



Water Works

May 2022



CFPUA Budget approved for FY2023

This month, the CFPUA Board approved a [\\$99.2 million operating budget](#) for Fiscal Year 2023.

Under the budget, the average residential customer's monthly bill for combined water and sewer services

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will increase by \$5.39 for services delivered beginning July 1, 2022. This is the first increase in such charges since FY2019.

[Costs associated with measures to address Chemours' PFAS](#) account for more than 70 percent of the increase in the FY23 budget. CFPUA has filed a lawsuit on behalf of its customers to compel Chemours to take responsibility for costs to address its PFAS contamination in the Cape Fear River.

Other budget drivers include cost increases from inflation, salary adjustments, and initiatives related to CFPUA's new Strategic Plan.

[Read more about CFPUA's budget by clicking here.](#)

[Sweeney Treatment Enhancements Project](#)



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CONTACT US

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Water Conservation Hotline: (910) 332-6566

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Email: communications@cfpua.org

Region's water providers cut the ribbon on new raw water main on Cape Fear River

Water providers and community leaders gathered this month at the Kings Bluff Pump Station in Bladen County to celebrate completion of our region's new raw water transmission main.

The Kings Bluff Parallel Raw Water Transmission Main is a project funded jointly by CFPUA, Lower Cape Fear Water and Sewer Authority, and Brunswick County, with design and logistical support from Pender County. The 54"-diameter line runs parallel to Lower Cape Fear's existing raw water main, carrying water 14 miles from the Kings Bluff Pump Station on the Cape Fear River to a water storage facility in Brunswick County.

The new main more than doubles raw water capacity available to utilities in our three counties. For CFPUA alone, the new line increases our raw water capacity by 15 million gallons per day. With growth exploding in Southeastern NC, this project will allow local water utilities to meet the need for the next generation.

Beyond increasing water capacity, this project added a layer of redundancy to the region's water infrastructure, helping ensure water service will not be interrupted if the other main is damaged. As project manager for the new water main, CFPUA was proud to bring this project in ahead of schedule and more than \$1 million under budget.

See below for pictures from the event and construction process:





Mott's Creek Pump Station replacement starts

CFPUA operates more than 150 wastewater pump stations across Wilmington and New Hanover County. Pump stations allow us to move wastewater across flat and low-elevation terrain - areas where moving sewage by gravity isn't an option.

One of the largest is Pump Station 69, also known as the Mott's Creek Pump Station. Located on south River Road, this station receives wastewater from 13 tributary pump stations in the Monkey Junction area, helping move it along to CFPUA's Southside Wastewater Treatment Plant.

Built in 2000, the Mott's Creek Pump Station is due for replacement to support the growth in southern New Hanover County. On May 2, contractors began the replacement project, which will increase the station's sewer capacity from 1.76 million gallons per day (MGD) to 4.18 MGD. The project is scheduled for completion in summer 2023.



Financial assistance available to customers

CFPUA wants to remind its customers about programs that can provide financial assistance with water and sewer bills.

[New Hanover County's Emergency Rental Assistance Program](#) (ERAP) has reopened for applications. The program is open to renter households within New Hanover County in need of emergency financial assistance with rent and/or utility payments.

To check your eligibility and learn how to apply for New Hanover County ERAP, [click here](#).

CFPUA customers may also be eligible for bill assistance through CFPUA Assist, a program administered by the New Hanover County Department of Health and Human Services. This program is open to any CFPUA customer in need of one-time emergency assistance with CFPUA bills.

Customers may apply for CFPUA Assist by visiting the New Hanover County Department of Social Services at **1650 Greenfield St., Wilmington, NC 28401**.

For information on additional local and regional programs offering financial assistance with water and sewer bills, [click here](#).

Closed for Memorial Day

**CFPUA will be closed for business
Memorial Day, Monday, May 30.**

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.



Da'Von Robinson

Senior Meter Technician

Name: *Da'Von Robinson*

Birthplace: *Wilmington, NC*

Department/Division: *Customer Service - Meters*

Position: *Senior Meter Technician*

Length of employment: *4 years*

Briefly describe your typical day at work: *A normal day consists of setting meters, checking for leaks, and occasionally it's installing a compound meter (for multi-unit properties). As a senior meter technician I also give daily assignments to the meter techs, which is a team of five right now, and assist on some of their jobs.*

What do you enjoy most about your job? *The independence - you work at your own pace. You're basically being your own boss and completing your own jobs. I'm also out in the field all day every day.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA? *I started at CFPUA in June 2018 as a construction worker. I eventually moved*

over to Meters, and one of my biggest accomplishments was working my way up to Senior Technician.

What advice would you give to recent new hires? *Hard work and dedication. And don't let anyone discourage you from chasing your dreams and aspirations of pursuing the position you want within the organization.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *I'd want them to know that I'm dedicated to providing them the best service I can and assisting with any issues they have, from problems with their meters to leaks in their yard.*

What do you like to do when you're not at work? *I have two daughters, so spending time with them. Also just relaxing, playing video games after a long day, and watching sports, especially football and basketball.*

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