

Meter Upgrades are Underway

Agua Vista Will Enhance Service for the Chapel Hill-Carrboro Community.

OWASA customers are beginning to receive notification of upcoming meter upgrades as part of our **Agua Vista Metering Initiative**. OWASA expects to upgrade about 1,500-1,800 meters per month and to finish upgrading all meters by June 2019. Once complete, Agua Vista will help the OWASA community identify water leaks faster, empower water conservation strategies, and improve the efficiency and accuracy of water metering and billing.

Learn more about the project and keep track of our progress at owasa.org/metering-initiative.

Watch a video on OWASA's Agua Vista Metering Initiative, as well as other videos about water and sewer service and your role in protecting water resources on **OWASA's YouTube Channel**.



Agua Vista

OWASA's Metering Initiative

0 0 2 6 5 9

Meters Upgraded as of 4/4/18



Please lend a hand with Care to Share

Every cent donated goes to helping neighbors in need. It's easy to contribute to your monthly OWASA bill.

Safe, healthful drinking water is essential for many daily activities of families including drinking, cooking, brushing teeth, washing hands, showering, and flushing toilets. While most of us have the good fortune to take water for granted, the loss of water service is a major disruption for families. **Care to Share** is a customer assistance program managed by the **Interfaith Council for Social Services (IFC)** that provides temporary bill assistance to OWASA customers when they need it most.

OWASA is prevented by law to use its revenues to fund the Care to Share program. It is the giving, caring spirit of the community that makes this assistance program possible. Neither OWASA nor IFC deduct any administrative costs from Care to Share contributions.

There are unmet needs. Last year, the Care to Share program raised enough funds to support about 50 families. Unfortunately, that covered only about 30% of the need met by IFC. It was necessary for IFC to draw on other funds to cover the additional costs, and IFC was not able to assist every household. Some families were turned away for lack of funds.

When you donate to Care to Share with your monthly bill payments, you are sustaining a service that is essential for the health and well-being of children and adults in our community.

Contributing is easy.

- Make a monthly contribution to the Care to Share program through your OWASA bill. You can sign up online owasa.org/care-to-share-customer-assistance-program or call us at 919.537.4343.
- Make a one-time gift in any amount. Visit donatenow.networkforgood.org/owasa to make a direct one-time gift.



Care to Share



Inter-Faith Council
for Social Service

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

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

Emergencies and Main Office phone:
919.968.4421 • www.owasa.org • 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. ¡Muchas gracias!

Reducing our Use of Energy to Deliver Drinking Water and Clean Wastewater

The OWASA Board of Directors and staff recognize that the use of energy at our facilities impacts land, water, and air resources, and our use of fossil fuels contributes to increased greenhouse gas emissions. Our use of energy is also a direct expense to you, our customer. It costs us about \$1.1 million a year to power our facilities.

To reduce costs and the environmental impacts of our operations, we have launched an Energy Management Program to reduce our use of electricity and natural gas and increase our use of

renewable energy. We are on our way to meeting our goals. **Since 2010, OWASA has reduced our use of purchased electricity by 27%; our goal is to reduce it by 35% by 2020.**

These reductions are a result of an organizational-wide commitment to energy management and investment in cost-effective energy efficient equipment.

Learn more about our energy management efforts at owasa.org/energy-management.

OWASA's Annual Electrical Energy Use (kWh)

