



Water Works

July 2024



Customer Service to Open Later on Thursdays

Starting on Thursday, August 1, CFPUA's Customer Service offices will be open from 9 a.m. to 5 p.m. on Thursdays.

Customer Service will continue to be open 8 a.m. to 5 p.m. Mondays through Wednesdays and on

FIND OUT ABOUT:

[Current Job Opportunities](#)

[Southside Wastewater Plant Replacement](#)

Fridays.

The later opening on Thursdays will allow Customer Service to conduct staff training.

Between 8 a.m. and 9 a.m. Thursdays, customers may still use the electronic payment kiosks at both of CFPUA's Customer Service lobbies at [235 Government Center Drive](#) and 929 N. Front St.

Customers may also use the Interactive Voice-Response (IVR) system by calling 910-332-6550, or access the Customer Self-Service portal at 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

Scotts Hill Community Celebrates New Water Station



CFPUA and New Hanover County staff cut the ribbon this month on a new community water station in the Scotts Hill neighborhood.

The Scotts Hill community, located near the Pender County border, was founded long before municipal water and sewer services were available to that area of New Hanover County. Most Scotts Hill residents rely on private groundwater wells for their drinking water. Over the years, the community has seen numerous water quality issues in their wells.

Scotts Hill leaders approached New Hanover County and CFPUA to explore options for extending water services to the community. County staff is currently working to secure funding for such a project.

In the meantime, this new water station gives Scotts Hill residents access to clean, safe CFPUA drinking water at no cost to them.

The station, located at 8737 Stephens Church Road, is open to the public Mondays from 2 p.m. to 4 p.m., Wednesdays from 10 a.m. to 2 p.m., and Fridays from 4 p.m. to 6 p.m.

The Scotts Hill station is one of several sites to get free CFPUA water, with others located at:

Ogden Park

- [615 Ogden Park Drive](#)
- Open 8 a.m. - 8 p.m.

Veterans Park

- [835 Halyburton Memorial Parkway](#)
- Open 8 a.m. - 8 p.m.

St. James AME Church

- [3425 Castle Hayne Road](#)
 - Open Monday, Wednesday, & Friday: 4 p.m. to 6 p.m.
 - Open Sunday: 10 a.m. - 2 p.m.
-

Rescued Ducks Find Refuge at CFPUA Campus



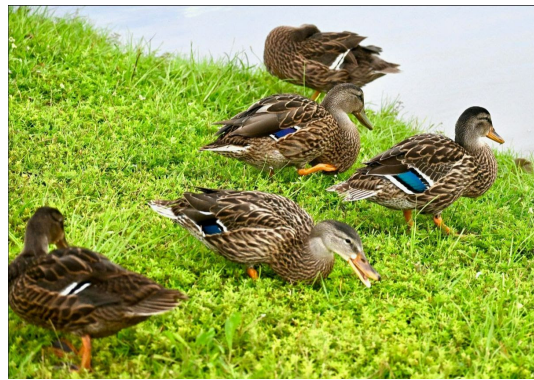
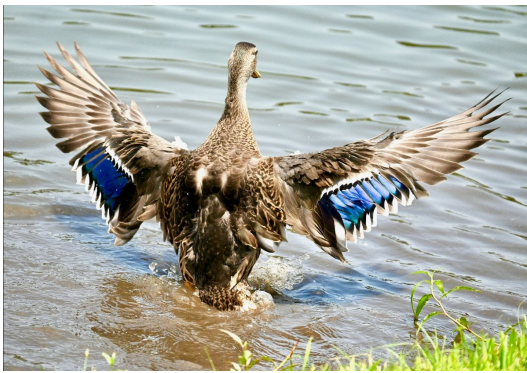
A group of ducks saved by Skywatch Bird Rescue has a new home: CFPUA's Richardson Water Treatment Plant campus.

Skywatch is a local nonprofit that rescues and rehabilitates injured wildlife. They occasionally ask for local groups that can rehome recovered birds on their

properties. Two CFPUA employees, Administrative Support Specialist Teresa Marra and Water Operator Mary Lanier, answered the call.

Teresa and Mary floated the idea of offering up the retention pond near the Richardson Water Treatment Plant. After some coordination between our two organizations, Skywatch brought a group of 10 rehabilitated ducks to live in our pond.

The ducks are 4- to 5-month-old mallards who lost their parents in the early spring. They were raised together by the Skywatch volunteers until they were all old enough to be released. We are proud to help give these birds space for a happy new life.



Photographs by Teresa Marra

Easy Tips for Smart Summer Watering 💧



Ever heard of the tuna can trick for watering your lawn?
Check out this and other tips from our friends at the New Hanover
County Arboretum.

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.



Cammie Bellamy
Public Information Officer

Birthplace: *Durham, North Carolina*

Department/Division: *Communications*

Position: *Public Information Officer*

Length of employment: *5 years this October*

Briefly describe your typical day at work: *I know it's what everyone says, but there really are no two days alike. The big parts of my job are producing and editing presentations and customer materials, responding to public information requests, working with reporters on stories about CFPUA, preparing newsletters (like this one!) and managing social media.*

If something big is happening, like a water or sewer emergency, I may go on TV with local media to help keep customers informed. I also help coordinate a lot of community outreach events and tours of our treatment plants.

What do you enjoy most about your job? *I love the opportunity to talk face-to-face with customers. I often join staff at community events and organize presentations to local groups. Getting the chance to explain in-person to our customers what CFPUA does is so effective, and it gives me a chance to learn more about the issues that are most important to the people CFPUA serves.*

[If you have a group that would like to host CFPUA staff for a presentation, reach out here!](#)

Tell us about one of your biggest accomplishments or challenges while working at CFPUA? *I am probably most proud of creating our [Value of Water Art Contest](#) for local students. I'm always blown away by the creativity of young people in this community. Water and wastewater treatment is such a STEM-focused field, so it's nice to show students that there's space for the arts in what we do here.*

What advice would you give to recent new hires? *Get to know people outside of your department and tour our facilities whenever you get a chance. There is so much going on at CFPUA and so many brilliant people who are experts in their fields. Learn about all the moving parts of our organization.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *We have some great social media pages that you should absolutely follow: [Facebook](#), [X](#), [Instagram](#), and [YouTube](#)!*

What do you like to do when you're not at work? *I spend most of my time with my friends; you can usually find us at trivia or checking out local breweries.*

I love doing work in the garden, cooking and baking, building miniatures, or just playing video games and hanging out with my cat, Spooky.

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