



Don't Let This Happen To You!



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

Educating Yourself about Easements
Can Save You Frustration and MONEY!

When we sign on the dotted line for our new home or property, we rightfully believe the land is all ours to do with as we please. However, in some instances, a portion of the property is actually set aside for one or more specific and important purposes. These pieces of land are called easements, and while it's still our land, easements give agencies, including the Cape Fear Public Utility Authority (CFPUA), the ability to maintain or improve their services for the public good.

Easements are needed so we can enter properties and access our facilities, including our water and sewer lines. We have to be able to conduct maintenance, repair work, or just read your meter without disturbing the rest of your property.

Hundreds of times a year, CFPUA staff visits a home or property where the owner has built a structure or improvement over an easement that keeps us from doing our job. These obstructions are called encroachments, and the vast majority of the time the owner had no idea they were doing something wrong; they never knew the easement was there.

Unfortunately, because we must have access, permanent structures have to be removed, and CFPUA will not replace items that are strictly prohibited. Decks,

sheds, fences and childrens' playsets are among the improvements that come down every year. Trees are also among the permanent encroachments that have to come down; their roots can damage our lines and restrict access.

WHAT YOU CAN DO

Of course, an encroachment that's not built is one that will never have to come down. That doesn't mean you can't touch the land, however. You can plant gardens and other shallow-rooted landscaping or use the area as a walkway or driveway.

Anything that is in the easement when CFPUA has to perform maintenance still may have to be removed. Upon any maintenance work in an easement, CFPUA will restore the site as close as possible to its prior condition.

To ensure you are not building on top of an easement, check your title documents or contact the New Hanover County Register of Deeds through the County's website, www.nhcgov.com. To review CFPUA's easement ordinance, visit www.cfpua.org and search for easement ordinance.

