



Water Works

February 2025



Winter Weather Doesn't Slow CFPUA Crews

Even during last month's record-setting snow, CFPUA's team was in the field keeping water and sewer services flowing for customers.

Extreme cold can cause problems for a community's water system. As

FIND OUT ABOUT:

[Current Job Opportunities](#)

[Southside Wastewater Plant Replacement](#)

the temperature of the ground rapidly changes, water pipes can shift, leading to leaks and even breaks.

Throughout the month of January, CFPUA crews responded to nearly 50 water main emergencies. Compare that with an average of 5 to 15 emergency repairs that crews make during warmer months.

While a handful of these repairs caused temporary boil water advisories for customers, quick and effective response from CFPUA's staff help prevent any major outages during the winter storm.

Remember, you can report water and sewer emergencies 24/7 to CFPUA's Emergency Hotline: 910-332-6565.

[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



CFPUA Distribution and Construction staff repair a broken water main on South 11th Street, January 21, 2025.

Commissioner Dane Scalise Joins CFPUA Board



New Hanover County Commissioner Dane Scalise was sworn in last month as the newest member of the CFPUA Board.

Commissioner Scalise has been a member of the New Hanover County Board of Commissioners since 2023 and was appointed to serve on the CFPUA Board by his fellow Commissioners in December 2024.

Originally from Morganton, N.C., Commissioner Scalise is an attorney and insurance broker. From 2016 to 2020, he served as Deputy Commissioner of the North Carolina Industrial Commission. Commissioner Scalise has served on numerous boards and committees in the region, including the Wilmington Chamber of Commerce, as past Chair of Wilmington Downtown, Inc., and as past President of the New Hanover County Bar Association.

He lives in Wilmington with his wife and two sons.

Commissioner Scalise's term on the CFPUA Board will run through 2025.

First Look: Southside Plant Replacement Plans



Rendering showing the future Southside Wastewater Treatment Plant, with the current plant shown at left.

Designs are coming together for the Southside Wastewater Plant Replacement and Expansion Project. This project, the largest in CFPUA's history, will fully replace the circa-1972 plant and benefit customers and the environment in numerous ways:

- Expand the plant's wastewater treatment capacity from 12 million gallons per day (MGD) to 16 MGD
- Add a Biological Nutrient Removal (BNR) treatment facility, allowing the plant to remove more contaminants from wastewater
- Rebuild facilities above the 500-year floodplain, decreasing the likelihood of flooding during major storms

Site work is expected to begin at the River Road facility in winter 2025/2026. Follow CFPUA's progress at www.CFPUA.org/Southside.

Pipes Arrive for Region's New Raw Water Main



Our region is getting a new raw water main, and the first pieces of pipe are here! Work is underway on a 54"-diameter main that will carry raw water from Brunswick County to utilities across the Cape Fear River, including CFPUA and Pender County. The main is expected to be complete in 2027.

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.



Cindy Emerson
Accounting Specialist

Birthplace: *Fayetteville, NC (Army Brat)*

Department/Division: *Finance*

Position: *Accounting Specialist*

Length of employment: *4 years*

Briefly describe your typical day at work: *There is always work to be done. Tons of emails to respond to, invoices to key, expense and travel reports, mail, printing/mailing checks, answering questions from employees, and more. In the Finance Department, we rotate weeks of payroll and account processing, so CFPUA's employees and outside vendors are our "customers."*

What do you enjoy most about your job? *We are a small team of 3 in Accounting, but we work great together! I'm so grateful to work with two wonderful women that helped me grow in this position when I joined the Finance Department. Working with Sherri Alexander (CFPUA's Accounting and Payroll Manager) and Pauli Ervin (Accounting Specialist) make it easy to show up to work.*

Tell us about one of your biggest accomplishments or challenges while working at CFPUA? *My biggest accomplishment was joining the Finance*

team in August 2023. This was my third promotion in less than 3 years after getting on with CFPUA, and it was my goal to get here. I started on the Billing team in Customer Service and then the Office Administrator for our Distribution Division. I had wonderful coworkers who helped me along the way and the best cheerleaders.

What advice would you give to recent new hires? *Be patient and work to your fullest potential. Hard work shows and you can grow where you want to end up, I did that. I came in as a retired hairdresser of over 18 years, during a pandemic, trying to start a brand-new career.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *That I absolutely love my job and the people I work with. I love that I have created relationships with all departments to be able to help them when in need. We come from all different walks of life but somehow, we gel like family.*

What do you like to do when you're not at work? *I have a 13-year-old son and an almost 3-year-old French Bulldog. My son's into his friends and my bulldog is obsessed with me. My boyfriend and I like to ride on his Harley when the days allow, spend time with friends, listen to live music, enjoy the beach/pool, and cook. I'm half Korean so I like to share that part of my kitchen with friends. My family is in the Charlotte area, so we venture out there as well.*

Copyright © 2025 CFPUA, All rights reserved.

You are receiving this email because you opted in via our website.

SUBSCRIBE

Our mailing address is:

Cape Fear Public Utility Authority

[235 Government Center Dr](#)

[Wilmington, NC 28403-1670](#)

Want to change how you receive these emails?

You can update your preferences or unsubscribe from this list.