



RESIDENTIAL “EXISTING”

Steps for Mandatory Connection to Cape Fear Public Utility Authority (CFPUA) Water and/or Sewer Services

1. **Complete an application with CFPUA for water and/or sewer service.**
(if you are not a current customer at this location). You will need a photo ID, such as a drivers’ license to complete application process. You must complete this process, even if you are deferring connection to the water and/or waste water system. Call CFPUA Customer Service at (910)-332-6550 between 8:00 a.m. and 5:00 p.m. Monday through Friday, if you have questions or wish to set up an appointment for assistance. The application process will be handled at: 235 Government Center Drive, Wilmington, NC 28403 Fax number: 910-332-6352, Email: customer.service@cfpua.org (If you are financing your connection fees, you must apply in person. Appointments are available by calling customer service at 910-332-6550) (If you are applying for a deferral, please call Engineering at 910-332-6560 or stop by 235 Government Center Dr., for the necessary application.)
2. **Contact licensed plumbers for estimates to**
 - A) Install piping from the sewer cleanout and/ or water meter box at the property line to your house;
 - B) Making the connections;
 - C) Secure the required permits and inspections. (***Note: Property owners may permit and perform the work themselves if the home is their primary residence, see attached “owner’s permit affidavit”***)
 - Plumbers must **apply for the plumbing permit from New Hanover County Development Services, 230 Government Center Drive, Phone 910-798-7308. The residential permit fee is \$75, inspection included. Permit application can be electronically submitted either by fax to 910-798-7060 or by emailing dsc@nhcgov.com**
 - Plumbers need to verify the existing sewer tap is deep enough to serve the existing plumbing before beginning excavation. If there is a problem they need to contact CFPUA Engineering at 910-332-6560.
 - Plumbers must **contact New Hanover County Development Services to schedule the NHC Plumbing Inspections. Inspections can be scheduled by emailing dsc@nhcgov.com, by fax to 910-798-7060, or by calling 910-798-7308. The plumbing permit number and project address is needed when requesting an inspection.**

- After the NHC final inspection is approved, a CFPUA Utility Construction Inspector must complete a cleanout inspection. Please visit www.CFPUA.org under the Engineering department to schedule an inspection. Please have the plumbing permit number available when scheduling. The ditch needs to be filled in and final grade set before the inspector comes out.
3. **Septic Tanks should be properly abandoned - Recommended on-site wastewater system abandonment procedures:**
- A.) Have an approved hauler pump the liquid, sludge and scum from all tanks in the system. Remove the tanks or crush them in place. Backfill the excavation to a natural grade and establish vegetative cover.
 - B.) Disconnect power at the source to all electrical controls and remove all controls and panels.
 - C.) Remove all parts of the drain field on the ground surface (such as valves, valve boxes and risers), backfill area to a natural grade and establish a vegetative cover.
 - D.) Coat all surface areas exposed to effluent with hydrated lime and establish a vegetative cover.
 - E.) Wait at least 18 months before using the disposal area for gardening or construction.
 - F.) Direct any questions to the New Hanover County Health Department at 910-798-6667.

CFPUA “types of” Fees

1. ***Current Residential System Development Charge:*** A fee for sewer and for water which a new customer pays for investment into the system. This ensures adequate capacity for existing water and sewer treatment and distribution/collection facilities can continue to address the needs of all of our customers.
2. ***Water Connection Fee*** (up to a 1” connection). A fee for sewer and for water which includes the costs of tapping the Authority's water line and sewer line, installing the service and installing facilities for metering the flow of water into the privately-owned water plumbing (Includes a meter set fee).
3. ***New Customer Service Fee.*** A fee is charged to cover the administrative costs of setting up the new account.
4. ***Loan Processing Fee.*** Should you finance your connection fees; a loan processing fee will be charged. The loan process also requires a 10% down payment.

CFPUA Billing and Fee Types - CFPUA bills bi-monthly and has two types of fees:

1. ***Availability Charge*** – Availability Charges are assessed to provide and maintain water and/or wastewater services to the property which may include, but not limited to, availability of hydrants, fire flow and fire insurance ratings. You are billed the same rate each billing period.
2. ***Consumption Rate*** – Consumption rates for the use of water and production of sewage shall generally be determined on the basis of water consumption measured for each customer through a metering device.

(Note: If you hire a licensed plumber, contractor, or other person or company to help you connect the piping from your home to the public water/sewer line, you will be responsible for payment of all charges related to the installation of plumbing lines on your property. CFPUA is not able to finance the plumbing from the home to the public water/sewer line.)

(Note: Should you take no action towards connecting to CFPUA services or applying for a deferral, you may be assessed a civil penalty bi-monthly for each service plus the bi-monthly fixed meter charge during the time you remain unconnected. Reference: CFPUA Utility Regulations and Ordinance, Article VII.)

