



Water Works

October 2024



New Hours for CFPUA Customer Service Lobbies

This month, CFPUA welcomed customers back to our main Customer Service lobby following a temporary closure for renovations. With the reopening, CFPUA is adopting new lobby hours:

FIND OUT ABOUT:

[Current Job Opportunities](#)

[Southside Wastewater Plant Replacement](#)

- Mondays through Thursdays:
8:30 a.m. to 4:30 p.m.
- Fridays: 9 a.m. to 4:30 p.m.

These hours will apply to both CFPUA's main Customer Service center at [235 Government Center Drive](#) and the downtown lobby at [929 N. Front St.](#) in the City of Wilmington's Skyline Center.

The electronic payment kiosks at both lobbies will be available during the hours listed above. Customer Service staff will remain available by phone at 910-332-6550 between 8 a.m. and 5 p.m.

Customers may also manage their CFPUA accounts after-hours by using the Interactive Voice-Response System at 910-332-6550, or online 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

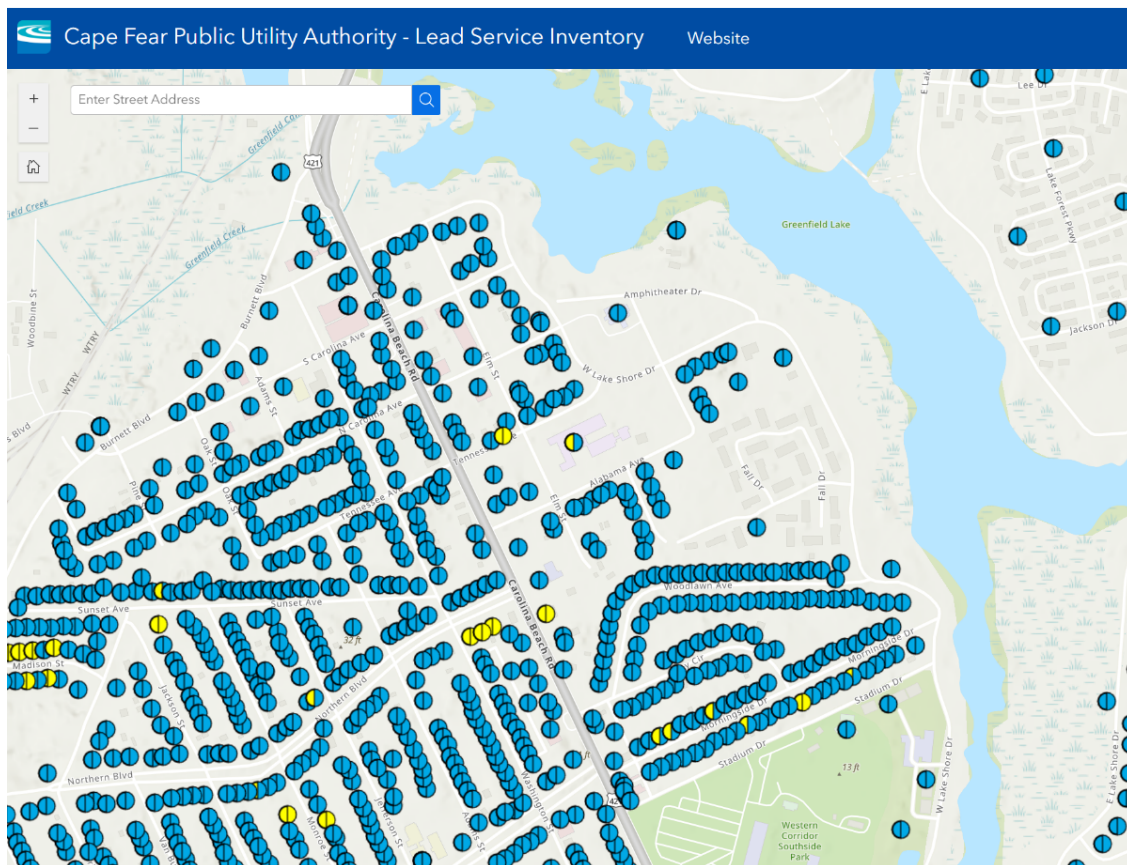
Human Resources: (910) 332-6570

Water Conservation Hotline: (910) 332-6566

Water/Sewer Emergencies: (910) 332-6565

Email: communications@cfpua.org

Lead-Free! CFPUA Completes Service Line Inventory



Cape Fear Public Utility Authority has published its [Water Service Line Materials Inventory](#), in compliance with the U.S. Environmental Protection Agency's Revised and Improved Lead and Copper Rule (LCR).

