



Beth Eckert
Environmental Management Director

What is CFPUA?

- **Created in 2007 by City of Wilmington, New Hanover County**
- **Took over water and wastewater systems from legacy government entities**
- **Opened its doors July 1, 2008. Employs approximately 290 people.**
- **Provide service to 67,000+ customer accounts. Nearly 200,000 people.**

CFPUA: Providing Vital Services 24/7

We produce water, LIFE's most precious resource:

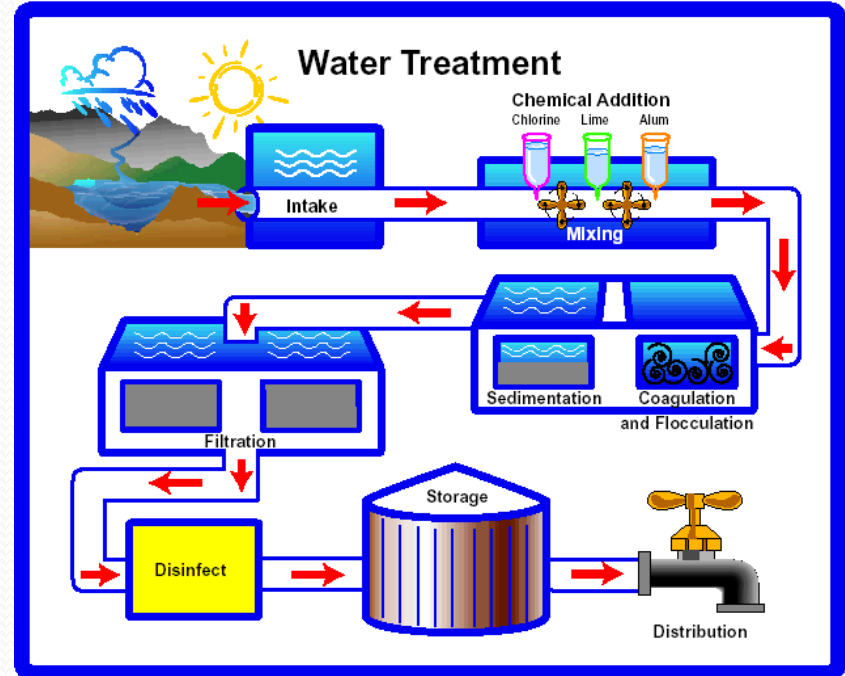
- **ESSENTIAL TO:**

- Disease protection
- Basic sanitation
- Environmental protection
- Fire protection
- Economic development
- Overall Quality of Life



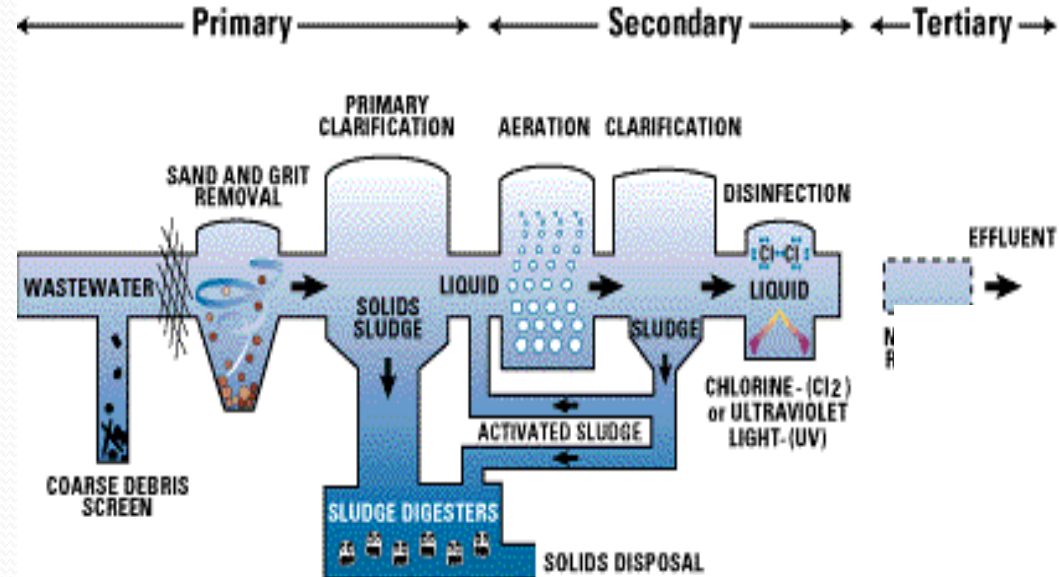
CFPUA: Providing Vital Services 24/7

- Your drinking water is a PRODUCT
 - Taken from Cape Fear River
 - Can't drink "AS IS"
 - Multiple stages of treatment
 - Filtration, disinfection
 - Pumped under pressure, stored
 - Available whenever you want it
 - **All for .4 cents a gallon**



