



June 2024



CFPUA Receives Water Research Foundation Award

CFPUA was honored this month to receive the Water Research Foundation's 2024 Subscriber Impact Award, recognizing our contributions to research on effectively treating drinking water for per- and polyfluoroalkyl substances

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[Southside Wastewater Plant Replacement](#)

(PFAS).

The Water Research Foundation (WRF) is the leading research organization for the water sector. CFPUA has been a WRF member since the utility was created in 2008 with the merger of the water and wastewater services of the City of Wilmington and New Hanover County. City and County staff who subsequently joined CFPUA have participated in WRF projects as far back as 1986.

CFPUA is the first water utility in North Carolina to receive WRF's Subscriber Impact Award and is one of two 2024 recipients of the award, along with the Great Lakes Water Authority of Detroit, Michigan.

[Learn more about the award at this link.](#)

[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



(Left to right) CFPUA Water Resources Manager Ben Kearns, Deputy Executive Director Carel Vandermeiden, and Executive Director Kenneth Waldroup accept the Water Research Foundation's 2024 Subscriber Impact Award.

How CFPUA repairs and replaces aging infrastructure

Over the past few years, you've probably seen headlines about water problems in American cities. In [Jackson, Mississippi](#), [rural Alabama](#), and [most recently in Atlanta](#), communities have had massive water outages due to failing infrastructure.

At CFPUA, one of our top priorities is replacing aging infrastructure.

It's part of the reason we were created back in 2008 by the City of Wilmington

and New Hanover County. We took over millions of dollars' worth of infrastructure, some of which was a century old.

Each year, CFPUA publishes a Capital Improvements Plan laying out projects for the next 10 years. More than 3 out of every 4 dollars in that plan goes to replacing or rehabilitating aging infrastructure.

For instance, right now CFPUA is replacing critical infrastructure in downtown Wilmington, one of the oldest parts of our service area, through several projects:

- Water and sewer mains under Fifth Avenue, from Greenfield Street to Market Street
- Water and sewer mains under Grace and Chestnut streets, between North Third and North 17th streets
- The Walnut Street Pump Station at the foot of Walnut Street and Water Street

CFPUA also has a Find It, Fix It program that allows us to quickly address problems with aging infrastructure when crews encounter them in the field.

[We're also getting ready to fully replace and expand the Southside Wastewater Treatment Plant, built in 1971.](#)

Staying on top of aging infrastructure is just another way CFPUA gives our customers clearly better service.

Read CFPUA's Capital Improvement Plan



Introducing the Southern Regional Pump Station



This month, CFPUA activated our new Southern Regional Pump Station, which will serve current and future customers in the southern portion of our service area.

The Southern Regional Pump Station is located in the Tarrin Woods subdivision and is designed to handle an average flow of 1.2 million gallons per day (MGD). As part of the project, crews also installed 10,000 feet of new sewer force main.

The station supports existing sewer customers and will also accommodate future growth in the area.

Closed for Fourth of July

**CFPUA will be closed for business
on Thursday, July 4.**

Customers can still manage
their CFPUA accounts online
or through the Interactive
Voice-Response system.



910-332-6550



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**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.



Neisa Kunz
Environmental Compliance Officer

Birthplace: *Mt. Clemens, Michigan*

Department/Division: *Community Compliance, a division of the Environmental Management and Sustainability Department (EMSD)*

Position: *Environmental Compliance Officer*

Length of employment: *1 year, 8 months*

Briefly describe your typical day at work: *A good majority of my work time is spent in the field conducting inspections of establishments and industries. This entails communication with stakeholders, on-site sampling, and follow-up site visits. The remainder of my time is spent in the office completing reports,*

communicating with industries, drafting permits and notices, and monitoring compliance data.

What do you enjoy most about your job? *I enjoy opportunities to build good relationships with the community by listening to concerns and doing my part to educate community members in ways that convey the need for compliance enforcement, help bridge knowledge gaps, and foster a common goal towards community natural resource management. It takes a village to keep Wilmington safe, healthy, and beautiful, and I am happy to be a moving part in that effort.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA? *When I first started with CFPUA I was assigned a significant amount of work orders, reflective of training for a new position. Although seemingly overwhelming, I completed my tasks in a timeline of what I later learned had set a department record. I was happy to learn of my role in that accomplishment.*

Our department is often challenged with compliance duties that require us to step away from our daily routines; these circumstances highlight the importance of organization and time management. As our community and organization grows, our work duties may change or increase. It is both a challenge and an accomplishment to successfully navigate the dynamic components of our individual positions.

What advice would you give to recent new hires? *Create a plan to tackle your monthly workload that works for you. Establish monthly goals, set reminders — we all need them — and pace yourself accordingly. Lastly, remind yourself of the importance of your position and take pride in your work because your efforts are appreciated by both the community and the collective sphere of our organization.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *I feel I can speak for all of us in Compliance that some of our happiest moments on the job are when an industry or establishment and Community Compliance can work together to achieve a pathway to sustainable compliance.*

What do you like to do when you're not at work? *Spend time with my family and pets, take my youngest son and his best friend skateboarding, explore*

nature whenever possible — even when it's in my backyard, and work on home design projects.

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