The LCR is the [primary regulation for lead and copper in drinking water in the United States](#). Recent changes require U.S. water utilities to inventory all water service lines across their system to determine whether those lines include lead materials.

A water service line is the pipe that connects a private property to the public water supply. Part of the line is owned by the property owner, and part of it is owned by the utility. Both the public and private sides of service lines are included in the inventory.

Over the past four years, CFPUA staff has worked with vendors to inventory the more than 75,000 service lines across the drinking water system, confirming that there are zero lead service lines. The inventory process included hand-digging to physically examine lines and the use of machine learning, a branch of artificial intelligence that uses statistical algorithms to develop reliable predictions based on available data, helping to fill information gaps and prioritize areas for further investigation.

The inventory did locate 592 galvanized water service lines in older parts of the service area. While galvanized lines are not made of lead, these lines have a

higher likelihood of having a lead fitting called a “gooseneck.”

CFPUA is replacing all of these lines at no cost to the customer.

[Customers can search their address at this link to review the material of their property's water service line](#), or visit www.CFPUA.org/FindMyLine.

Breaking Ground for the Region's New Water Main

On October 25, CFPUA joined our water utility peers from throughout the region to break ground on a project to significantly expand and protect Southeastern North Carolina's raw water supply.



Construction is set to begin on the final 10 miles of the region's Parallel Raw Water Transmission Main. Once complete, the entire 54-inch-diameter main will extend approximately 24 miles from Bladen County to New Hanover County.

The transmission main will be constructed and owned by the Lower Cape Fear Water and Sewer Authority (LCFWASA), which provides raw water to CFPUA, Brunswick County, Pender County, and other regional utilities.

This phase of the project will construct 10 total miles of additional raw water

main – seven miles extending from the Northwest Water Treatment Plant to the Pender County Water Treatment Plant, and three miles running from the Pender County plant to CFPWA's meter vault on U.S. 421.

North Carolina's 2023 Appropriations Act allocated \$30 million to LCFWASA to complete the raw water transmission main and construct a 100-million-gallon water reservoir near the Northwest Water Treatment Plant.

"I want to thank our region's legislators for their continued support for this project," LCFWASA Director Tim Holloman said. "Their work at the N.C. General Assembly on behalf of water providers helped secure millions of dollars for this critical project. That funding kept the cost burden of this project from falling on the ratepayers of LCFWASA's utility customers, including Brunswick County, CFPWA, and Pender County."

Water Art Contest!

"What Does Water Mean to You?"

**K-12 students in New Hanover County,
submit your original artwork! Use the QR
code to the right, or email
Communications@CFPWA.org**



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.

This month, we're recognizing the staff members from across CFPUA who volunteered to assist peer utilities in Western North Carolina affected by Tropical Storm Helene.

