



November 2023



CFPUA's 2023 Annual Report Released

CFPUA's 2023 Annual Report, covering major projects, finances, staff spotlights, and more, is now [available at CFPWA.org](#).

This report covers many highlights from CFPWA's year of providing

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[Current Job Opportunities](#)

[Southside Wastewater Plant Replacement](#)

quality water and wastewater services to our community, including:

- Our Gold Recognition from the National Association of Clean Water Agencies (NACWA)
- Work beginning on the Southside Wastewater Treatment Plant Replacement Project
- Our partnership with New Hanover County to extend utilities to unserved areas
- CFPUA's first independently conducted Customer Satisfaction Survey

Click the image below to read the full report:

[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

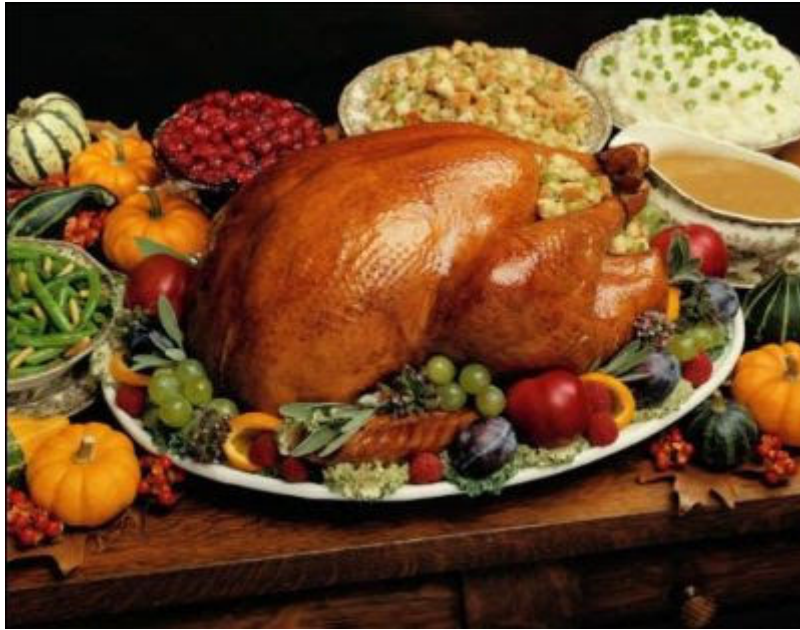


2023 Annual Report

Cape Fear Public Utility Authority



This Holiday Season, Cease the Grease!



It's the busiest cooking season of the year, and we're reminding customers to keep fats, oils, and grease (FOG) out of the drain.

Sewer spills caused by FOG and materials like wipes don't just harm the environment, they cause expensive wear and tear across our community's wastewater system. Luckily, there are simple steps you can take to protect the environment and help CFPUA keep rates low:

- **NEVER pour FOG down the drain.** The same goes for lard or shortening, dairy products, batters, dressings, icings -- really any cooking waste.
- **Use a drain strainer** to catch food scraps in the sink.
- **Scrape plates** into the trash before washing them or placing them in the dishwasher.
- **Collect used cooking oil** in a jar or can. Once cooled, dispose of oils in the garbage can. You can even pick up a free "Cease the Grease" lid cover at CFPUA's customer service centers!
- **NEVER flush any product other than toilet paper.** Wipes (even those labeled "flushable"), paper towels, sanitary products, diapers, Q-tips, dental floss, food wrappers, and other trash should all go in the garbage.

Hosting an event? We'll bring the water!



CFPUA is excited to bring back our Portable Water Station!

This station provides a place to fill water bottles with clean, fresh water during community events. CFPUA can provide the station to outdoor events hosted within our service area in Wilmington and New Hanover County. Requests are processed on a first come, first served basis, and there is no cost to request the station.

Community groups can [request the station using this online form](#) and can learn more by emailing us at Communications@CFPUA.org.

Closed for Thanksgiving

**CFPUA will be closed for business
this Thursday and Friday.**

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.



Ken Mendonça
Procurement Analyst

Name: *Ken Mendonça*

Birthplace: *Los Angeles, California, but grew up in Fort Lauderdale, Florida*

Department/Division: *Finance*

Position: *Procurement Analyst*

Length of Employment: *2.5 Years*

Briefly describe your typical day at work: *I've recently joined the Finance department, coming from Customer Service, so every day I learn new things and take on new responsibilities. Right now, I primarily review and approve new purchase and service-related requisitions and draft service agreements for outside vendor work to be done with CFPUA.*

What do you enjoy most about your job: *I'm learning so much about the tremendous variety of work CFPUA does every day. I love being in a position with so much to learn and so many experienced and talented people around me to learn from.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA: *I am very proud to have joined my current position after starting with the CFPUA Lobby Staff in the Customer Service Department. I am very grateful for my time working with my previous manager Dennis Wood and those lobby co-workers I spent the most time working next to, Jennifer Peterson, Jaime Withers, Amy Lem, and Tifanie Hansley.*

What advice would you give to recent new hires: *Trust your team and never stop learning by asking questions.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general: *Everyone I've worked with at CFPUA puts their duty and responsibility to the customers and our community first and foremost when they come to work every day.*

What do you like to do when you're not at work: *I'm an avid golfer. We are fortunate here in Wilmington to have a wonderful Municipal Golf Course. It was designed in 1926 by Donald Ross, who also designed the famous courses at Pinehurst and hundreds of other courses. My wife and I travel as often as we can to see the world. We are currently planning a return trip to one of my favorite places ever, Japan, in 2024!*

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