



Water Works

August 2022



Schedule updated for new PFAS-fighting filters at CFPUA's Sweeney Plant

New filters to reduce PFAS, including GenX, are scheduled to start treating drinking water at the Sweeney Water Treatment Plant in the coming weeks.

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This month, the CFPUA Board heard an update on the schedule to bring new state-of-the-art Granular Activated Carbon (GAC) filters online. As of the end of August, GAC has been loaded into four of the eight deep-bed filters, with loading underway on a fifth.

Once GAC is loaded into a filter, washing and rinsing must be completed to prepare the GAC media and achieve water-quality parameter goals, such as proper pH. Once washing, testing, and inspection is completed on four of the filters, CFPUA can begin bringing the system online, depending on water demand across the system.

All eight filters will be operational by the end of 2022.

[2021 Drinking Water Quality Report](#)

[Sweeney Treatment Enhancements Project](#)



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CONTACT US

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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



Granular Activated Carbon (GAC) media loaded into one of eight deep-bed filters at the Sweeney Water Treatment Plant.

CFPUA Launches Customer Welcome Book

Welcome to



If you're new to CFPUA or just want info about our services in one easy resource, check out our new [Customer Welcome Book](#)!

The book, available at www.CFPUA.org/Welcome, covers setting up and stopping service, easy ways to pay your bill, CFPUA rates, financial assistance, outdoor water use, and more.

Printed copies will be available this fall at CFPUA's Customer Service Centers.

