

February 2023



Sign up for eBill alerts today!

CFPUA customers who pay their bills online can now sign up for helpful billing reminders.

Starting this month, CFPUA is rolling out email and text alerts for customers who use eBilling.

FIND OUT ABOUT:

[Sweeney Treatment Enhancements Project](#)

[Current Job Opportunities](#)

Customers can sign up to receive alerts when their bill is due and if it becomes past-due.

To sign up, create a CFPUA Customer Self-Service account at [CFPUA.org/Online](https://cfpua.org/Online). Once your account is created, you can enroll in alerts by:

1. Clicking "My Information"
2. Selecting "Notification Preferences"
3. Clicking "Sign up for paperless billing"
4. Choosing your email and text preferences for notification.

With an online CFPUA account, you can also view and download your bills, analyze month-to-month water consumption, and set up automatic payments!

[CFPUA Online Accounts](#)

[2022 Sustainability and Resiliency Report](#)



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

**Click here to create your online
CFPUA account**



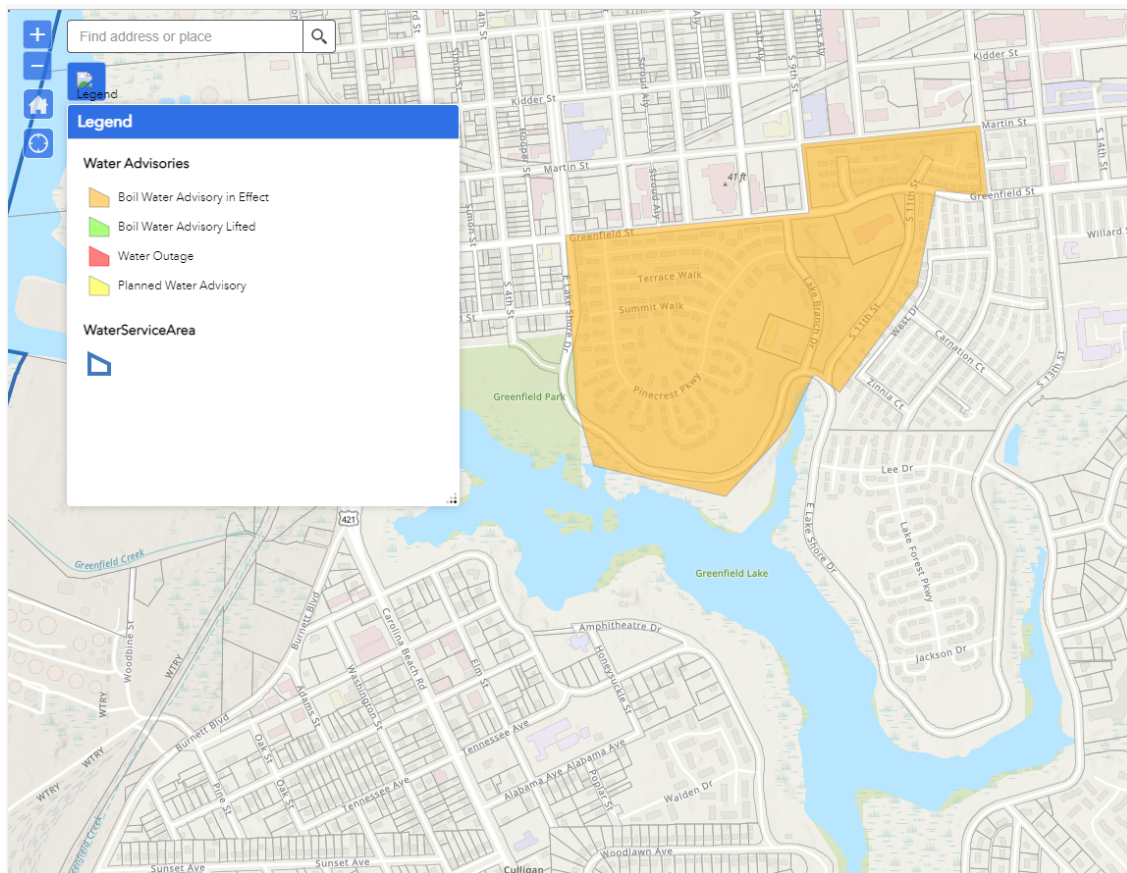
Your bill is ready to view

Account Number	10000000
Current Charges	\$63.45
Amount Due	\$63.45
Due Date	02/28/2023

To pay your bill, sign in to your [CFPUA account by clicking here](#). If you do not have an online account, you will need to create one using your CFPUA account number, 10000000, and your activation code, X09Y19.

