



November 2024



CFPUA's Customer Portal Gets an Upgrade

CFPUA's online customer portal has a fresh look and new features to help customers manage their accounts.

In addition to providing easy ways to pay your bill online or automatically, the updated portal allows customers

FIND OUT ABOUT:

[Current Job Opportunities](#)

[Southside Wastewater Plant Replacement](#)

to sign up for Pay By Text.

Customers can also enroll in text or email notifications about upcoming CFPUA bills.

Using the portal, customers can view month-by-month charts of both their water and sewer usage and the amount of their monthly bills.

To sign up, visit www.CFPUA.org/Online, or visit the CFPUA homepage and click "Bill Pay." You will need the CFPUA Account Number and the Activation Code found on your bill.

Customers who were already signed up for CFPUA's online portal do not need to re-enroll.

[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

Sign up for the Customer Self-Service Portal!

Don't Let Fats, Oils, and Grease Ruin Your Holidays



It's one of the busiest cooking times of the year. The last thing you want is a clogged kitchen sink, or worse, a sewer overflow on your block, spoiling the holidays.

Fats, oils, and grease (FOG) are a major culprit in sewer spills. When FOG is put down the drain, it can combine with wipes and garbage to create blockages in sewer mains, causing untreated wastewater to escape.

Follow these easy tips to keep your plumbing, and our community's sewers, flowing smoothly this holiday season:

🍗 NEVER pour FOG down the sink. Also avoid using the sink to dispose of animal and dairy products, batters, salad dressings, and food scraps, even if you have a garbage disposal.

🍗 Scrape plates before washing them.

🍗 Keep an empty container near your stove to hold used cooking oil. Once the oil is cool, safely dispose of it in the garbage. You can pick up a free "Cease the Grease" lid that fits most containers at CFPUA's Customer Service Centers.

 Remind holiday guests to put trash, hygiene products, and wipes, even those labeled "flushable," in the garbage bin, not in the toilet.

CFPUA 2024 Annual Report Available

CFPUA invites our customers and community to read our [2024 Annual Report](#), highlighting a year of major accomplishments and projects.

In this year's report, you will learn about:

- Our project to replace and expand the Southside Wastewater Treatment Plant;
- The upcoming water and sewer utilities consolidation with The Town of Wrightsville Beach;
- The multi-billion-dollar impact water and sewer has on our local economy;
- How CFPUA ensured our community's water system is lead-free;

...and much more! Click below to read the report:



Closed for Thanksgiving

**CFPUA will be closed for business
on Thursday, November 28, and
Friday, November 29.**

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.*



Jason Parris
Senior Meter Reader

Birthplace: Rome, Georgia

Department/Division: Customer Service/Meter Services

Position: Senior Meter Reader

Length of employment: 3 years as of September

Briefly describe your typical day at work: I oversee CFPWA's day-to-day meter reading operations, including assisting our other readers with "in the field" duties.

What do you enjoy most about your job? Helping CFPWA customers have a better understanding of what we provide for them. I really just enjoy helping and serving others.

Tell us about one of your biggest accomplishments or challenges while working at CFPUA? My favorite accomplishment would be hearing a customer say, "that was quick"! I'm proud of providing quick and reliable service.

What advice would you give to recent new hires? Think positively and you will be rewarded positively.

What's one thing you'd want customers to know about your department, position, or CFPUA in general? We do this job in support of our community. We want to provide only the best service and product.

What do you like to do when you're not at work? I enjoy spending time with my family and friends. Fishing and riding fast motorcycles would only fall second to those!

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