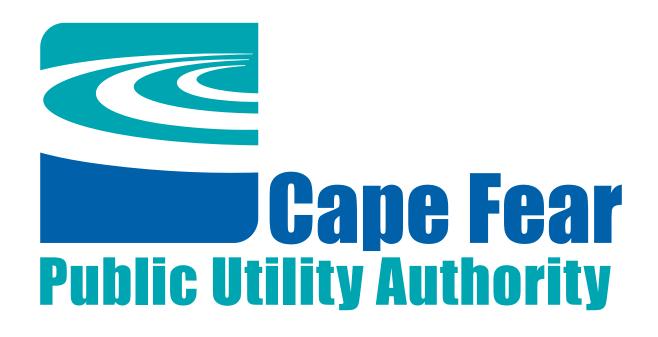
Welcome to









Dear CFPUA Customer: This book provides important information about Cape Fear Public Utility Authority's services. CFPUA is the primary water and sewer services provider for New Hanover County and the City of Wilmington, serving over 200,000 customers each day.

We look forward to serving you!

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Contact Us:

Customer Service: 910-332-6550

Main Office:

235 Government Center Drive Wilmington, NC 28403

Hours:

Monday through Friday, 8:30 a.m. to 4:30 p.m.

24-hour Emergency Hotline:

910-332-6565

Online:

CFPUA.org



Facebook.com/CFPUA



@CFPUA



@CFPUA_ILM

Find this book online: www.CFPUA.org/Welcome

Request printed copies: Communications@CFPUA.org

About CFPUA

Cape Fear Public Utility Authority opened in 2008 to provide quality, reliable, and affordable water and sewer services to the people of New Hanover County and the City of Wilmington. We are a ratepayer-funded, not-for-profit public entity.

CFPUA operates two water treatment plants, a third water system using groundwater wells, and two wastewater treatment plants. More than **75,000 homes, businesses, and industries** have accounts with CFPUA, serving more than **200,000 people in our community**.





In addition to providing water and sewer services, CFPUA has an Engineering Department that works with developers and builders, an Environmental Management and Sustainability Department that operates our Laboratory and monitors water quality, and Project Management and Construction departments that maintain, repair, and expand infrastructure to meet the needs of our growing community.

Our **staff of 340-plus** people works every day to give our customers and community the highest quality service at the lowest price practicable.



Attend our Public Meetings:

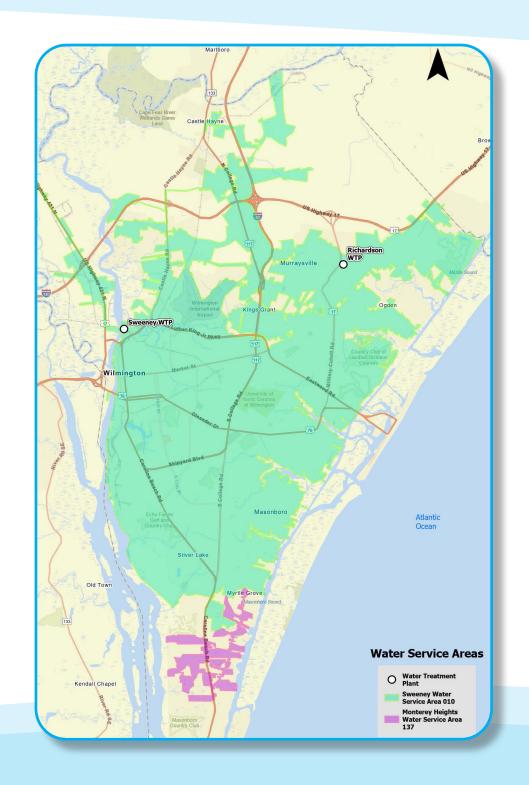
CFPUA's governing Board meets the second Wednesday of each month at 9 a.m. in Rooms 138 and 139 of the New Hanover County Government Complex, 230 Government Center Drive.