A sneak peek at the new style of CFPUA's eBill reminders

Boil Water Advisory map launches at CFPUA.org



CFPUA has created a tool for customers to view recent boil water advisories (BWAs) across its service area.

The map is available at [CFPUA.org/BWA](https://cfpu.org/BWA), or a link can be found on the CFPUA.org homepage. In addition to mapping active advisories, the map highlights advisories that have been recently lifted or that are planned in the coming days.

BWAs are issued by water utilities as a precaution when periods of low or no pressure occur in the water distribution system, which can increase the potential for bacteria to be introduced into the water system. Most often, water pressure issues are caused by construction, maintenance, or leaks on water mains.

When CFPUA issues an advisory, a paper notice is hand-delivered to impacted customers. If an advisory affects a large number of customers, generally 100 or more, CFPUA places roadside signage in the area and sends an alert through our NewsFlash notification service, on our website, and on social media.

To sign up to receive CFPUA NewsFlashes via email or text message, [click here and follow the sign-in prompts](#).

Check us out on Waterloop's "The PFAS Puzzle"

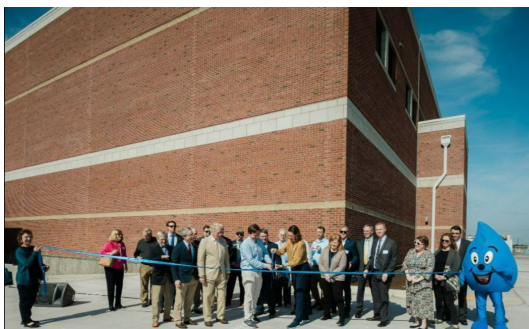


CFPUA Executive Director Kenneth Waldroup was featured in a new series from Waterloop, a nonprofit media outlet focused on water. "The PFAS Puzzle" explores community response to PFAS contamination in the Cape Fear River. Watch this episode for an in-depth look at how CFPUA built drinking water filters that are highly effective at removing PFAS.

Cutting the ribbon at the Sweeney Plant!

CFPUA's new Granular Activated Carbon filters have been removing PFAS from drinking water since October, but this month construction officially wrapped on the project at the Sweeney Water Treatment Plant.

We were proud to celebrate this major milestone for our community with local leaders in government, business, education, and environmental advocacy.



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.



Lawrence "Allan" Southerland
Water Treatment Planner/Scheduler

Name: *Lawrence "Allan" Southerland*

Birthplace: *Wilmington, North Carolina*

Department/Division: *Water Treatment - Operations*

Position: *Planner/Scheduler for Surface Water, Water Treatment*

Length of employment: *25 years (including 10 years with the City of Wilmington)*

Briefly describe your typical day at work: *I don't usually have typical days. I may start off sitting in on the Sweeney Water Treatment Plant Operators' change-over to see if there are any new or pending issues. I usually spend the mornings catching up on emails, meeting with maintenance staff or contractors, or coordinating projects with CFPUA's Operations team. I try and do any special hand- on projects in the afternoon and make myself available to keep everybody on the same page and moving forward. I consider myself everybody's assistant!*

What do you enjoy most about your job? *That it's not the same thing every day. I get to work with many different people and departments and do so many different tasks. I could be doing anything from scheduling contractors for projects to requisitioning work orders to spraying out basins.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA? *I think my – and really the whole Sweeney Water Plant's – biggest accomplishment, is that we continuously treat and distribute clean, safe drinking water day-in and day-out, no matter what comes our way.*

What advice would you give to recent new hires? *Learn! There are so many smart, knowledgeable people in this organization. Watch, listen, ask questions. Everybody I have worked with is more than happy to help you in any way possible.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *I would like the customers of CFPUA to know that this is not just a job to us. We will continue to do our jobs like lives are depending on it -- because they are.*

What do you like to do when you're not at work? *In my free time I love to spend time and travel with my family. I'm a big homebody! I love tinkering around the house, and I've started gardening.*

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