CFPUA's Helene Relief Volunteers

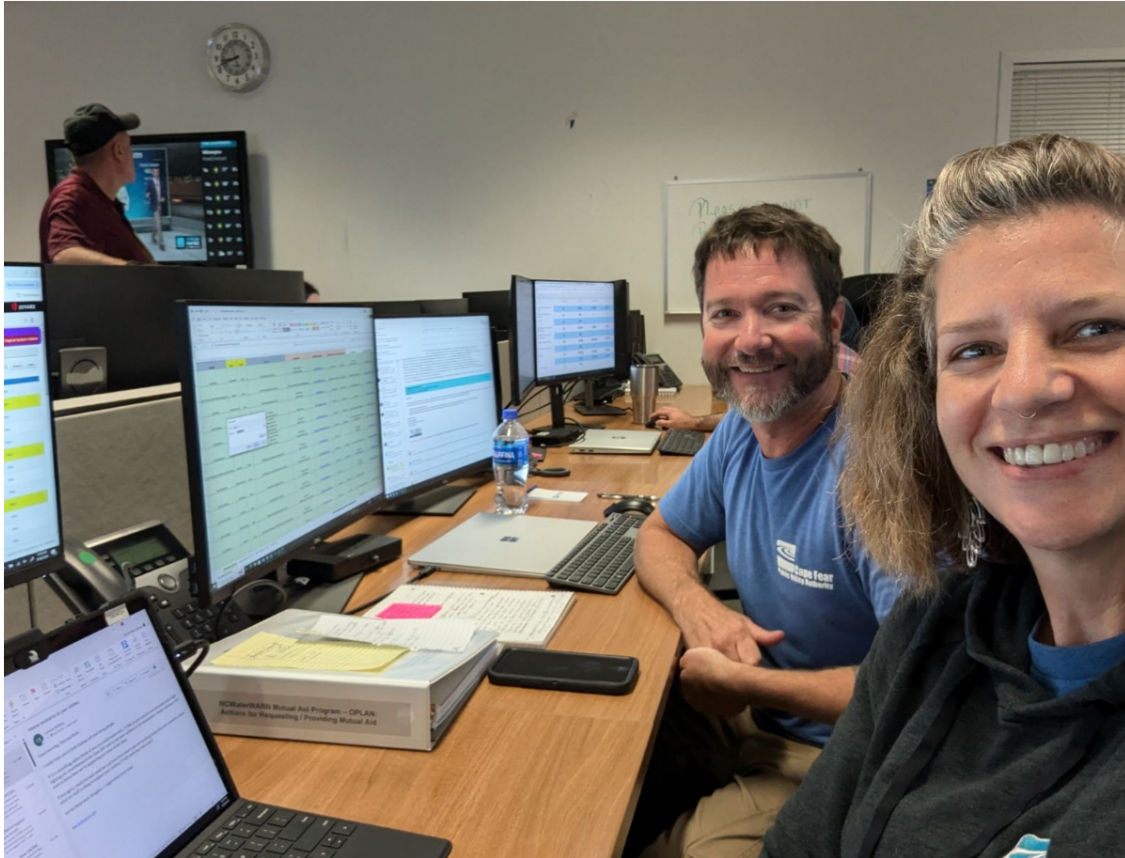


(Left to right) Pump Station Crew Foreman Zac Kelly, Pump Station Supervisor Collin Whitehead, Pump Station Operator Jodie Taylor, Pump Station Crew Foreman Nate Davis, and Utility Maintenance Technician Kevin Jordan in Hendersonville.

In late September, Tropical Storm Helene devastated water and sewer systems in Western North Carolina. CFPUA was one of many utilities that stepped up to help our peers in the mountains through N.C. Water WARN, a mutual aid partnership between North Carolina's water providers.

Before the storm struck, CFPUA staff, including **Deputy Executive Director Beth Eckert**, **Security and Emergency Manager Craig Malone**,

Sustainability and Safety Manager Tara Arnette, and **Assistant Operations Director Robert Daughtry**, dispatched to the N.C. Water WARN desk at the State Emergency Operations Center in Raleigh. When widespread power and communications outages began rolling through the mountains, our team helped coordinate the first waves of emergency response remotely.



Security and Emergency Manager Craig Malone and Sustainability and Safety Manager Tara Arnette at the State Emergency Operations Center.

After the storm passed and utilities could begin tallying the devastation to their systems, our team prepared to answer requests for assistance.

Members of CFPUA's **Customer Service, Construction, and Centralized Maintenance teams** collected donations of bottled water and hand sanitizer, while our **Water Distribution and Laboratory staff** gathered water testing kits to contribute. CFPUA's Collections Maintenance team delivered these materials, plus parts for repairs provided by the City of Durham, to emergency responders in Asheville.



Senior IT Specialist Scott Solari and Kim Johnston of New Hanover County's IT Department at the N.C. Division of Emergency Management.

In response to a request from the North Carolina Local Government Information Systems Association (NCLGISA), CFPUA **Senior IT Specialist Scott Solari** also dispatched to the State's Division of Emergency Management, Western Branch, located in Conover, providing IT support to Division staff.

Five volunteers from CFPUA's Pump Stations team, **Pump Station Crew Foreman Zac Kelly, Pump Station Supervisor Collin Whitehead, Pump Station Operator Jodie Taylor, Pump Station Crew Foreman Nate Davis,** and **Utility Maintenance Technician Kevin Jordan**, traveled to Hendersonville, where nearly all customers had been left without water and sewer service. The team completed a total of 61 site assessments – 50 water and 11 sewer – all the while clearing mud and debris, restarting faulted equipment, and making repairs to pump station equipment and SCADA systems.

As a founding member of N.C. Water WARN, CFPUA is proud to support our water and wastewater peers before, during, and after disaster strikes.



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