CFPUA: Providing Vital Services 24/7

- Wastewater Treatment
 - Starts w/ reclaiming water via CFPUA's collection system
 - Ensures proper handling
 - Treated at wastewater treatment plants
 - Discharged back into the environment
 - All for .5 cents a gallon



HOW? CFPUA Facilities, Staff

CFPUA owns, operates and maintains systems that include:

- **2 Water Treatment Plants**
- **2 Wastewater Treatment Plants**
- **~2,000 MILES of water, sewer lines**
- **More than 7,700 fire hydrants**
- **Nearly 150 pump stations**
- **11 elevated water tanks**





Why Do We Do It? Our Mission,

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

Our Environmental Policy

C*ommunicate policy and provide educational outreach to all.*

F*ollow all legal requirements.*

P*revention of Pollution by minimize waste and impacts on the natural resources.*

U*nderstand the needs of our stakeholders.*

A*chieve improvements.*

Supporting the Mission and Environmental Policy: High-quality Service

- CFPUA treats, distributes ~6 billion gallons of drinking water annually
 - Avg. 17 million+ gallons a day
- Collects, treats ~6 billion gallons of wastewater
 - Avg. 16 million+ gallons a day
- Nearly 80,000 CFPUA lab tests done annually to ensure quality
- Water quality awards for 9 straight years



Supporting the Mission and Environmental Policy: Maintaining Lowest Practicable Cost

- **The Challenge:** Maintaining responsible balance between system needs, fiscal and environmental sustainability
- Greater infrastructure needs in older areas. Costly, fewer new customers
- Right maintenance at right time
- **CFPUA's Asset Management program**
- **"Find It, Fix It" program**



Supporting the Mission and Environmental Policy: Environmental Responsibility

- ISO 14001:2015 Certified since April 2011 – *Fits Core Mission*
 - Operations Utility Services
 - Collection System Maintenance
 - Pump Station Operations and Maintenance
 - Easement and Right of Way Maintenance
 - Construction and Water Distribution
 - Environmental Management - Emergency Management, Laboratory Services, and Community Compliance
 - Engineering - Development Services, Project Management, and Planning and Design



NSF-ISR

Registered
to ISO 14001

Supporting the Mission and Environmental Policy: Environmental Responsibility

- CFPUA Community Compliance staff
 - Fats, Oils, Grease (FOG) program
 - Conducts more than 1,000 inspections/year
 - Increases awareness. **CEASE THE GREASE!**
 - Assists restaurateurs in education
 - Leads “Cease the Grease” Lid Program
 - 40,000+ given away in last two years.
 - At least 400,000 ounces of grease kept out of our system



How CFPUA is Protecting Our Environment

- Preventative Cleaning programs
- CCTV Inspections
- Odor /Corrosion Chemical Program
- Easement and Right of Way Clearing
- Construction Crews available
- Optimizing Water and WW treatment



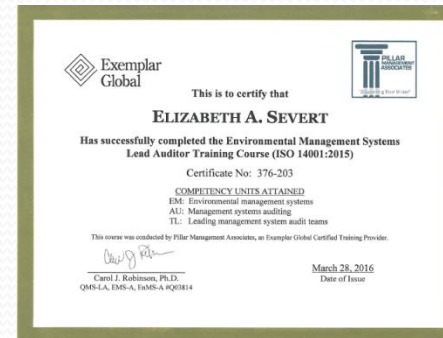
How we are doing:

- Over the last 5 years CFPUA has:
 - decreased the number of Sanitary Sewer Overflows (SSOs) by 52% and 77% drop in gallons spilled
- Beyond compliance with NPDES and PWS regulations
- Stay ahead of emerging issues
- Initiated an Authority wide recycling program in 2015:
 - 2015 – recycled ~7,521 lbs of material
 - 2016 – recycled over 7,600 lbs of material
 - 2016 – 400 lbs of gloves – new stream



Where does ESI come in?

- *It's not Mandatory – why do it – it's NCDEQ, why participate?*
- *The **REAL QUESTION** Should Be – **WHY NOT** – **Best ROI** out there?*
- **Compliance Assistance**
 - Hazardous waste
 - Air Quality
- **Challenges staff – continual improvement – think outside the box**
 - Cease the Grease – Pollution Prevention
 - Dumpster Dive – 188 lbs total in dumpster and only 47.5 lbs actual trash
 - Spray Paint can recycling –(new stream) 69 cans were in dumpster
- **Audit Assistance**
 - 2015 Standard update – review and audit
- **Training Opportunities**
 - Always learn something new Networking





QUESTIONS?

CONTACT INFORMATION

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