



Water Works

July 2022



New rates in effect, July bills may be prorated

New rates for CFPUA water service and City of Wilmington trash and stormwater services went into effect July 1. Depending on your billing cycle, these charges may be prorated on your July CFPUA bill.

FIND OUT ABOUT:

[Career Opportunities](#)

[2021 Drinking Water Quality Report](#)

[Sweeney Treatment Enhancements](#)

CFPUA's water base and consumption rates increased by 17 percent this month. Sewer rates did not change, meaning that the average CFPUA customer's total monthly bill will increase by about 8.5 percent. The City of Wilmington's trash cart rates increased by 5 percent and the City stormwater rate increased by 1 percent.

For customers with billing cycles that end in the middle of the month, these charges will be prorated on your July bill, with separate lines for days charged under the old and updated rates.

See below for an example of a prorated bill, reflecting charges for days in June and July 2022:

[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

CFPUA Charges:	Quantity	Rate	Charge
Res Sewer Base	26 days	\$14.55	\$12.61
Res Sewer Consumption	3.1149 TGAL	\$4.63	\$14.42
Water Base	22 days	\$13.78	\$10.11
Water Base	4 days	\$16.21	\$2.16
Water Consumption	2.6357 TGAL	\$4.02	\$10.60
Water Consumption	0.4792 TGAL	\$4.74	\$2.27
Total CFPUA Charges			\$52.17

Unearthing a piece of Wilmington's water history



History is right under your feet in downtown Wilmington.

This month, CFPUA crews unearthed a 1910 water valve on North Front Street as part of the [City of Wilmington's ongoing streetscape project](#). Valves are used to close off and isolate parts of the water system during repairs. According to manufacturer's markings, this valve had been in service for more than 110 years — since President Taft was in office.

Crews identified a minor leak and opted to remove the valve due to its age. CFPUA has a corrosion control program to protect the interior of older pipes and valves, but we were glad to give this piece of historic equipment its well-earned retirement as the City works to enhance the North Front Street corridor.

While it's rare to find a piece of equipment this old in our service area, replacement and rehabilitation of aging infrastructure is CFPUA's priority in our Capital Improvements Plan.

Read the item below for more details:

CFPUA 2023 Capital Improvements Plan focused on aging infrastructure



The Walnut Street Pump Station, completed in the late 1960s, is nearing the end of its useful life.

CFPUA's latest Capital Improvements Program includes \$5.15 million to replace the station.

With Fiscal Year 2023 officially underway, Cape Fear Public Utility Authority is undertaking its annual slate of projects to extend services, replace aging infrastructure, and add resilience to our community's critical water and sewer systems.

CFPUA's FY23 [Capital Improvements Plan \(CIP\)](#) totals \$36.60 million, an \$8.7 million increase from the FY22 CIP. Fiscal Year 2023 began July 1, 2022, and

will end on June 30, 2023.

About 77 percent of funding in the CIP will be invested in the rehabilitation or replacement of aging infrastructure.

Among the items in this year's CIP are a \$5.15 million project to replace the Walnut Street Pump Station in downtown Wilmington, an additional \$1.85 million to build a new \$6.9 million regional wastewater pump station and force main in southern New Hanover County, and an additional \$4.2 million to replace an aging portion of the Twin 24" Raw Water Transmission Mains that convey water from the Cape Fear River to the Sweeney Water Treatment Plant. Many of these are multi-year projects which, while funded in the FY23 CIP, will be completed in subsequent years.

Each year when developing the CIP, CFPUA prioritizes projects based on their cost, urgency, and overall benefit to the community. Every project in the CIP is evaluated using a risk matrix to ensure that the highest-risk projects are addressed in a timely manner.

The CFPUA Board has also approved the 10-year CIP, which totals \$512.35 million and covers projects through Fiscal Year 2032.

[To read CFPUA's 10-Year CIP, click here.](#)

Fun in the mud at the Children's Museum!



CFPUA was back at the Children's Museum of Wilmington's annual Mud Day last month! The event gives kids a chance to learn about water and soil, all while having fun in the mud. CFPWA staff helped kids and families build their own mini water filters using gravel, sand, and water bottles.

Interested in having CFPWA staff join your event? Contact us at
Communications@CFPUA.org

Employee Spotlight

Each month we introduce you to one of the more than 300 employees at CFPWA who work to provide you with the best water and wastewater services.



Breanna Seely **Billing Specialist**

Name: *Breanna Seely*

Birthplace: *Morehead City, NC*

Department/Division: *Customer Service*

Position: *Billing Specialist*

Length of employment: *1 year, 2 months*

Briefly describe your typical day at work: *A typical day for me starts at 8 a.m. I make sure that I am signed into my computer and ready to go as calls come into our queue right at 8. My job is to make sure that all calls get answered and that I provide the best service to each customer.*

I make sure to ask questions so I can give customers the best service. You want to make sure that you answer and help with every question so the customer does not need to call back. Certain calls take more time as we put in requests for information, service

reconnects, and maintenance service orders. I stay on top of these so I can call the customer back to advise what was found or done.

I also create our call center reports, manage faxes, and assist with training new employees.

What do you enjoy most about your job? *What I enjoy most about my job is that there is always something new to learn here and the staff is always willing to help you if you need it.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA? *My biggest accomplishment would be that I moved up in the call center to a Level 2 representative before even being at CFPUA a year. Another accomplishment is that I was just hired in CFPUA's billing department.*

The only major challenge I have faced here is staffing shortages over the past year. The heavy work load can be a lot at times, but everyone in the call center is willing to help each other.

What advice would you give to recent new hires? *Always stay calm. Some calls with customers may escalate, and staying calm and professional always resolves the situation in the end. It can also be very overwhelming when you first get hired as a lot of information is thrown at you. Don't be afraid to ask questions or say when you need extra help. Staff here is always willing to help you.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *I want customers to know that we are always doing our best to serve them and the community. Like everyone right now, we are short staffed and can only do so much at one time. I would want them to know that we do really care about what they are going through. Most CFPUA employees are also CFPUA customers, so what happens here affects us too.*

What do you like to do when you're not at work? *When I am not working I like to go to the gym for yoga and Zumba, take weekly farmers market trips, and do projects on my new home. Food trucks are a must every weekend, as well as pup snuggles.*

Copyright © 2022 CFPUA, All rights reserved.

You are receiving this email because you opted in via our website.

SUBSCRIBE

Our mailing address is:
Cape Fear Public Utility Authority
[235 Government Center Dr](#)
Wilmington, [NC 28403-1670](#)