Board meeting agendas are available at CFPUA.org.

Your Water Service Area

CFPUA's main drinking water system is served by two plants: the Sweeney Water
Treatment Plant, which produces about 80% of the water CFPUA provides to customers and sources water from the Cape Fear River, and the Richardson Water Treatment Plant, which produces about 15% of CFPUA's drinking water and sources groundwater from the Castle Hayne and PeeDee aquifer.
The Monterey Heights System serves 5% of customers and sources groundwater from the Castle Hayne aquifer.

See which system serves your address by going to CFPUA.org and clicking on the **GIS Portal**, or visit **www.CFPUA.org/MyWaterSystem**.



What's in my **CFPUA Bill?**

Each month, you'll receive a CFPUA bill for your water and wastewater services. CFPUA charges a monthly base rate for both water and sewer, as well as a volumetric rate based on your usage.

In addition to a breakdown of your monthly water and sewer charges, your bill includes:

- A graph of month-by-month water usage
- Instructions on paying your bill
- If you live within the City of Wilmington: monthly Trash and Stormwater charges (See page 20 of this book for more info)





Sign up for Auto Pay at: www.cfpua.org



235 Government Center Drive Wilmington, NC 28403



B000000000

Phone: 910-332-6550 Visa or Mastercard

Payment Center 235 Government Center Drive Wilmington, NC 28403

305 Chestnut Street Wilmington, NC 28401

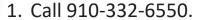
M-F 8:00 am - 5:00 pm

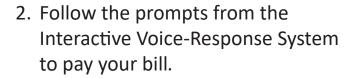
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Easy Ways to Pay



By Phone







By Mail

- 1. Your CFPUA Bill will be mailed to your home each month.
- Use the envelope enclosed to return the bottom portion of your bill with a check or money order.



Online

- **1. For Quick Pay**: Visit CFPUA.org/Online.
- 2. Click "Quick Payment without logging in."
- 3. Enter your account number and follow the prompts.



In Person

- Visit CFPUA's Customer Service Center at 235 Government Center Drive.
- 2. Pay at the desks, use the Quick Pay kiosk, or use the drop box



Autopay

- **1. For Bank Draft**: Complete the "Bank Draft Authorization" form available at CFPUA.org or the customer service center.
- **2. For Credit Card Payments**: Create an online Customer Self-Service Account at CFPUA.org/Online.

How to...

Start Service:

Homeowner

- Once your deed is recorded with the New Hanover County Register of Deeds, complete "New Service: Residential or Commercial Owner" form, available at CFPUA.org or the customer service center.
- 2. Attach copy of photo ID.
- 3. Attach copy of **Closing Disclosure**/
 Settlement Statement/HUD/Deed
 (Optional).
- 4. The seller OR the buyer must complete the "Closing Disclosure Documentation" form.
- 5. A one-time \$60 New Service Charge will be included with your first monthly CFPUA bill.

Renter

- Complete "New Service: Residential Tenant" form, available at CFPUA.org or the customer service center.
- 2. Attach copy of photo ID.
- 3. Attach copy of signed lease.
- 4. It is the responsibility of the property's owner/manager/landlord to complete the "Transfer of Responsibility for Account Charges" form.
- 5. A \$200 security deposit is required but may be waived or lowered depending on credit history or account history with CFPUA. A one-time \$60 New Service Charge will also be included with your first monthly CFPUA bill.

How to...

Stop Service:

Homeowner

IMPORTANT NOTE: CFPUA bills continuously for water and wastewater services.

This means that service will not be disconnected during or after the sale of a property. A new CFPUA account must be created for the buyer of a property upon closure of the sale.

- Complete "Closing Disclosure
 Documentation" form, available at
 CFPUA.org or the customer service center.
- 2. Attach copy of Closing Disclosure/ Settlement Statement/HUD/Deed.
- 3. CFPUA will create a new account for the buyer of your property.

