

## OWASA Works to Resolve Taste and Odor in Water

Beginning in May, many of our customers noticed an earthy or musty taste and odor in our drinking water. While our drinking water remains safe to drink and is in full compliance with all standards, we do apologize for the unexpected change in taste.

The taste and odor was a result of algae in our Cane Creek Reservoir and University Lake. Like all lakes, algae are always present in our reservoirs, but the amount and type of algae vary depending on a number of factors, including the weather. Warmer temperatures and changes in rainfall can increase algae growth. Some types of algae can produce unpleasant tastes and odors which are noticeable at very low levels.

Normally, we successfully minimize taste and odor in our drinking water by adjusting the amount of powdered activated carbon used during our treatment process. Powdered activated carbon adsorbs and removes most of the compounds responsible for unpleasant tastes and odors. However, this year the algae that can produce taste and odor occurred earlier and the taste and odor were more intense than normal.

We have taken measures that will allow our team to more quickly detect and respond to changes that could affect taste and odor. Please visit [owasa.org/taste-and-odor-in-drinking-water-1](http://owasa.org/taste-and-odor-in-drinking-water-1) for more detail.

**Water continues to be SAFE!**



If you would like to speak with our staff, please contact our **Water Treatment Plant Laboratory** staff at **919.537.4228** or [wtplaboratory@owasa.org](mailto:wtplaboratory@owasa.org).

We are committed to providing safe and aesthetically pleasing drinking water and we welcome your feedback at any time.



We test water at our Cane Creek Reservoir and University Lake weekly to monitor the water quality including the amount and types of algae. Algae can produce taste- and odor-causing compounds or present other treatment challenges. We use the test results and other data in making water treatment decisions.

## Summer Interns Work and Learn at OWASA Through EmPOWERment's Career Explorers Program

2017 is the third year in which we are participating in the Career Explorers program of summer internships sponsored by EmPOWERment Inc. This summer, five Career Explorers are working in customer service, lake recreation, water and sewer pipe systems and plant maintenance at OWASA. Since we began participating, 10 young people have completed Career Explorer internships at OWASA.

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### Also in this issue:

- Update on Advanced Metering Infrastructure
- OC Alerts
- No increase in OWASA's monthly rates for the SIXTH year in a row (See page 2)

### CONTACT US

**Orange Water and Sewer Authority**  
400 Jones Ferry Road, Carrboro, NC 27510

**Customer Service phone and e-mail:**  
919.537.4343 • [customerinquiries@owasa.org](mailto:customerinquiries@owasa.org)

**Office Hours:** 8 AM to 5 PM, Monday-Friday

**Emergencies and Main Office phone:**  
919.968.4421 • [www.owasa.org](http://www.owasa.org) • [info@owasa.org](mailto:info@owasa.org)

**Español**

Este boletín informativo contiene información sobre los servicios de agua y alcantarillado de **OWASA**. Para obtener una traducción, por favor llame al **919.537.4221** o mande un correo electrónico a: [info@owasa.org](mailto:info@owasa.org). ¡Muchas gracias!

## Summer Interns .. *(continued from front)*

"We appreciate very much the opportunity to support EmPOWERment's internship program, which enables young people to serve the community, learn job skills which will benefit them in the future and learn about water resources as a professional opportunity as they move forward in their careers," said Stephanie Glasgow, OWASA's Director of Human Resources and Safety.



This summer, the Career Explorer interns at OWASA are (left to right) Jada Young, Martez Farrington, Trey Farrington, Jotham White and Myasia Jarrett.

## Update on Advanced Metering Infrastructure (AMI)

On May 11th, the OWASA Board of Directors awarded a contract to invest in a service area-wide radio-read metering infrastructure, referred to as AMI. Once installed, AMI will provide OWASA customers with increased access to water use data and improve the ability to proactively identify and address water leaks. It will improve the efficiency and accuracy of water meter reading and billing. Out of a rigorous selection process, OWASA identified a proven, reliable, and safe technology which will be supported by a team of experienced local partners. We anticipate that the entire system will be fully installed and active in about two years (spring 2019). We will provide updates on the project's progress on our website [owasa.org](http://owasa.org).



## OC Alerts—the Best Way to Reach you Quickly in an Emergency

In an emergency, our best way to quickly reach you is the **OC Alerts** messaging system operated by Orange County, Chapel Hill, Carrboro and OWASA.

**OC Alerts** enables us to reach OWASA customers by telephone, text and e-mail using the contact information in our billing system. However, phone numbers and e-mail addresses in our billing system could be out of date.

Therefore, **we strongly encourage you to contact our Customer Service staff at 919.537.4343 or [info@owasa.org](mailto:info@owasa.org) whenever there is a need to update your contact information with OWASA.**

We also invite you to register for OC Alerts by going to <http://tinyurl.com/kbwwfpv>, especially if you have an unlisted number such as a cell phone number. Orange County's emergency communications or "911" center uses a database of listed telephone numbers so many phone numbers are not in this system.

### How to Prepare for Emergencies

We are committed to providing reliable and safe water to the community, but sometimes unforeseen circumstances interrupt our service. You can take these simple steps to prepare.

- Register for **OC Alerts** at <https://tinyurl.com/kbwwfpv>.
- Store enough bottled water to have one gallon per person per day for at least three days in a cool, dark place. (Please don't forget pets!)
- Locate and mark the emergency shut-off valve in your plumbing system.

For more information from Orange County Emergency Management about emergency preparedness, please visit <http://tinyurl.com/y77w5eux>.

## No Increase in OWASA's Monthly Rates for the SIXTH Year in a Row!

On June 8th, the OWASA Board of Directors adopted the budget for July 2017 through June 2018. For the sixth consecutive year, the budget has no increase in monthly rates. For an individually-metered residence, the monthly bill for 4,000 gallons of water and sewer service continues to be \$70.66



If we can't reach you, we can't alert you.