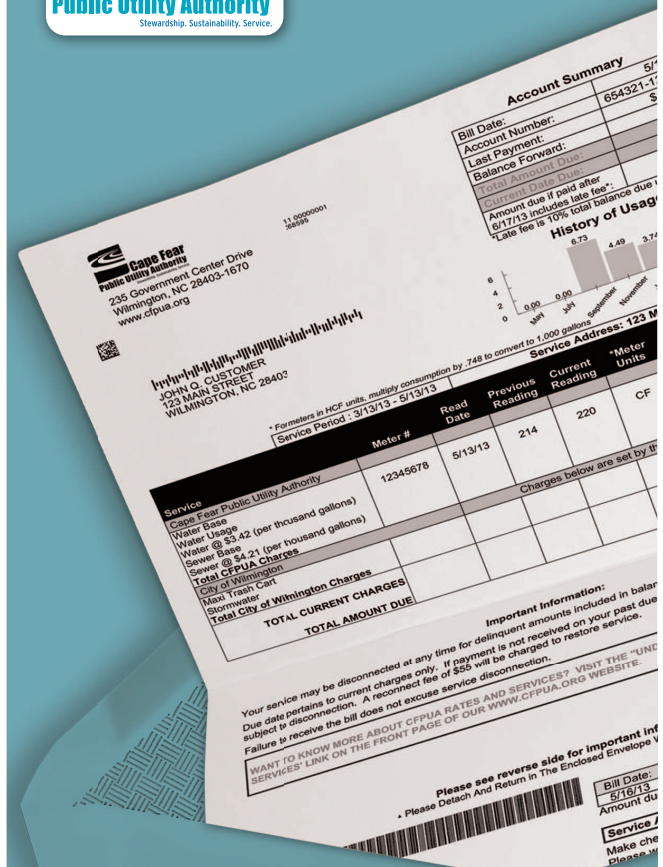


When you flip your bill over, you will find all of the information you need to contact CFPUA, including in cases of emergencies, as well as details on how to contact the City of Wilmington regarding its services. Information is also provided on how to apply for, or donate to, our financial assistance program, CFPUA Assist.



CAPE FEAR PUBLIC UTILITY AUTHORITY LOCATIONS								
235 Government Center Drive Wilmington, NC 28403	305 Chestnut Street Wilmington, NC 28401							
Hours of Operation: Mon-Fri 8:00 am to 5:00 pm								
<p><b>Customer Service :</b> (910) 332-6550 for billing, payments, meter reading, water disconnection, water quality (taste, color, odor)</p> <p><b>Emergencies:</b> (910) 332-6565 for water &amp; sewer emergencies (leaks, water pressure, line breaks, service problems)</p> <p><b>City of Wilmington Solid Waste:</b> (910) 341-7875 for refuse collection, recycling, cart delivery</p> <p><b>City of Wilmington Storm Water:</b> (910) 343-4777 for storm water fee computations and credits</p> <p>Visit our website at <a href="http://www.cfpua.org">www.cfpua.org</a> for forms, Water and Wastewater Annual Reports, project and budgetary information, contacts, or to sign up for Advisories, Emergency Alerts, Newsflashes and Career Opportunities delivered to your email and/or phone through our <b>Notify Me</b> feature.</p>								
<p><b>WAYS TO PAY YOUR BILL</b></p> <ul style="list-style-type: none"> <li>• <b>By recurring bank draft:</b> Call Customer Service at (910)332-6550 between 8:00 am and 5:00 pm or visit <a href="http://www.cfpua.org">www.cfpua.org</a> for enrollment information.</li> <li>• <b>By mail:</b> Please enclose the bottom stub and use the return envelope provided. If you use your bank's bill pay, please include the account number in the check memo line.</li> <li>• <b>eBilling:</b> On line bill management service 24/7 at <a href="http://www.cfpua.org">www.cfpua.org</a> (one-time e-check or debit/credit card only).</li> <li>• <b>In person:</b> At one of our Customer Service Offices (see addresses above) between 8:00 am and 5:00 pm.</li> <li>• <b>By phone:</b> Call (910) 332-6550 between 8:00 am and 5:00 pm Monday through Friday to pay by credit or debit card.</li> <li>• <b>After hours drop box</b> is available at both Customer Service locations. Place payment (no cash) in an envelope and include payment stub.</li> </ul>								
<p><b>PAYMENT POLICY</b></p> <p>Your account should be paid in full by the specified due date. If payment is not received by 5:00 pm on the due date, a late fee of 10% of the outstanding charges will be applied, plus your service may be disconnected without notice.</p> <ul style="list-style-type: none"> <li>• Payment for delinquent disconnections must be in cash, money order or credit / debit card. No personal checks will be accepted.</li> <li>• If your service is disconnected, the delinquent amount plus any applicable service charges must be paid before service is reinstated.</li> <li>• If your check or draft payment is returned due to insufficient funds, or a closed bank account, a \$25 service fee will be added to your account.</li> </ul> <p>In the event payment is made in an amount less than the total due on the bill, any such amount shall be allocated to outstanding charges in the following order: storm water, trash bags, trash services, other charges, sewer and water.</p>								
<p><b>ELECTRONIC BILL STATEMENT</b></p> <p>Cape Fear Public Utility Authority offers the option to receive your utility billing statement via email. This allows customers a more automated way to receive and pay your bill. This billing option is free and will provide a convenient link to pay online. If you are interested in signing up for this option or would like additional information regarding this service, please contact a Customer Service Representative at (910) 332-6550.</p>								
<p><b>RATES BASED ON USAGE</b></p> <p>Rates include both a base fee based on meter size and usage charge based on metered consumption, billed every two months. Sewer charges may be capped for certain customers. Visit <a href="http://www.cfpua.org">www.cfpua.org</a> or call (910) 332-6550 for more information.</p> <table border="1"> <thead> <tr> <th>Consumption (Usage) charges per 1,000 gallons:</th> <th>Water</th> <th>Sewer</th> </tr> </thead> <tbody> <tr> <td></td> <td>\$3.42</td> <td>\$4.21</td> </tr> </tbody> </table>			Consumption (Usage) charges per 1,000 gallons:	Water	Sewer		\$3.42	\$4.21
Consumption (Usage) charges per 1,000 gallons:	Water	Sewer						
	\$3.42	\$4.21						
<p><b>FINANCIAL ASSISTANCE:</b> If you need help paying your water / sewer bill or if you would like to make a tax-deductible donation to help your neighbors, call (910) 332-6550 or visit <a href="http://www.cfpua.org">www.cfpua.org</a> to discuss "CFPUA ASSIST: NEIGHBORS HELPING NEIGHBORS".</p> <p><small>The Cape Fear Public Utility Authority does not discriminate on the basis of race, sex, color, age, national origin, religion or disability in its employment opportunities, services or activities.</small></p>								