Renter

- 1. Complete "Termination of Service: Tenant" form, available at CFPUA.org or the customer service center.
- 2. CFPUA will transfer responsibility for the account back to the property's owner/manager/landlord.

Transfer Service:

If you are a current customer moving to a residence that is also served by CFPUA, you may transfer service to your new address.

- 1. Complete "**Transfer of Service**" form, available at CFPUA.org or the customer service center.
- 2. A one-time \$60 service charge will be included with your first monthly CFPUA bill at your new address.

Visit www.CFPUA.org/Sign
or scan this code
to find CFPUA's Forms
and Applications online!



Sign up Online!

CFPUA's Online Customer Self-Service Portal makes it easy to manage your account. Sign up today to:

- View and download your bills
- Set up recurring payments or make onetime payments
- Analyze your monthly water usage
- Set up paperless billing

Visit CFPUA.org and click the blue "Bill Pay" button to get started!

All you need is your account number and activation code from your paper bill. If you have not yet received your first bill, call 910-332-6550 to get your activation code.





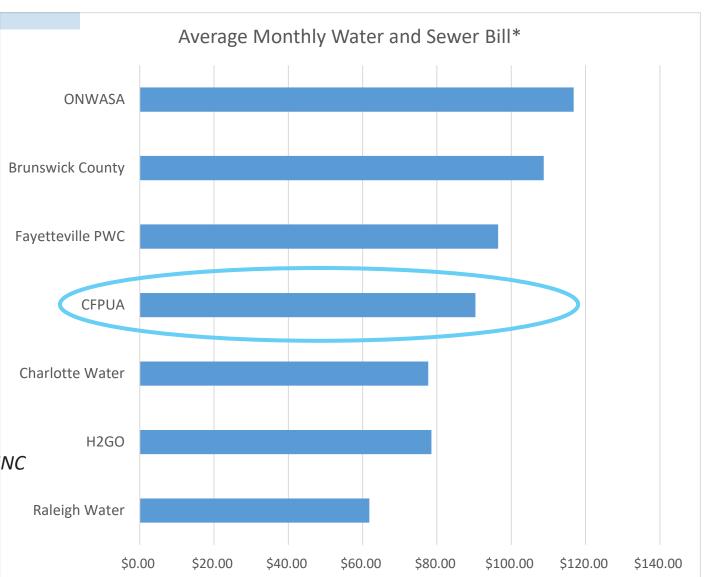
CFPUA's Affordable Rates

While the quality of water and sewer services is our top priority, we are proud to also offer some of the most affordable services in the region.

Visit **CFPUA.org** and click on "How Do I?" > "Read/View" > "Budget, Rates, and Fees" to see our latest rate and fee schedule.

*Data from the N.C. Water and Wastewater Rates Dashboard, UNC Environmental Finance Center.

Current as of 2025.



Delinquencies and Disconnection

CFPUA bills each month, around every 27 to 35 days. Variations to this schedule may occur due to weekends, holidays, and severe weather events.

Payment is due 25 days after your CFPUA account is billed. If payment is not received by the due date:

- A late fee of 5% of your CFPUA service charges is applied;
- A delinquency letter is sent 14 days after the due date;
- The account becomes eligible for disconnection 14 days after the date of the delinquency letter.

If you are having trouble paying your CFPUA bills, contact Customer Service to learn about your options for a short-term bill extension, an interest-free payment plan, or financial assistance (Read more about assistance on the next page).

Scheduling a Reconnection

Call 910-332-6550 Monday through Friday to schedule a water service reconnection.

Calls taken **before 2:30 p.m.** will be reconnected the same day. Calls taken after 2:30 p.m. will be scheduled for reconnection on the next business day.

Callers requesting same-day reconnection service after 2:30 p.m. are subject to an after-hours fee.

