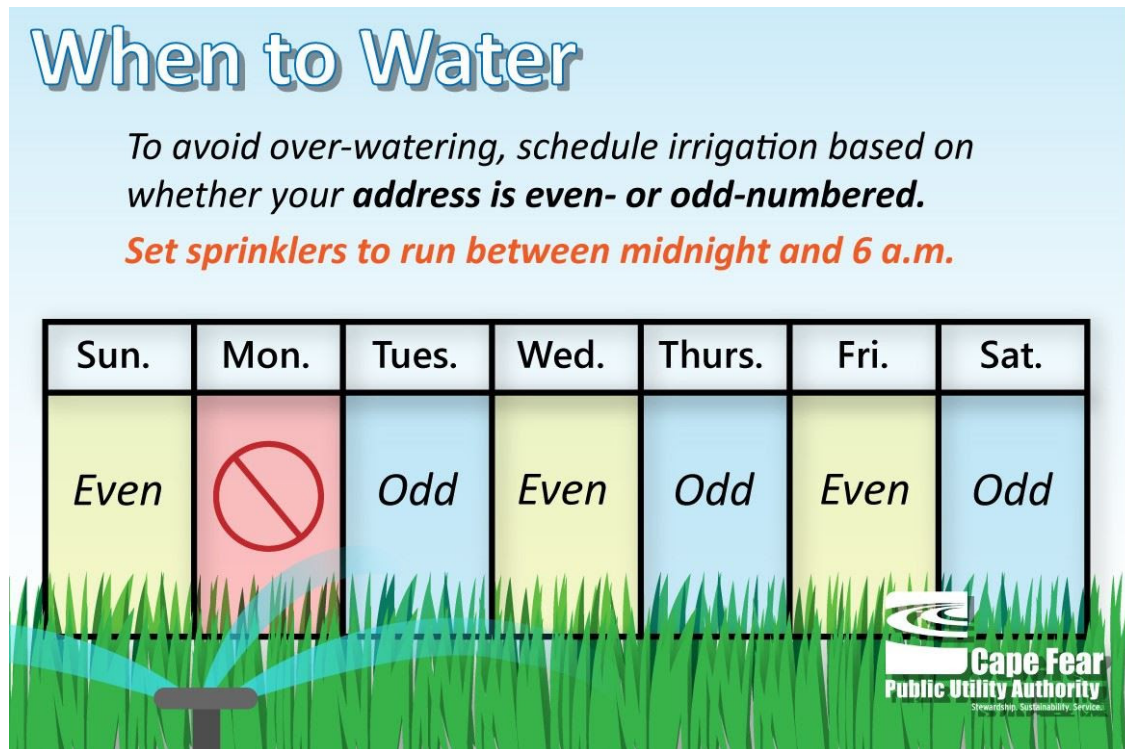
To paint hydrants, CFPUA partners with [Coastal Enterprises Inc.](#), a local nonprofit organization that aids physically and mentally disabled adults in reaching their maximum level of productivity and employability.

The Wilmington Fire Department recently raised its Insurance Services Office

(ISO) rating, which scores fire departments on their preparedness to fight fires, from ISO 2 to the highest possible rating of ISO 1. A community's water distribution system is a major factor in determining a fire department's ISO rating. CFPUA is proud to maintain a water system that supports our brave firefighters.

[Read more about WFD's outstanding achievement here.](#)

Don't let spring skyrocket your water bill



When to Water

To avoid over-watering, schedule irrigation based on whether your **address is even- or odd-numbered**.

Set sprinklers to run between midnight and 6 a.m.

Sun.	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.
Even	Prohibited (Red circle with slash)	Odd	Even	Odd	Even	Odd

The infographic features a background of green grass with a blue water spray from a sprinkler at the bottom left. The Cape Fear Public Utility Authority logo is in the bottom right corner.

Planting season is approaching and temperatures are rising. As you bring your sprinklers out of hibernation, remember these rules of (green) thumb to save gallons every time you water:

- **Keep a schedule:** Cut water waste by following the irrigation schedule above, which is based on your home address.
- **Watch the weather:** Turn off your sprinklers before or after rain; during warmer months, your lawn needs just an inch of water, including rainfall, per week.
- **Make "Smart" purchases:** Installing smart sprinkler controls will automatically turn off your irrigation system during rain or when a leak is detected.

- **Go native:** Putting in new plants this spring? Choose flowers, shrubs, and trees native to the Wilmington area, which require less watering and better resist drought. [Check out this list of flora native to the Carolinas.](#)

Get more water-saving tips at CFPUA.org/Conserve.

Submit your comments on proposed SDCs

CFPUA has published its [proposed water and sewer system development charges](#) for the fiscal year beginning July 1, 2022.

The system development charge (SDC) is the fee that newly connecting customers pay to “buy in” to the water and sewer system. The proposal includes an increase in the water SDC from \$2,120 to \$2,230 and a decrease in the sewer SDC from \$2,180 to \$2,160.