### Our mission:

To provide high-quality service in an environmentally responsible manner while maintaining the lowest practicable cost.

Payment Center & Administrative Offices:  
235 Government Center Drive  
Wilmington, NC 28403  
Customer Service: (910) 332-6550  
Water/Sewer Emergencies: (910) 332-6565  
Payment Center:  
305 Chestnut Street, Wilmington, NC 28401

# Understanding Your Bill

## Your Cape Fear Public Utility Authority (CFPUA) bill contains a lot of information;

how much water you use, how much it costs, your recent usage history, how much you pay for maintaining our infrastructure and (if applicable) what you pay for City of Wilmington trash and stormwater services. Because your bill contains so much information, we have created this guide to walk you through your bill and how we charge you for your services.

## Account Summary

The top right-hand corner of your bill contains the basics of your bill: 1) The bill date. The date CFPUA ran your bill; 2) Your account number; 3) The amount of your last payment; 4) Any balance remaining on the account; 5) The current amount due on your bill; 6) The current bill's due date; and 7) The amount due if you miss the date due.

### Account Summary

Bill Date:	5/16/13
Account Number:	654321-123456
Last Payment:	\$113.54
Balance Forward:	\$0.00
<b>Total Amount Due:</b>	<b>\$150.95</b>
<b>Current Date Due:</b>	<b>6/17/13</b>
Amount due if paid after 6/17/13 includes late fee*:	\$159.87

\*Late fee is 10% total balance due up to \$25.

## Your Service Chart

The center of your bill contains a wealth of information. It lays out in a clear, concise way:

- The Water Base Charge, which covers funding for our infrastructure projects;
- Your water usage in thousands of gallons, based on your meter reading;

- Your water usage rate per thousand gallons, which covers the cost of producing the water;
- The Sewer Base Charge, which covers funding for our infrastructure projects;
- Your sewer usage rate, based on your meter reading. This covers the cost of processing the wastewater; and
- Your total bill amount for CFPUA charges.

If you live in the City of Wilmington, you have two additional charges on your bill. The first covers the fee for your city trash services and the second is the fee for the handling of stormwater by the City.

Finally, there are two additional lines, one showing your total current charges and another showing the total amount due on your bill.

Service	Meter #	Read Date	Previous Reading	Current Reading	*Meter Units	Usage in 1,000 gallons	Amount Due
Cape Fear Public Utility Authority							
Water Base							\$25.81
Water Usage	12345678	5/13/13	214	220	CF	4.49	\$15.36
Water @ \$3.42 (per thousand gallons)						4.49	\$29.10
Sewer Base							\$18.90
Sewer @ \$4.21 (per thousand gallons)						4.49	\$18.90
<b>Total CFPUA Charges</b>							<b>\$89.17</b>
City of Wilmington							
Charges below are set by the City of Wilmington							
Maxi Trash Cart							\$49.60
Stormwater							\$12.18
<b>Total City of Wilmington Charges</b>							<b>\$61.78</b>
<b>TOTAL CURRENT CHARGES</b>							<b>\$150.95</b>
<b>TOTAL AMOUNT DUE</b>							<b>\$150.95</b>

## Important Information

This section below the Service Chart is where you will find key messages from CFPUA's Customer Service staff to you about your bill, including notices on delinquencies and details about CFPUA programs designed to help you manage your account.

### Important Information:

Your service may be disconnected at any time for delinquent amounts included in balance forward.

Due date pertains to current charges only. If payment is not received on your past due balance immediately your service is subject to disconnection. A reconnect fee of \$55 will be charged to restore service.

Failure to receive the bill does not excuse service disconnection.