Financial Assistance

We all need a little help sometimes. If you're struggling to keep up with water and sewer bills, our Customer Service Advocates can provide you information on financial assistance options.

CFPUA partners with the New Hanover County Department of Health and Human Services on CFPUA Assist, a program that provides emergency water bill assistance.

CFPUA Assist is open to any CFPUA customer.



For more information or to apply, visit the New Hanover County Department of Social Services at 1650 Greenfield St., Wilmington, NC 28401.

Irrigation and Backflow

Customers with in-ground irrigation systems can choose to have irrigation billed using a separate water meter.

CFPUA calculates monthly wastewater usage on your bill based on your home's water usage. For customers with a separate irrigation meter, irrigation does not contribute to your monthly wastewater usage charges, which can save money on your monthly bill. Call 910-332-6550 to discuss your options for an irrigation meter.



CFPUA ordinance requires every property with an irrigation system to have a device called a backflow preventer. If pressure across the water system drops, a backflow preventer stops bacteria and other contaminants from irrigation systems from leaching back into the water system. CFPUA requires owners of backflow preventers to have them inspected and report the results of that inspection to CFPUA.

Contact CFPUA Community Compliance at 910-332-6558 to learn more about backflow.

Water Conservation

Saving water not only lowers your CFPUA bill, it helps ensure our community's water system has enough supply year-round and for emergency needs such as firefighting.

You can cut water waste by scheduling your sprinklers to run during cool, overnight hours between midnight and 6 a.m.

To avoid wasteful over-watering, CFPUA also recommends customers schedule irrigation based on whether their home's street address is even-numbered or odd-numbered:

Did you Know?

Half the water we use outdoors is wasted due to improper irrigation, overwatering, and evaporation.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Even	No Watering	Odd	Even	Odd	Even	Odd

Pool and Leak Adjustments

You may be eligible for an adjustment to your CFPUA bill after filling a newly installed pool or draining and re-filling a pool to facilitate repairs.

You may also be eligible for a leak adjustment for an unusually high water bill caused by physical damage to your property's water service line. Once you have made the repair, complete the Leak Adjustment Request form at CFPUA.org to see if you qualify. If you have a water emergency or see what appears to be a main leak, contact CFPUA's 24 hour emergency hotline at 910-332-6565.

NOTE: The water service line is the pipe connecting your private property to the public water system.

Adjustments are a courtesy provided by CFPUA under specific circumstances. CFPUA is NOT responsible for repairs to the plumbing or fixtures inside your private property, nor for reimbursements for leaks in privately owned plumbing or fixtures.

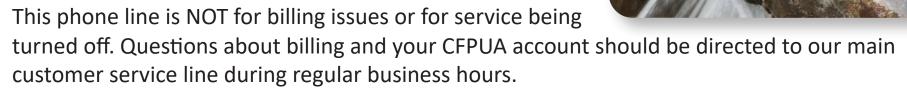
Visit CFPUA.org and click "Applications and Forms" to fill out an adjustment request.



Water and Sewer Emergencies

Our 24-hour hotline allows you to report water and sewer emergencies to CFPUA staff around the clock.

An emergency includes issues such as major leaks, sewer spills, alarms at pump stations, or any water or sewer situation that endangers life, public health, or property.





Trash, Recycling, and Stormwater

The information in this section applies ONLY to CFPUA customers within the City of Wilmington.

CFPUA customers inside City of Wilmington limits will likely see charges on their monthly bill for City Trash & Recycling and Stormwater services.

Trash & Recycling and Stormwater services are managed by the City of Wilmington, but the charges are included on your CFPUA bill for convenience. CFPUA can help you set up service and answer questions about billing, but specific questions about trash and stormwater services, including schedules, items accepted, and reports of violations, should be directed to the City:



City of Wilmington Trash Services: 910-341-7875



City of Wilmington Stormwater Services: 910-341-4646

Need to set up Trash and
Recycling Service?
Visit www.CFPUA.org/Trash
or scan this code:





NOTE: CFPUA does not set the rates charged for City of Wilmington Trash and Stormwater services. Those rates are set by the City of Wilmington and any questions about trash and stormwater rates and fees should be directed to the numbers listed on the previous page.