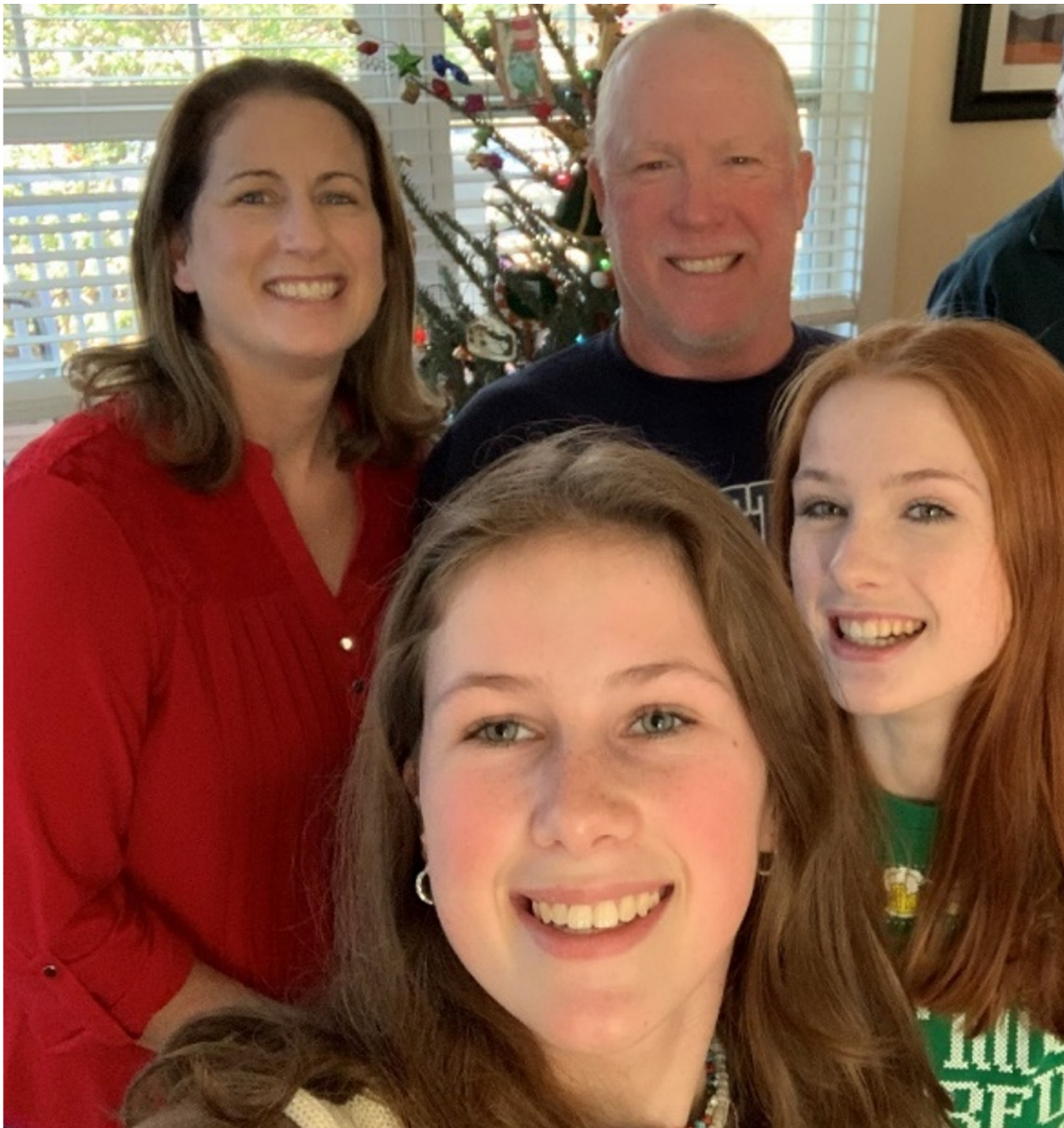
Changes to the SDCs do not affect the rates CFPUA charges customers for water and sewer services.

CFPUA invites all interested parties to [provide public comments](#) by Thursday, March 31.

A public hearing on the proposed SDCs will be held at the CFPUA Board’s April 13 meeting.

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.



Maggie Butler

Environmental Compliance Supervisor

Name: *Maggie Butler*

Birthplace: *Charlottesville, Virginia*

Department/Division: *Environmental Management & Sustainability/ Community Compliance*

Position: *Environmental Compliance Supervisor*

Length of employment: *When asked this question, I usually tell people “a long time.” I began as a Lab Tech intern with the City of Wilmington in 1999. I did leave for two years to be a middle school science teacher but returned to CFPUA in 2010.*

Briefly describe your typical day at work: *Community Compliance enforces the Sewer Use Ordinance and the Cross Connection Ordinance. I supervise four Compliance Officers completing various tasks that support these regulations; conduct onsite*

inspections and answer questions about grease interceptors and backflow prevention assemblies; review and enter data from industry reports; collect samples from the wastewater plants or industries; run the Special Water Use Hydrant Program; and help with hauled waste septage program. We also assist with enforcement of any unauthorized use of the sewer or distribution system.

What do you enjoy most about your job? *Each day is slightly different, so it presents opportunities to learn new things every day. I also enjoy working with the people in my department.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA: *I believe CFPUA employees work hard at providing customer service. One constant challenge is relaying information to customers that they may not want to hear. Learning how to be effective with enforcement while maintaining the customer service relationship is a continued challenge.*

What advice would you give to new hires? *Work hard at your position to improve and always ask questions to learn. Always be willing to help and provide support to other CFPUA employees.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *CFPUA employees always want to help the customer and ensure the job is done correctly. CFPUA employees work hard to help the community they serve.*

What do you like to do when you're not at work? *I love watching my daughters participate in their many activities. I watch a lot of basketball and volleyball games. We live near Surf City, so I enjoy spending time at the beach in the summer.*

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Our mailing address is:

Cape Fear Public Utility Authority
235 Government Center Dr
Wilmington, NC 28403-1670

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