



## OWASA INVESTS IN AUTOMATED WATER METER TECHNOLOGY

In 2007, OWASA will begin to install new meters that transmit water use information by low-power radio to our meter readers.

The new meters, which are battery-powered, can be “read” with special equipment from several hundred feet away. When fully in place, the “radio-read” units will help us read meters more quickly and efficiently for about 20,000 customer locations in our community. Future personnel and energy costs will be lower than with traditional meter reading.

To date, OWASA has bought 2,000 of the new meters at a price of \$110 each. A conventional water meter costs about \$35. Initially, the new meters will be used where access is limited or meters are farther apart than normal.



A “radio-read” water meter. At left is the water meter; at right is the low-power transmitter which automatically sends information to a meter reader driving in the vicinity.

We plan to buy and install about 1,000 of the new meters annually. Spreading out the purchases will lessen the annual budget impact of acquisition and installation costs.

“Radio-read meters are proven technology and a sound investment that will bring annual cost savings,” said John Greene, OWASA’s General Manager of Operations.



### TAMMY L. BROWN IS OUR NEW CUSTOMER SERVICE MANAGER

Tammy Brown began work as our Customer Service Manager on January 2<sup>nd</sup>.

Ms. Brown has 15 years of experience in business management and customer service. She earned a Master of Business Administration degree from Pfeiffer University in Charlotte and a Bachelor of Science degree from Shaw University.

“I look forward to serving the community and to my work with the OWASA team,”

Ms. Brown said.

“Our work will build on OWASA’s tradition of quality service and we will work for continuous improvement to meet the community’s needs.”

“I am dedicated to excellence in customer service, and I encourage customers to contact me with any questions and comments at 537-4293 or [tbrown@owasa.org](mailto:tbrown@owasa.org),” she said.

*Este boletín informativo contiene información sobre los servicios de agua y alcantarillado de OWASA. Para obtener una traducción, por favor llame al 537-4221, mande un correo electrónico a [webmaster@owasa.org](mailto:webmaster@owasa.org), o visite la página de Internet [www.owasa.org](http://www.owasa.org). ¡Muchas gracias!*

# FRED BATTLE AND WILLIAM STOTT JOIN THE OWASA BOARD OF DIRECTORS

Fred Battle, the long-time Chair of the local NAACP chapter, took the oath of office as a new OWASA Board Member in July after his appointment by the Orange County Board of Commissioners.

Mr. Battle's record of community involvement includes serving on the Chapel Hill-Carrboro City School Board, the Orange County Board of Health, and the Joint Orange-Chatham Community Action Agency and Dispute Settlement Center boards.

In October, William R. Stott, Ph.D., joined the OWASA Board as an appointee of the Carrboro Board of Aldermen.

Professor Stott serves on the faculty of the University of North Carolina at Chapel Hill's Carolina Environmental Program (CEP) and he is the Director of the CEP's Albemarle Ecological Field Site. He has received three teaching awards at Chapel Hill, including the prestigious Tanner Award.



William Stott, OWASA Board Member

## Sustainable landscaping workshops planned for March

Drought-tolerant landscaping can be healthy and beautiful and add value to your home.

To help our customers learn about the principles and practices of Sustainable Landscaping, OWASA and the Orange County office of NC State University's Cooperative Extension Service will sponsor three public workshops in March. The workshops will be in the Community Room on the lower floor of the OWASA Administration Building, 400 Jones Ferry Road, Carrboro. Mr. Mark S. Danieleley, the Horticulture Extension Agent in Orange County, will lead the workshops from 9:30 to 11:00 AM on the following Fridays:

- March 16<sup>th</sup> – Soils & The Importance of Proper Soil Preparation and Proper & Sustainable Plant Choices
- March 23<sup>rd</sup> - Smart Watering and Sustainable Irrigation Practices
- March 30<sup>th</sup> – Sustainable Lawn and Garden Management Options

The workshops are free but PRE-REGISTRATION IS REQUIRED because the number of participants will be limited. To pre-register, please call the Orange County Cooperative Extension Service office during normal office hours (Monday – Friday, 8:00 AM – 5:00 PM) at 968-4501 or 967-9251, ext. 2050; or 245 -2050.

For more information: Mark Danieleley, (919) 245-2062 or [mark\\_danieley@ncsu.edu](mailto:mark_danieley@ncsu.edu); or Paula Thomas, OWASA's Sustainability Administrator, 537-4230 or [pthomas@owasa.org](mailto:pthomas@owasa.org)

## TASTE OF HOPE CUSTOMER ASSISTANCE PROGRAM

PLEASE HELP FAMILIES IN NEED THROUGH THE TASTE OF HOPE PROGRAM!

WHEN YOU SIGN UP AS A DONOR, YOUR MONTHLY OWASA BILL WILL BE AUTOMATICALLY ROUNDED UP TO THE NEAREST DOLLAR AND THE ADDED AMOUNT WILL HELP PAY WATER AND SEWER BILLS FOR PEOPLE IN NEED. BEING A DONOR IS SIMPLE AND PAINLESS--IT COSTS LESS THAN \$12 PER YEAR.

TO SIGN UP OR GET MORE INFORMATION, PLEASE CALL US AT 537-4343; VISIT OUR WEBSITE, [WWW.OWASA.ORG](http://WWW.OWASA.ORG); OR SEND E-MAIL TO [WEBMASTER@OWASA.ORG](mailto:WEBMASTER@OWASA.ORG).