Understanding Boil Water Advisories

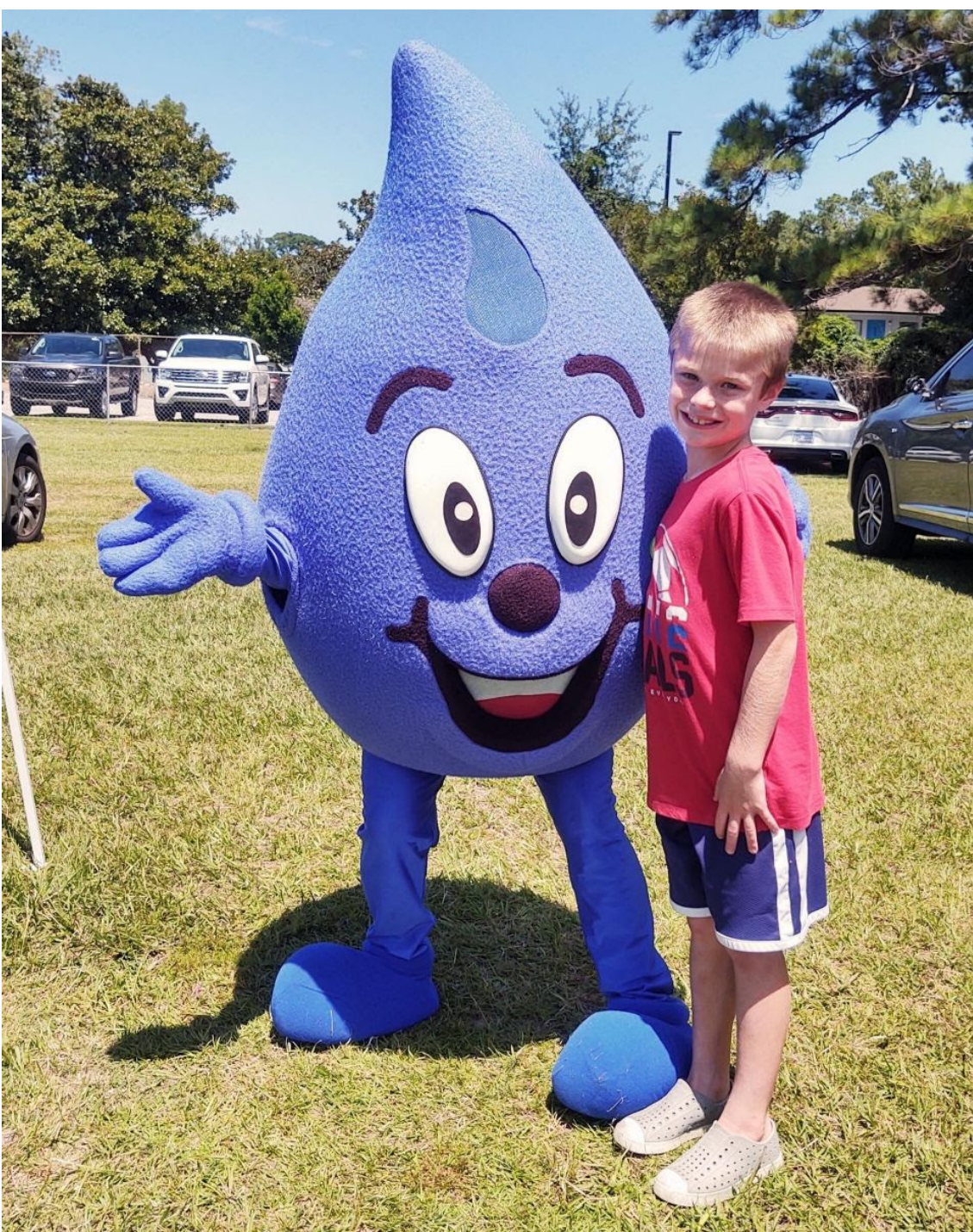


At some point, you may get a notice from CFPUA that your home or business is under a boil water advisory (BWA). Here's a quick guide to what BWAs mean for you:

- **Why does CFPUA issue boil water advisories?** When there is a risk that bacteria could have entered the public water system, CFPUA issues a boil water advisory. The most common reason that a BWA is issued is construction or repairs on a water main. There are two types of BWAs:
 - **Planned BWA:** Issued at least 48 hours in advance when a scheduled repair or construction will affect the water system.
 - **Emergency BWA:** Issued when a leak is detected or other emergency affecting the water system occurs.
- **How will I know if my property is under a BWA?** For smaller BWAs or those affecting a specific neighborhood, CFPUA will hand-deliver notification to all homes under the advisory. For apartment or condominium communities, CFPUA will notify the community's management. If a BWA is extensive, generally those affecting 100 or more customers, CFPUA will put notification on its website and social media pages, share with local media, and may post signage throughout the neighborhood. [Click here to sign up for BWA alerts through CFPUA NewsFlash.](#)

- **How long should I boil my water?** Boiling water for one minute will kill bacteria, ensuring water is safe for drinking, cooking, brushing teeth, and other consumption.
- **Why are certain neighborhoods affected?** CFPUA's public water system includes valves that allow crews to isolate parts of the system. When a BWA might be needed, crews close valves around the area, keeping the rest of the water system protected from contaminants.
- **How long do BWAs last?** Before a BWA is lifted, CFPUA staff will flush hydrants in the area and test the water to ensure that no contaminants are present. Water samples are taken to CFPUA's laboratory, which tests the samples over a 24-hour period. Because of this, the average BWA lasts for about one day.

Wayne Drop Makes a Splash at Summer Camp!



Wayne Drop, our water-wise mascot, stopped by the Nir Family YMCA this month to hang with summer campers. The Wilmington Cape-Fear Homebuilders Association hosted a career fair focused on cool jobs in construction. Wayne helped spread the word about water workers and the important jobs they do.

Interested in having Wayne and CFPUA staff at your event? Contact us at
Communications@CFPUA.org

Closed for Labor Day

**CFPUA will be closed for business on
Labor Day, Monday, September 5.**

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.



Christian Mathis

Wastewater Control Operator

Name: *Christian Mathis*

Birthplace: *Raleigh, NC*

Department/Division: *Engineering/Operations - Wastewater Treatment*

Position: *Wastewater Control Operator (Grade IV)*

Length of employment: *6 years, 1 month*

Briefly describe your typical day at work: *I do a variety of things each day depending on what is needed. I may work in the lab testing wastewater to ensure we are treating it sufficiently. I may monitor the plant equipment and adjust processes as conditions dictate. I perform inspections and routine maintenance on plant equipment, gather and record data, perform various safety inspections and provide safety tailgate material to coworkers, do administrative tasks like write SOP's or archive paperwork, order supplies, or even landscaping and painting buildings to improve the appearance of the plant.*

What do you enjoy most about your job? *I enjoy the variety and versatility of the work that I do. No two days are ever completely the same. I also like the fact that what I do helps protect the environment and the health of the public.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA? *After spending 25 years working behind a desk, the biggest challenge for me was having to acclimate working outside in the NC heat and humidity. Which I now enjoy, but it took a little adjusting.*

What advice would you give to recent new hires? *For those in my area, I would encourage new hires to continually educate themselves and obtain as many certifications as possible.*

What's one thing you'd want customers to know about your department, position, or

CFPUA in general? *I realize most people give little thought to what happens to the wastewater they generate. I would like customers to know that treating wastewater is an involved biological process that requires a wide variety of scientific and engineering knowledge.*

What do you like to do when you're not at work? *When not at work I like to spend time with my family. I have a wife and three teenage daughters who keep me busy with all their activities. I enjoy traveling and like to constantly learn, so I am always either reading or listening to podcasts to better educate myself.*

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