

OWASA Board Adopts New Strategic Plan

On March 13, 2014, the OWASA Board of Directors adopted a new Strategic Plan as a guide for decisions to plan for the future and continuously improve our services to the community.

The plan for fiscal years 2014 through 2017 includes seven strategic initiatives:

1. Provide reliable and high quality supply of water for the next 50 years
2. Engage the community
3. Implement a new customer billing and financial management system (if justified)
4. Adopt financial management policies and budget decision processes to ensure affordable services and fiscal sustainability
5. Implement an Energy Management Plan
6. Implement Advanced Metering Infrastructure (Please see more information on page 2)
7. Develop a plan and policy framework for long-term management and disposition of OWASA lands

The Board's action followed a public information and participation process in which 13 citizens commented to the Board.

The Strategic Plan and related information are available on our website by clicking on the link for the Strategic Plan on our homepage under Latest News. If you have questions or comments or wish to receive a paper copy of the plan, please contact us at **919.537.4267** or **info@owasa.org**; send a letter to or visit us at 400 Jones Ferry Road, Carrboro, NC 27510; or send a fax to **919.968.4464**.



Friday Added to Recreation Schedule for University Lake

Our recreation schedule for University Lake will include Fridays from April through August except for the Good Friday holiday (April 18th). Our lakes will normally be open on the following days in 2014:

Dates	University Lake	Cane Creek Reservoir
March 22 – March 31	Saturday - Sunday	Friday* and Saturday
April - August	Friday* - Sunday	
September - November 9	Saturday - Sunday	

* Our lakes will be closed on Friday, April 18th due to the Good Friday holiday.

Recreation hours are normally 6:30 AM to 6:00 PM. The lakes do not open until sunrise and they close at sunset. Our lakes will be open for the Memorial Day, July Fourth and Labor Day holidays.



New fishing pier at the Cane Creek Reservoir

CONTACT US

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

Customer Service phone and e-mail:
919.537.4343
customerservice3@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

Public Hearings on May 22, 2014 on Proposed Budget and Rates

OWASA Board will hold public hearings on Thursday, May 22nd on the proposed budget for July 2014 through June 2015, the proposed 5-year capital program and proposed rates which would go into effect in October 2014.

The hearings on the 22nd will begin at 7 PM and will be held in

the **Community Room** at the **OWASA Administration Building, 400 Jones Ferry Road, Carrboro.**

We will publish an invitation for citizens to comment and a summary of the proposed budget, capital program and rates will be published in local newspapers before the public hearings.

Conservation Tip!

Toilets are one of the most frequent places where leaks occur. To check a toilet with a tank, put food dye in the tank and wait 15 - 20 minutes without flushing. If dye appears in the bowl, there is a leak, probably at the flapper or fill valve.

If you fix a leak, please contact our Customer Service staff to ask about getting a credit on your bill. We can do a leak adjustment once every three years, subject to some conditions and limits. Please contact us or visit our website for more information.

OWASA Resumes Annual Mowing and Clearing of Sewer Easements to help Prevent Wastewater Overflows

We are resuming the annual mowing, clearing and inspection of our sanitary sewer easements. This work, which includes trimming trees and shrubs where needed, is intended to:

- Prevent roots from entering cracks and joints in sewers. When roots enter a sewer, they can block the flow of wastewater and cause it to overflow from a manhole. Preventing wastewater overflows is one of OWASA's highest priorities.
- Ensure safe, timely access for required inspections, maintenance and repair work, including emergency responses to wastewater overflows when needed.

Anyone with questions or comments is invited to contact Thurman Green, Manager of our Wastewater Collection and Water Distribution Systems, at **919.537.4224** or **tgreen@owasa.org**.

What Will Advanced Metering Infrastructure (AMI) Mean to OWASA Customers?

Many of our customers have asked that OWASA show water consumption in units less than thousands of gallons on our bills.

This feedback was a key consideration in the OWASA Board's decision to include a new system of meters as part of our Strategic Plan for future service enhancements. In coming months, we will evaluate options for new water meters which would:

- Let us show water use on our bills in smaller increments such as tens or hundreds of gallons,
- Be read electronically to save money,
- Improve accuracy of our meter readings and
- Enable customers to have frequent on-line access to information on their water use.

We will report more on this in the future as we move toward decisions including funding and an implementation schedule.

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!