

WHAT CAN I DO?

CFPUA has expanded its community outreach to create more opportunities for a direct dialogue about the Authority's role in Wilmington and New Hanover County, as well as issues of customer concern.

We would like to speak with your homeowners association, civic organization and community groups to present information about CFPUA, what it does, how it tackles our aging infrastructure, and how its operations are funded by the Authority's rates.

If there are specific areas of concern for a particular group, CFPUA will tailor its presentation to touch upon those areas of interest. A question-and-answer session will then follow to allow attendees to speak out about their issues.

To schedule a session, contact CFPUA's Communications staff at communications@cfpua.org or by phone at (910) 332-6704. Meetings can be scheduled during morning, afternoon and evening hours.

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



Investing In Your Future



How We're Focusing on Our Aging
Infrastructure to Meet Your Needs

Wilmington and New Hanover County, as well as communities all over the country, have greatly benefited from the water and wastewater systems constructed by their parents and grandparents. For decades, our systems worked so well they were out of sight and out of mind, only thought of when the bill came to our homes.

Over the last couple of decades, however, we've taken our water and wastewater systems for granted. The American Society of Civil Engineers (ASCE) gives the nation's drinking water infrastructure a D grade because a large percentage of the pipes in the ground are reaching the end of their useful life and are failing at an increasing rate.

Meanwhile, the U.S. Environmental Protection Agency (EPA) estimates the nation's water and wastewater systems need an investment of up to \$1.2 TRILLION dollars over the next 20 years. Replacing one mile of water main costs more than a million dollars. A mile of sewer main? Even more.



These problems of age and cost are also present in the Cape Fear Public Utility Authority's (CFPUA) service area. Our pipes have been at work 24/7/365 from the day they were put into the ground. They move millions of gallons of water and wastewater through our communities every year. And they aren't getting any younger.

That's why CFPUA is focused on replacing our aging infrastructure. We've implemented systems that identify problem areas and assign funds to maintain acceptable levels of service, all while protecting the environment and our overall quality of life.

You don't have to take our word for it; the numbers speak for themselves. CFPUA has reduced sanitary sewer overflows by more than one-third and the volume from those spills by more than 80%. All while keeping rates at or below the averages for rates throughout North Carolina.

