



December 2024



2025's Art Contest Calendars Are Here!

Looking for a unique stocking stuffer? Pick up a free 2025 Value of Water Calendar at CFPUA's Customer Service lobby!

Each year, CFPUA hosts our [Value of Water Art Contest](#) for local K-12

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students. We ask students to answer the question, "What Does Water Mean to You?" with an original artwork. Winners are featured in a calendar.

We were thrilled to receive nearly 150 entries for our third annual contest. Thank you to all the local students and teachers who helped make the contest a success!

Copies of the Value of Water Calendar are available at CFPUA's offices at [235 Government Center Drive](#).

Can't make it in to our offices? [Download a copy at this link.](#)

[Sweeney Treatment Enhancements Project](#)



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CONTACT US

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The Value of Water

2025 Calendar



Jaida Dorsey
12th Grade
Wilmington Early College High
School

Protect Your Pipes from Winter Weather



Wilmington winters can bring freezing temperatures with little to no notice. To protect your plumbing, especially outdoor pipes, remember these simple tips:

❄ To help prevent pipes from bursting, drain water from outdoor plumbing and wrap pipes, or allow a trickle of water to run through the system.

❄ Turn off and drain irrigation systems.

❄ Customers concerned about indoor plumbing can drip faucets and open kitchen and bathroom cabinets to allow warmer air to circulate around pipes.

❄ Freezing temperatures can also damage backflow preventers. If you have a backflow preventer, protect it with a fiberglass cover. As an additional step, close the valves and drain water from the assembly. Just make a note to turn it back on in the spring.

Water Valve Replacements in Downtown Wilmington



Over the past few weeks, crews have replaced nearly two dozen damaged or broken water valves on Grace and Chestnut Streets in downtown Wilmington.

Valves are used to isolate sections of the water system during maintenance or

repairs. These new valves will help CFPUA minimize boil water advisories in this area, and make our community's water system more resilient.

Sweeney Plant Wins 13th Consecutive AWOP Award

CFPUA was honored to once again earn the North Carolina Division of Water Resources' Area Wide Optimization Award for operations at our Sweeney Water Treatment Plant!

This is the 13th year that our Sweeney team has received this honor. The Area Wide Optimization Program (AWOP) honors surface water treatment plants that demonstrate outstanding turbidity removal. Turbidity is a measure of the cloudiness or haziness of water, caused by particles that can interfere with disinfection and allow harmful bacteria and viruses to grow.

While 79 North Carolina water treatment plants won the AWOP award this year, CFPUA's Sweeney Plant was one of just 16 to receive a Gold Star honor, recognizing plants with 10 or more consecutive wins.

[Click here to learn how our Sweeney Plant produces clearly better drinking water for CFPUA's customers.](#)



Closed for Christmas

**CFPUA will be closed for business
Tuesday, December 24, through
Thursday, December 26.**

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.



Brock Ridout
Environmental Compliance Supervisor

Birthplace: *Raleigh, N.C.*

Department/Division: *Environmental Management and Sustainability Division (EMSD)*

Position: *Environmental Compliance Supervisor*

Length of employment: *19 years*

Briefly describe your typical day at work: *The Environmental Compliance team handles many tasks and each day can be very different. I'm very lucky to work in a department that, in one way or another, works with every aspect of what CFPUA does. One day I may be sampling wastewater at the Northside or Southside Plants, the next I may be collecting samples all over Wilmington. I may be investigating a cross-connection issue in the crawl space of a customer's home, or at a local school talking to youngsters about how our sewer system works.*

What do you enjoy most about your job? *The diversity of tasks that we do and meeting so many people in our community. I also work with a really great*

group of people.

Tell us about one of your biggest accomplishments or challenges while working at CFPUA? *I was really happy about working with the New Hanover County School system to get all the schools into our grease interceptor service variance program. All food service establishments in CFPUA's service area, including school cafeterias, need a grease interceptor to keep fats, oils, and grease out of the sewer system. A variance lets facilities with lower use, like our schools, have their grease traps cleaned out less frequently. This saved our public schools a lot of money while keeping them in compliance with CFPUA's Sewer Use Ordinance.*

What advice would you give to recent new hires? *Try to do the next right thing.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *I would like CFPUA customers to know and to understand just how important our water and sewer infrastructure is. Everyday people flush their toilets and turn on their faucets without having to worry about everything that goes into making those two simple actions possible.*

What do you like to do when you're not at work? *Spending time with my wife and two kids, surfing, working on my car, and playing guitar.*

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