Easements and Your Property

An easement is part of a private property that is also dedicated to public use, such as space for power lines, roadway right-of-ways, or water and sewer mains. A utility easement places restrictions on a property, even if it is privately owned.

CFPUA owns and maintains 200 miles of easements. These easements, required by state and federal law, allow CFPUA to service our community's critical water and sewer lines. Some of these easements cross private property.

If your home or business is located on a property with a CFPUA easement, you may be restricted from building or digging in certain areas.

HOW DO I KNOW IF MY PROPERTY HAS AN EASEMENT?

Utility easements are acquired at the time the line is constructed or when a piece of property is subdivided for use. They are often shown on property survey maps, subdivision plats, and descriptions of land, such as a deed.

For more information about CFPUA's utility easements, you can contact CFPUA at 910-332-6542 or 910-332-6412.

WHAT DOES AN EASEMENT RESTRICT?

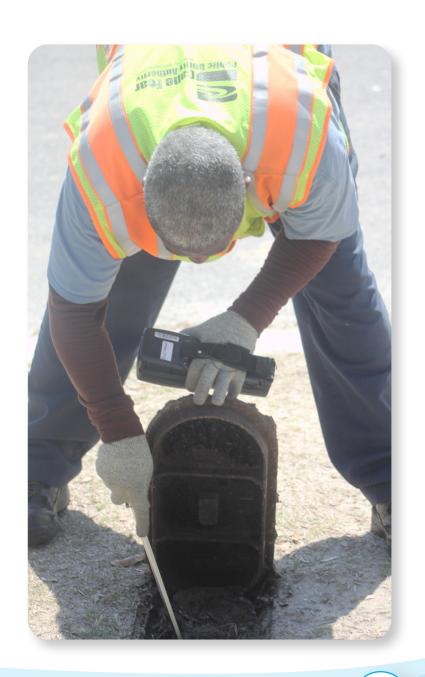
If your property has a water or sewer easement, you cannot install permanent structures or deep plantings within the easement.

Fences, decks, or other structures can make it difficult for crews to access the utility system. Any digging near an easement risks damaging water or sewer lines. The roots of trees or large shrubs can also damage infrastructure.

You can still use the easement area for small gardens, walkways, or driveways. However, CFPUA may need to remove anything within the easement in the event of a repair or emergency.

HOW CAN I LEARN MORE?

Visit CFPUA.org and click "My Home" > "Easements."



Protect Your Pipes!

Sinks and toilets are not trash cans.

Beyond clogging the pipes in your home, improperly disposed of materials can cause back-ups in our community's sewer system, leading to costly and environmentally damaging sewer spills.

Help us keep the sewers moving, protect the environment, and keep rates low by disposing of these items in the trash can EVERY time:

- Fats, oils, and grease
- Food scraps, especially meat, fried foods, dairy products, peanut butter, frosting, and salad dressings
- Wipes, even those labeled "Flushable"
- Paper towels and napkins

- Sanitary products
- Diapers
- Dental Floss
- Q-Tips
- Cleaning supplies

Drinking Water Quality

CFPUA continues to meet or exceed the many drinking water standards set by the U.S. EPA and the N.C. Department of Environmental Quality.

Each year, we produce an annual drinking water quality report detailing testing and monitoring for contaminants across our three water systems. These reports are available at CFPUA.org.

Occasionally, CFPUA may issue precautionary boil water advisories, system pressure advisories, water conservation advisories, or other alerts for parts of our service area.

To sign up for alerts, visit CFPUA.org and click "Stay Connected." You can also follow us on social media for the latest CFPUA news.



