



April 2022



Great career opportunities at CFPUA!

Are you looking for great new career in public service with unbeatable benefits, competitive pay, and a pension? [Check out CFPUA's latest career opportunities!](#)

FIND OUT ABOUT:

[Career Opportunities](#)

[2021 Drinking Water Quality Report](#)

CFPUA is hiring for positions in several departments:

- Customer Service
- Environmental Management and Sustainability
- Finance
- Water Treatment
- Centralized Maintenance
- Construction and Distribution

We currently have opportunities suited to a wide variety of educational and career backgrounds.

Detailed summaries of CFPUA's benefits package - including health coverage, leave programs, retirement plans, and more - are also available at CFPUA.org/Careers.

[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

Sign up for CFPUA Job Alerts

VIDEO: Water Treatment on the Cape Fear



Curious how CFPUA's Sweeney Water Treatment Plant turns water from the Cape Fear River into drinking water? Check out this video that follows water from the river to the faucet.

North Front Street utility project begins

A major project to improve two blocks in historic downtown Wilmington, and replace aging water and sewer infrastructure, is officially underway.

Construction on the City of Wilmington's North Front Street Streetscape Project kicked off April 18. The project will bring new utility services, pavement, sidewalks, lighting, landscaping, and street furnishings to North Front Street between Chestnut Street and Walnut Street. For our part, we'll be replacing 1,040 feet of sewer mains, 1,070 feet of water mains, and 8 sanitary sewer manholes. Some of the pipes to be replaced date to the 1940s and '50s and have reached the end of their useful life.

By partnering with the City to replace these lines at the same time as the streetscape improvements, CFPUA is reducing interruptions to our customers along North Front Street.

For updates about the project, including traffic alerts from the City of Wilmington, visit www.WilmingtonNC.gov/northfrontst.

Rolling out messages about wipes, grease



You've probably seen CFPUA's Vactor trucks driving around Wilmington and New Hanover County. These trucks are important tools for keeping our wastewater systems moving; crews use them to clean out blockages from sewer mains.

Starting this month, we're adding important visual reminders to our trucks about the hazards of flushing wipes, cooking grease, and garbage. The trucks will also carry CFPUA's 24-hour emergency hotline, 910-332-6565, which customers should call if they spot a sewer spill.

Almost all the sewer blockages we respond to are caused by materials that have been improperly disposed of in the sewer system. When customers put fats, oils, and grease (FOG) down the sink or flush wipes and other trash down the toilet, it leads to nasty clogs in sewer mains. If the clogs get big enough, they can cause wastewater back-ups and even sewer spills.

[Curious about how Vactor trucks work? Check out this quick video.](#)

Wayne Drop 💧 returns at CFCC job fair



After a few years' hiatus, CFPUA is bringing back our blue buddy, Wayne Drop, to community outreach events! Wayne, the mascot for the "Water, Use it Wisely" campaign, joined CFPUA staff this month at a job fair at Cape Fear Community College.

Would you like Wayne and CFPUA staff to appear at your event? [Contact us by filling out this form](#) or emailing Communications@CFPUA.org.

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.



Lucy Holliday
Collections Specialist

Name: *Lucy Holliday*

Birthplace: *Wilmington, NC*

Department/Division: *Customer Service/Collections*

Position: *Collections Specialist*

Length of employment: *9 years, 7 months*

Briefly describe your typical day at work: *In the Collections Department we are responsible for working with customers on payment plans, scheduling service reconnections, accepting pledges for financial assistance, filing liens, making account judgments, and setting up post-petition bankruptcy accounts. Although we are all required to know and be able to perform every aspect of these duties, we have our own individual*

assignments we work daily. I work with different spreadsheets and reports of customer accounts, some of which are uploaded on a weekly basis.

These are just a few of my duties, which I feel privileged to do.

What do you enjoy most about your job? *That there is always something to do and someone to help. I enjoy doing both because it gives purpose to the day.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA? *Two years ago, CFPUA upgraded our Customer Service software to a program called UMAX. I would say that learning the new software was the biggest challenge I have had in my almost 10 years with the organization, though we had a great team helping us through the transition.*

Today, I am not a UMAX pro, but I know how to get things done using this wonderful software. If not, I know who to call.

What advice would you give to recent new hires? *Stay focused. Stay positive. Ask for help if you are in doubt.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *We are an organization that cares about our customers and do our best each day to provide great customer service.*

What do you like to do when you're not at work? *Unplug and be with my family.*

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