



June 2025



CFPUA Rate Changes in Effect July 1

On July 1, CFPUA's Fiscal Year 2026 (FY26) Budget will go into effect, including a 6.9 percent rate increase for combined water and sewer services.

This change will increase the

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[Southside Wastewater Plant Replacement](#)

average customer's monthly bill by \$5.12.

The key driver of the FY26 operating budget and rate increases is the upcoming project to replace and expand [CFPUA's Southside Wastewater Treatment Plant](#) on River Road.

Estimated to cost \$400 million, this critical project will replace the 53-year-old plant and add needed wastewater treatment capacity. Construction is expected to begin in late 2025 or early 2026.

Other adjustments to CFPUA rates and fees in the FY26 budget include:



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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

- **Irrigation Rate:** The rate CFPUA charges customers who have a separate water meter for irrigation will increase to \$7.73 per 1,000 gallons, compared with \$4.86 per 1,000 gallons currently. This rate change will be in effect July 1, 2025. Customer demand for water increases by as much as 50 percent during the summer months due to irrigation, and seasonal peaks can accelerate the need for costly system expansions. CFPUA is a not-for-profit, local government organization, with operating costs and infrastructure investments funded by ratepayers. Customers are encouraged to visit [CFPUA.org/Conserve](https://cfpua.org/Conserve) for tips on wise irrigation practices.
- **Printed Bill Fee:** Starting January 1, 2026, customers who receive a monthly paper bill from CFPUA will be charged \$1 per printed bill. This fee is driven by increasing printing and postage costs. Customers are encouraged to sign up for free paperless billing at [CFPUA.org/Online](https://cfpua.org/Online).

Downtown Lobby to Close June 27

On Friday, June 27, CFPUA's downtown Customer Service Lobby in the City of Wilmington's Skyline Center will close permanently.

The lobby, located at [929 N. Front St.](#), has seen a significant decrease in foot traffic in recent years. CFPUA staff has been working to contact customers who regularly use the lobby to inform them about the upcoming closure.

In-person services will continue to be offered at CFPUA's Customer Service Center at [235 Government Center Drive](#). CFPUA's Customer Service Center is open for business during the following hours:

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



CFPUA Facilities Prepared for Hurricane Season



CFPUA has back-up generators and emergency fuel tanks like these at all critical water and wastewater facilities.

The 2025 Atlantic Hurricane Season kicked off on June 1, and the National Oceanic and Atmospheric Administration (NOAA) is forecasting an above-average season. CFPUA's staff and facilities stand ready to continue providing critical services to our customers.

When a hurricane or tropical storm is approaching the region, CFPUA stands up its emergency operations center (EOC), which remains active until the weather threat has passed and through recovery as needed. In some instances when severe weather impacts are expected, essential staff may be dispatched to shelter in-place at CFPUA's water and wastewater facilities during a storm.

To ensure electrical power is available, most CFPUA sites have emergency generators on-site year-round. This month, auxiliary fuel tanks were delivered

to our water and wastewater treatment facilities and filled. These tanks will remain at treatment plants throughout hurricane season to provide an additional layer of back-up fuel for generators if commercial power is lost.

In 2019, CFPUA purchased a 2,800-gallon fuel truck as well as 15 100-gallon fuel saddle tanks that can fit in the beds of pickup trucks. This allows CFPUA to deliver fuel to its own facilities. CFPUA also has an emergency fuel contract with a regional vendor to ensure that generators at all our facilities have a supply of fuel.

CFPUA encourages customers to learn more about hurricane preparedness at [ReadyNHC.com](https://www.readynhc.com).

FAQ: Wrightsville Beach Consolidation

On September 30, the Town of Wrightsville Beach's water and sewer systems will become part of CFPUA's systems.

We've set up a webpage to answer your Frequently Asked Questions about the consolidation. Visit [CFPUA.org/WrightsvilleBeach](https://www.cfpua.org/WrightsvilleBeach), or click the image below to get started:



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.



Scott Stanley
Project Manager

Birthplace: Goldsboro, NC

Department/Division: Engineering/Planning & Design

Position: Project Manager

Length of employment: A little over 4 years at CFPUA and 5 months as a Project Manager

Briefly describe your typical day at work: A great deal of time is spent on a computer: emails, meetings, phone calls, managing and discussing various projects, and working with GIS. I'm also going to project sites and jumping on any urgent project needs.

What do you enjoy most about your job? I like all the people I interact with on a daily basis and how you never know what unique challenges the day may bring in water and sewer! Through the years I've found I like problem solving and finding solutions. Every project is like a puzzle utilizing different pieces for different parts.

Tell us about one of your biggest accomplishments or challenges while working at CFPUA? I never planned on working in water and sewer and would have never guessed it to be as exciting as it is! I started at CFPUA in 2021 as a Plant Operator at the Richardson Water Plant, then as a Field Operator, then moved to the Engineering Department as a GIS Analyst before my current role as Project Manager. Every day brings its own unique challenges, which keeps it exciting.

What advice would you give to recent new hires? Learn all you can, ask questions, think about what you are doing, and why. Know you can do just about anything you put your mind to, and we are all here to assist.

What's one thing you'd want customers to know about your department, position, or CFPUA in general? Everyone at CFPUA strives to do their best. CFPUA has about 1,200 miles of water mains and 1,000-plus miles of sewer mains to maintain and operate on a daily basis. Something to think about when you turn on a faucet or flush the toilet: Water and sewer plants never sleep, requiring people to operate 24 hours a day to take care of all your water and wastewater needs.

What do you like to do when you're not at work? I enjoy spending time with my wife, family, friends, and pets, being outdoors, doing projects around the house, traveling and exploring, reading, art, and music.

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