



Water Works

April 2025



2024 Drinking Water Quality Report Available!

CFPUA's 2024 Drinking Water Quality Report is [now available at CFPUA.org](https://www.cfpua.org)!

Each year, every American water system produces this report, also known as the Consumer Confidence

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Report. This report summarizes our testing data for the entire year for contaminants, water characteristics, and other things that can affect the quality of your drinking water.

We're pleased to report that CFPUA continues to meet and exceed all state and federal standards for drinking water quality.

Last year, the U.S. Environmental Protection Agency (EPA) finalized its first Federal standard for per- and polyfluoroalkyl substances (PFAS). Since 2022, CFPUA has been effectively removing PFAS, including GenX, from your drinking water, and this year's report shows our filters are allowing CFPUA to easily meet the new federal standards.

[Sweeney Treatment Enhancements Project](#)



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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

Read the 2024 Drinking Water Quality Report

CFPUA Mourns the Passing of Board Member Hollis Briggs, Jr.



On March 20, CFPUA Board member Hollis Briggs, Jr., passed away.

Mr. Briggs was appointed to the CFPUA Board by New Hanover County, taking his oath of office on July 10, 2019. During his term of service on the Board, Mr. Briggs was a member of several Board committees, including Long Range Planning, Sustainability, Communications, and Human Resources, which he chaired.

He was known for his interest in the well-being of CFPUA employees at all levels of the organization, and he often would stop to speak with staff when he encountered them working in the community.

"It was a true privilege to have served alongside Hollis on the CFPUA Board for the past six years," said CFPUA Board Chair Jennifer Adams. "Hollis exemplified the essence of a dedicated community servant through his involvement with the USS North Carolina, the Dr. Martin Luther King, Jr. Holiday Celebration, and CFPUA. His words and actions consistently reflected his devotion for this area, and his positive spirit and camaraderie will be dearly

missed by both myself and the entire board."

[Mr. Briggs' obituary can be read here.](#)

CFPUA Board Meetings Now on YouTube

You can now watch meetings of the CFPUA Board at [YouTube.com/@CFPUABoard](https://www.youtube.com/@CFPUABoard).

The CFPUA Board meets at 9 a.m. the second Wednesday of each month. Videos will be posted shortly after the conclusion of each meeting.

For all other CFPUA videos, including employee features, facility tours, conservation tips, and info about your water and sewer services, check out our main YouTube channel at [YouTube.com/@cfpua](https://www.youtube.com/@cfpua).



March 12, 2025 meeting of the Cape Fear Public Utility Authority Board.

Fun at the N.C. Azalea Festival 



CFPUA's staff had another great year in the N.C. Azalea Festival Parade! Thank you to everyone who joined us to celebrate clearly better water for Wilmington.

Closed for Good Friday

**CFPUA will be closed for business
Friday, April 18 for Good Friday.**

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.



Melissa Burton
Cash Application Specialist

Birthplace: *Manchester, Connecticut*

Department/Division: *Finance/Customer Service*

Position: *Cash Application Specialist*

Length of employment: *9 years*

Briefly describe your typical day at work: *Our Cash Applications team consists of three dedicated specialists who rotate tasks. Each morning, we reconcile the previous day's transactions, prepare paperwork, extract data, and create the day's journal. We then collect and sort the mail, which occupies a significant portion of our day. Throughout our work, we remain available to assist colleagues in the call center and lobby by phone, email, and Teams. We end each day with cashing out the Lobby Customer Service Advocates and finalizing deposits.*

What do you enjoy most about your job? *I enjoy the challenge of investigation and diving deep into complex research. While research is a regular part of our work, some cases require extra analysis – those are my favorite. Having awesome teammates (Carmen Presnell and Emily Munoz) and a supportive Supervisor (Bobbi Harrell) makes the job easier, and the days go*

by faster.

Tell us about one of your biggest accomplishments or challenges while working at CFPUA? *My greatest accomplishment at CFPUA has been my professional growth and progression within the organization. I began in the Call Center, where I developed a strong foundation in customer service and account management. I then transitioned to the Lobby, where I applied my existing knowledge while expanding my responsibilities by working with builders/new construction and assisting customers in need of loans for service connection. From there, I advanced to the Cash Application Team where I've been able to apply all that I've previously learned, and then some.*

What advice would you give to recent new hires? *Listen and observe - take time to understand the company culture, team dynamics, and expectations. Don't be afraid to ask questions. And most of all, be patient with yourself. Adjusting to a new role takes time so make sure to give yourself grace as you learn and grow in your new position.*

What's one thing you'd want customers to know about your department, position, or CFPUA in general? *I work with some of the most dedicated people I know. We are all here to assist our customers as best as possible. With that said, mistakes do happen. Please be kind and allow us the opportunity to help you*

What do you like to do when you're not at work? *I spend most of my time with my family and close friends. My husband and I enjoy watching Men's and Women's Basketball together at both the collegiate and professional levels. We enjoy going to the park/playground with our daughter and playing card and board games together.*

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