



Water Works

August 2023



Customer Service lobby temporarily moves

This month, CFPUA's main offices at [235 Government Center Drive](#) experienced a significant plumbing leak. As a result of damage to the building, our Customer Service lobby has moved temporarily across the street to New Hanover County

FIND OUT ABOUT:

[Current Job Opportunities](#)

[CFPUA Rates and Fees Schedule](#)

Government Center at [230 Government Center Drive](#).

Our lobby at Government Center will be open for regular business hours, 8 a.m. to 5 p.m. Monday through Friday. Customers should park in the New Hanover County Government Center lot and come to the main entrance, located on the east side of the building.

CFPUA's downtown lobby at 305 Chestnut Street also remains open for in-person visits during regular business hours.

Customers may also manage their CFPUA accounts by calling 910-332-6550 and using the Interactive Voice-Response system or online at [CFPUA.org/Online](https://www.cfpua.org/Online).

[Sweeney Treatment Enhancements Project](#)



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



Find CFPUA's online forms here

Keep storm debris clear of meters!



If you have yard debris following Tropical Storm Idalia, don't block your water meter while preparing it for pick-up! In the event of a water emergency, CFPWA crews may need to access your meter.

[Click here for important storm debris pick-up, preparation, and volume requirement information from the City of Wilmington.](#)

CFPWA asks State to prioritize study of hard-to-treat PFAS compounds

In October, CFPWA will mark one year of operating our new Granular Activated Carbon (GAC) filters at the Sweeney Water Treatment Plant. Thanks to these filters, CFPWA is now [easily meeting all proposed regulations for PFAS in drinking water](#).

Using data and lessons learned in our first year of operating the GAC filters, we

are asking regulators at the State level for guidance on very small, difficult to treat PFAS compounds.

Since bringing the GAC filters online, CFPUA has seen some PFAS breaking through the filters, particularly two ultra-short-chain PFAS called PFMOAA and PFPrA. "Ultra-short-chain" refers to the number of carbon molecule chains in the PFAS compound, in this case three or fewer. There are no proposed state or federal regulations for these compounds, and health information is scant.

On August 24, [CFPUA sent a letter to the N.C. Department of Environmental Quality](#), asking regulators to add PFPrA to a group of per- and polyfluoroalkyl substances (PFAS) the State has prioritized for study, including assessment of potential health risks. PFMOAA is already included on this list.

In addition, we're taking several other actions related to ultra-short-chain PFAS, including:

- [Producing a white paper on PFPrA](#).
- Adjusting operations at the Sweeney Water Treatment Plant's GAC facility to further maximize effective PFAS removal.
- Evaluating other, novel treatment media, that potentially could be combined with the GAC to enhance PFAS treatment.
- Continuing to seek assistance from the State and academic researchers for up-to-date health and treatment information about the PFAS CFPUA treats.

All of these actions are [detailed at CFPUA.org](#), where we will also post updates related to ultra-short-chain PFAS.

Bill Smith Joins CFPUA's Board



On August 9, the Cape Fear Public Utility Authority Board swore in Mr. William (Bill) R. Smith, P.E., as its newest member.

Mr. Smith was appointed by the New Hanover County Board of Commissioners to serve on the CFPUA Board. His term will run through 2026.

A native of Portsmouth, Virginia, and a graduate of Virginia Tech, Mr. Smith worked for more than 50 years as a civil engineer. Before retiring and moving to North Carolina, he was the owner and co-founder of firms in Virginia and Florida, providing services to local, state, and federal government agencies.

He was a member of the Board of Directors of the National Society of Professional Engineers and was President of the Virginia Society of Professional Engineers. He has also served on numerous community boards and commissions, including the Hampton, Virginia, Wetlands Board, the Broward County, Florida Technical Water Advisory Board, and the St. Lucie County, Florida Planning & Zoning Board.

Mr. Smith will also serve on the CFPUA Board's Long Range Planning Committee.

Rep. Deborah Ross Tours Sweeney Plant



We were honored to host Rep. Deborah Ross (NC-2) this month for a tour of our state-of-the-art filter facility at the Sweeney Water Treatment Plant. Thank you also to Wilmington Mayor Bill Saffo and New Hanover County Commissioner and CFPUA Board member Rob Zapple for helping share our community's PFAS response story.

Closed for Labor Day

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



Bernice Johnson
Senior Project Manager

Name: *Bernice Johnson*

Birthplace: *Raleigh, N.C.*

Department/Division: *Engineering, Development Services Division*

Position: *Senior Project Manager*

Length of employment: *20 years this November (I joined CFPUA when it was formed in 2008 after 5 years with New Hanover County)*

Briefly describe your typical day at work: *As a Senior Project Manager, my work varies from day-to-day. My primary function is to review commercial and residential subdivision plans submitted by engineers on behalf of the developer. I often work with customers, developers, and engineers to determine if CFPUA water and sewer is available to their property. I also work with New Hanover County and various CFPUA departments daily to research and answer water and sewer questions.*

What do you enjoy most about your job? *I most enjoy working with developers and customers. I am very customer service-driven and people oriented. Working with customers and developers can be very rewarding and allows me to help bring projects to life.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA? *One of my biggest accomplishments is recently being selected to represent CFPUA as part of Leadership Wilmington program through the Wilmington Chamber of Commerce. Leadership Wilmington provides class members the opportunity to grow professionally and to meet key community leaders. The class members work to organize Work on Wilmington, the community's largest one-day volunteer service day in which people roll up their sleeves and tackle non-profit improvement projects. I look forward to leading my project and having lots of CFPUA employee volunteers!*

What advice would you give to recent new hires? *Make sure you clearly understand your job function and duties. I also recommend getting to know others in all the different departments across CFPUA because they can be integral in helping you solve a problem or find an answer.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *We are here to help; and CFPUA's employees enjoy helping customers.*

What do you like to do when you're not at work? *When I'm not at work I love spending time with my children and family. We love working in the community. I am a pageant mom and soccer mom, so weekends are often spent with the kids and their activities. We love to travel and visit the beach.*

Copyright © 2023 CFPUA, All rights reserved.

You are receiving this email because you opted in via our website.

SUBSCRIBE

Our mailing address is:

Cape Fear Public Utility Authority
235 Government Center Dr
Wilmington, NC 28403-1670