



May 2023



Flushing underway across CFPUA service area

Customers may notice CFPUA crews working in their neighborhoods overnight this spring and summer as we complete our annual flushing program.

System flushing is a routine

FIND OUT ABOUT:

[2023 Flushing Program](#)

[Sweeney Treatment Enhancements Project](#)

maintenance operation conducted by thousands of water utilities every year. During flushing, water is forced through pipes at high velocity and systematically flushed out of the fire hydrants, removing accumulated sediment.

[Each Monday, CFPUA will publish maps of neighborhoods to be flushed in the coming week on this webpage.](#)

Flushing does not impact the safety of drinking water, and CFPUA does not anticipate issuing boil water advisories as a result of the program.

Customers may experience periods of low pressure and/or water discoloration while flushing is being conducted in their areas.

[Current Job Opportunities](#)

[CFPUA Online Accounts](#)



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

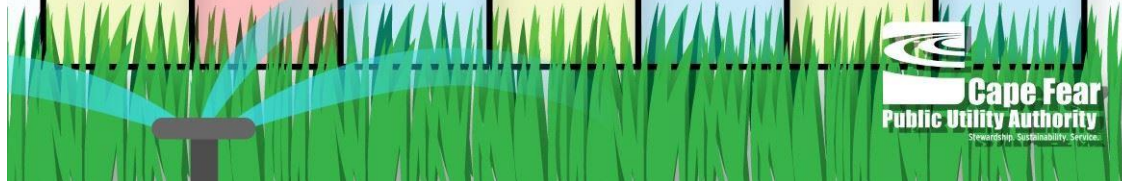
'Tis the Season to Save Water! 💧 🌻 🌻

When to Water

To avoid over-watering, schedule irrigation based on whether your **address is even- or odd-numbered**.

Set sprinklers to run between midnight and 6 a.m.

Sun.	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.
Even		Odd	Even	Odd	Even	Odd



In warmer months, the average household uses more than half of its water outdoors. The biggest drain on summer water bills: Watering the lawn.

Even on the warmest days, good irrigation habits curb water waste while keeping your grass and garden healthy:

- 💧 Follow the recommended irrigation schedule above
- 💧 Avoid watering when the sun is up; sunlight and heat increase evaporation
- 💧 Turn your sprinklers off before and after rain
- 💧 Regularly check your sprinkler system for leaks
- 💧 Get a rain barrel for outdoor irrigation
- 💧 Let your lawn grow slightly longer to shield soil and keep it moist

Check out this video for more water-saving tips:



Lloyd Singleton of the New Hanover County Arboretum offers easy tips for giving your grass the water it needs.

CFPUA Staff Go the Extra Mile (or 5K)

We were proud to not only sponsor this year's WILMA Dash and Health Fest, but have a team in the race!

CFPUA Women of Water ran the WILMA Dash 5K, while members of our Customer Service team answered runners' questions about [clearly better water from our new Sweeney Plant filters](#).



Closed for Memorial Day

**CFPUA will be closed for business on
Memorial Day, Monday, May 29.**

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.



Mackenzie Coulter

Real Estate Manager

Name: *Mackenzie Coulter*

Birthplace: *Vicksburg, Mississippi*

Department/Division: *Linear Assets – Project Management*

Position: *Real Estate Manager*

Length of employment: *6 months*

Briefly describe your typical day at work: *I conduct research on properties CFPUA needs to acquire for different projects or on property CFPUA already owns or has an easement. Then I prepare the offer packages and negotiate with property owners to complete the purchases. I also work with customers who seek to obtain variances for*

things like fences to be placed in CFPUA-owned easements. Recently, I began handling claims and am learning something new about that process daily.

What do you enjoy most about your job? *When I moved here 2 years ago from a small town where everyone knows each other, it was tougher than I expected to adjust to a new place where I didn't know anyone. There is a great sense of community at CFPUA and getting to know my coworkers and the customers is the best part of my day.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA? *I consider getting positive feedback from customers as my biggest accomplishment. When a customer goes out of their way to tell you how great their experience was working with you there is no better compliment. My biggest challenge has been understanding the engineering and construction of our infrastructure. Luckily, my coworkers in Project Management are helping to turn my biggest challenge into an accomplishment by always being willing to provide detailed explanations and examples.*

What advice would you give to recent new hires? *Be a good listener and don't be afraid to ask questions. Chances are your coworkers have learned some lessons during their career that can only be gained through time and on-the-job experience. If you are willing to ask questions and listen, you can learn secondhand from their trials and accomplishments. You might just get some pretty great life advice too.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *CFPUA employees truly care about the customers. No decision, whether it affects one customer or all customers, is made hastily. Time, attention, and diligence are put into weighing all options and routes to arrive at the best solution for all parties involved.*

What do you like to do when you're not at work? *Kayak, yoga, reading, and hang out with my husband, our two dogs, and two cats.*

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