



January 2024



Fifth Avenue Project Starts Next Month

CFPUA and the City of Wilmington are teaming up to bring major upgrades to Fifth Avenue between Market and Greenfield streets.

CFPUA's portion of the project, which includes replacing water and

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sewer mains that are reaching the end of their useful life, will begin in February. After crews complete water and sewer work, the City will undertake street, sidewalk, and stormwater improvements.

The current schedule has work being completed in three phases:

- Phase 1: Greenfield Street to Dawson Street
- Phase 2: Dawson Street to Castle Street
- Phase 3: Castle Street to Market Street

Homes and businesses in the work area will receive a letter with additional project details. The full project is expected to take two years to complete.

Learn more about the project at WilmingtonNC.gov/FifthAvenue.

[Southside Wastewater Plant Replacement](#)

[Sweeney Treatment Enhancements Project](#)



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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



CFPUA Alerts Customers About Protection Program Letter

CFPUA is aware that some of its customers have received a letter from a company, a private homeowner services group, selling a non-insurance-based protection program for the water service line to their property. The water service line is the pipe connecting a private property to the public water supply.

The letter erroneously cites the CFPWA Ordinance. Although a property owner is responsible for repairing damage to the private side of a water service line, CFPWA does not require property owners to purchase insurance or any other type of protection program for their home or business' service line. CFPWA does not endorse or recommend any insurance provider or non-insurance protection program.

The letter also suggests it is related to research conducted by CFPWA and the company. CFPWA has not shared any information with the company or partnered with the company regarding any research or any other capacity.

In the event of a leak caused by damage or wear to a water service line, customers can pursue an adjustment to their bill by filling out a [Leak Adjustment request form at CFPWA.org](#) or at one of CFPWA's customer service centers. A leak adjustment does not cover the costs of repairing the private side of a water service line.

Freeze coming? Protect Your Pipes!



January brought both a deep freeze and record-breaking heat to Wilmington. With weather this volatile, it's important to remember tips to protect plumbing, especially outdoor and uninsulated pipes, from damage caused by a freeze:

- ❄️ Turn off and drain your irrigation system.
- ❄️ Drain and cover your backflow preventer.
- ❄️ Insulate outdoor plumbing or wrap pipes in towels.
- ❄️ Open cabinets to let warmer air circulate around plumbing.
- ❄️ If you're concerned about plumbing in outbuildings or cold areas of your property, let a small trickle run through the pipes.

Celebrating MLK with Our Community





Our staff was proud to celebrate the spirit of Martin Luther King, Jr. at
Wilmington's annual MLK Day Parade!

Employee Spotlight

Each month we introduce you to one of the more than 300 employees at CFPWA who work to provide you with the best water and wastewater services.



Allan Upham
Senior Water Control Supervisor

Birthplace: *Raleigh, NC*

Department/Division: *Water Treatment, Richardson Water Treatment Plant*

Position: *Senior Water Control Supervisor*

Length of employment: *Just over 5 years*

Briefly describe your typical day at work: *There is nothing typical about any day. We are constantly responding to new challenges, which forces us to remain flexible and open to change. It's very common that I report to the plant and am presented with matters that need immediate attention. Sometimes, the resolution to these situations is quick and easy, while at other times they can redefine my day or even week. I can honestly say that I never fully know what I am walking into each day. For me, this uncertainty makes the job dynamic and interesting.*

What do you enjoy most about your job? *Working with groups of people to solve problems.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA? *Since 2020 I have been representing CFPUA in the N.C. Waterworks Operators Association's operator training program as an instructor. I have primarily been educating operators on Reverse Osmosis and Nanofiltration technologies, but I am currently gearing up to provide educational presentations on Operator Mathematics and Geohydrology. It's fun and satisfies my ambition to teach.*

I hope that at some point in my career with CFPUA, I can take a project or topic of interest and present it at an American Water Works Association conference; I think that would be pretty epic.

What advice would you give to recent new hires? *Always apply passion to the job that you're doing, but pace yourself. Always be authentic and available to help support others around you.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *Our customers and their opinions are extremely important to me, especially with all of the challenges that we as a community have faced over the past few years. I want them to know about the good people that are behind the essential product that we provide, specifically the water and wastewater plant operators. These are not easy positions; in the fact that they have a great deal of impact on one's lifestyle. The plant operators work extremely long hours, rotating shifts, nights, holidays, and weekends to support their families and satisfy our customer demands. They are ambitious and constantly trying to improve their knowledge and skills, through operator certification programs. Their dedication and willingness to do that job is what allows CFPUA to provide around-the-clock production and monitoring of the*

water being treated, ensuring customer satisfaction and safety of the public and local environment.

What do you like to do when you're not at work? *Being a family man, playing music, and cooking. Every Saturday morning is pancake day at our house; it's a big deal. The kids and I dress up like chefs; hats, aprons... the whole shebang, and cook chocolate-chip buttermilk pancakes, while listening to music. We also like to play ukuleles, go to the beach, and ride bikes.*

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