



Water Works

June 2023



Rate changes in effect July 1

On July 1, rate changes for services from CFPUA and the City of Wilmington go into effect.

Under [CFPUA's Fiscal Year 2024 Budget](#), the average residential customer's monthly bill for combined

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[CFPUA Rates and Fees Schedule](#)

[Sweeney Treatment Enhancements Project](#)

water and sewer services will increase by \$3.19, or 4.6 percent.

That increase is driven mainly by costs associated with the upcoming replacement of CFPUA's Southside Wastewater Treatment Plant (read the rest of this newsletter for more details).

Customers within the City of Wilmington will also see an 8.5% increase in their solid waste charges and a 1% increase to stormwater fees. While these charges appear on your CFPUA bill, the City of Wilmington manages these services and sets rates.

[For more information about City of Wilmington services, click here.](#)

[Current Job Opportunities](#)



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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

FAQ: Southside Plant Replacement Project

CFPUA is preparing to launch the biggest capital project in the organization's history: replacement and expansion of the Southside Wastewater Treatment Plant. Construction is expected to begin in later 2024 or early 2025.



What is the Southside Plant?

The Southside Wastewater Treatment Plant, located on River Road just north of Independence Boulevard, is one of two wastewater plants operated by CFPUA, along with the Northside Wastewater Treatment Plant across from Wilmington International Airport.

The Southside Plant opened in 1972 and has undergone numerous upgrades and expansions over the past five decades.

Why does it need replacing?

At 51 years old, much of the Southside Plant's infrastructure is nearing the end of its useful life.

The project will replace the existing facility with new infrastructure and more modern treatment technology. The project also will expand Southside's treatment capacity from 12 million gallons per day (MGD) to 16 MGD. This capacity increase is needed to meet future demand as CFPUA's customer base continues to grow.

How much will the project cost?

Construction is estimated to cost \$239 million, with engineering costs estimated at an additional \$7.3 million.

Under the rate schedule in CFPUA's Fiscal Year 2024 budget, the average residential customer's monthly bill for combined water and sewer services will increase by \$3.19, or 4.6 percent, for services delivered beginning July 1, 2023. That increase is driven mainly by costs associated with the Southside Plant replacement.

How will the community benefit?

While both CFPUA wastewater plants continue to meet all state and federal standards, new and upgraded technologies will allow the plant to remove even more contaminants from wastewater.

The replacement project will include treatment upgrades that will decrease ammonia, nitrogen, and other contaminants in treated effluent from the plant.

Importantly, this upgrade will ensure the Southside Plant continues to meet our community's long-term wastewater treatment demands. The replacement will also significantly decrease the risk of equipment failure and protect our environment from potentially harmful sanitary sewer overflows.

Learn more about Southside at [CFPUA.org](https://cfpu.org)

Regeneration done on first Sweeney filter



Since the new granular activated carbon (GAC) filters came online at the Sweeney Water Treatment Plant last October, they've been running 24/7 to remove PFAS, including GenX, from your drinking water.

Over time, PFAS accumulates on the surface area of the GAC filter media. To keep the filters operating their best, the GAC must be periodically cleaned through a process known as "regeneration." Crews remove the GAC from the filters, ship it off-site, and regenerate it by exposing it to extreme heat and destroying the PFAS.

Earlier this year, GAC was removed from the first of eight filters at the Sweeney Plant. This month, crews returned the cleaned media to the filter, allowing it to be put back in service.

The remaining filters will be changed out over the coming year, ensuring we continue to send you and your family clearly better water.

Fun in the mud at the Children's Museum

It was a day of messy fun this month at the Children's Museum of Wilmington as CFPUA staff joined Mud Day!

The annual event is a day for kids to learn about water, soil, and have fun getting dirty. At CFPUA's table, kids of all ages created miniature water filters from colorful sand, pebbles, and rocks. Everyone was impressed with their handmade filters' ability to turn dark, dirty water clear in just moments.

Interested in having CFPUA staff speak at your school, summer camp, or club? Shoot us an email at Communications@CFPUA.org!





Closed for 4th of July

**CFPUA will be closed for business on
Independence Day, Tuesday, July 4.**

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.



John Kupinski

Project Manager

Name: *John Kupinski*

Birthplace: *Buffalo, NY*

Department/Division: *Engineering – Project Management*

Position: *Project Manager*

Length of employment: *3 years, 6 months*

Briefly describe your typical day at work: *Working in the Engineering Department as a project manager has me juggling many balls at once. A typical day has me on the phone or in meetings virtually or in person with at least three to four contractors or firms in any given*

day. Currently I am managing 14 projects that are either in design or construction as part of CFPUA's Capital Improvement Plan. My projects vary from small water service line replacements to design and installation of large water transmission lines or sewer pump stations.

What do you enjoy most about your job? *I come from a family that has always given back to the community. My mom was a nurse for 30 years in a facility that specialized in taking care of people with mental and physical disabilities, and my dad was a Buffalo police officer for 25 years. They worked jobs that gave back to the community I grew up in; I wanted to do the same. This is what drew me to work for CFPUA. I enjoy the customer interaction when working on projects that put CFPUA in the spotlight and help show our customers we are always working to provide the best possible water and wastewater services. I take pride in knowing the projects I work on every day will be used to provide safe reliable drinking water and responsible environmentally sound wastewater for generations to come.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA? *I would say my biggest accomplishment is winning over customers or changing their opinion of CFPUA as an organization. By taking the time to educate and listen to the customers I have met, I have been able to erase preconceived notions of what CFPUA does and stands for as an organization. I volunteer to be the CFPUA mascot "Wayne Drop" because it puts me in front of our customers and gets us engaged in dialogue to better understand the needs and struggle of our community, as well as our employees. I get to teach kids and adults about water and all that goes into making it clean, safe, and reliable.*

What advice would you give to recent new hires? *Get involved outside your daily work activities; safety committees, DE&I teams, any community outreach is a great way to meet coworkers and intrench yourself in the CFPUA culture.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *We are customers just like they are; we truly care about the quality of our product. CFPUA employees pay the same rates, drink the same water, and live in the same communities that are impacted by CFPUA construction projects. We feel the sting to the wallet with rate increases, and we understand the issues with water quality. We truly all drink from the same straw. CFPUA employees choose to work for this company because we want to make a difference in our community and build a safe reliable infrastructure for the future.*

What do you like to do when you're not at work? *I enjoy the occasional round of golf or a day on my boat, but mostly I want to spend time with my wife Natalie, son Jack, and daughter Grace doing whatever adventure or opportunity should come our way. I make plans for a living, so outside of work I just want to see the world and be with my family no plans, just see where our adventures take us.*



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