



July 2025



Downtown Cashier Window Closure Delayed

CFPUA's downtown Customer Service cashiering window in the City of Wilmington's Skyline Center will remain open through the end of 2025.

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[Southside Wastewater Plant Replacement](#)

The Customer Service desk, located on the ground floor of [929 N. Front St.](#), had been scheduled to close this summer. The closing has now been delayed until early 2026.

A specific closing date will be announced at a later date.

The downtown cashiering window will continue to be open:

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

CFPUA's main Customer Service location at [235 Government Center Drive](#) also remains open for regular business.



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



Fifth Avenue Project Unearths Historical Artifacts



CFPUA recently wrapped up a major project to replace aging water and sewer mains under Fifth Avenue.

Old pipes weren't the only thing crews dug up; a cache of artifacts dating from the late 19th and early 20th centuries was also uncovered.

Over the past year and a half, CFPUA has fully replaced the water and sewer mains under Fifth Avenue between Greenfield Street and Market Street. The mains were reaching the end of their useful lives, and replacing them will ensure continued reliable service for customers in the corridor.

Last month, as crews were finishing pipe replacements in the 0 block of Fifth Avenue, they spotted pieces of pottery and glass. Work was briefly stopped to allow project archeologists to collect the relics, which included bottles and pieces of water pitchers. Everything was taken offsite for cleaning and cataloguing.

Just part of doing work in a historic city!

Public Meeting on July 14 for Raw Water Main Project

CFPUA will hold a meeting at 2 p.m. on Monday, July 14, to accept public comments on the Engineering Report and Environmental Information Document for the 48" Parallel Raw Water Main Project.

The meeting will be held in the Jordan Conference Room on the second floor of CFPUA's Administrative Offices at [235 Government Center Drive](#).

Members of the public are invited to review the [Engineering Report and Environmental Information Document at this link](#).

Those unable to attend the July 14 meeting may [submit their comments online using this form](#).

The 48" Parallel Raw Water Main Project will construct 3 miles of 48"-diameter water main along U.S. 421 in New Hanover County, adjacent to CFPUA's existing raw water main. This section of pipe will carry raw water from CFPUA's interconnection with Pender County Utilities to CFPUA's meter vault.

In addition to increasing CFPUA's water capacity, the parallel main will provide important redundancy to CFPUA's raw water infrastructure in the event of damage to the existing main.

This project is being completed in partnership with Lower Cape Fear Water and Sewer Authority (LCFWASA), as well as industrial customers served by CFPUA along U.S. 421. Project costs are estimated at \$18.28 million, with \$11.68 million (64 percent of costs) funded by CFPUA, \$6.2 million (34 percent) funded by LCFWASA, and \$431,000 (2 percent) funded by industrial customers on U.S. 421.

CFPUA has secured a low-interest loan from the N.C. Drinking Water State Revolving Fund (SRF) for its portion of the costs.

CFPUA's Sweeney Plant Gets Surprise Visitor 



A juvenile alligator recently tried to beat the heat with a visit to CFPUA's Sweeney Water Treatment Plant.

CFPUA staff found the gator after he snuck into an outdoor containment basin at the plant. Our team worked with NC Wildlife to safely remove him and take him to a nearby creek — after a cooling shower. Wildlife staff determined the alligator was a male aged 5 to 6.

Interested in your own tour of a CFPUA facility? [Fill out the tour request form at this link.](#)

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.



Ron Burns
Pump Station Field Supervisor

Birthplace: Wilmington, NC

Department/Division: Collections/Pump Stations

Position: Pump Station Field Supervisor

Length of employment: 13 years

Briefly describe your typical day at work: On a typical day I assist pump station crews with any repairs or diagnostic concerns, work with contractors on pump station upgrades and new construction, and track SCADA/Telemetry

trends for over 170 wastewater pump stations to ensure no sanitary sewer overflows.

What do you enjoy most about your job? One thing I most enjoy about my job is being able to use my knowledge of pump station operations to protect our waterways and rivers from sanitary sewer pollution.

Tell us about one of your biggest accomplishments or challenges while working at CFPUA? One of my biggest accomplishments at CFPUA is being hired in as a Pump Station Technician and working my way up to Field Supervisor. It's been a challenge navigating the supervision of two people originally to as many as 20 now.

What's one thing you'd want customers to know about your department, position, or CFPUA in general? One thing I'd like customers to know is that CFPUA is 100% dedicated to providing the best drinking water available and protecting the environment through prevention of wastewater pollution.

What do you like to do when you're not at work? When not at work I enjoy traveling and being outdoors. Hiking, mountain biking, and surfing are some of my favorite hobbies.

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