



## A MESSAGE TO OUR CUSTOMERS ABOUT THE *TASTE OF HOPE* CUSTOMER ASSISTANCE PROGRAM

Dear OWASA Customer:

On behalf of the OWASA Board and staff and the Inter-Faith Council for Social Service, we cordially invite you to become a donor in the Taste of Hope Customer Assistance Program.

If you are a Taste of Hope donor, we sincerely thank you for helping low- and moderate-income families in our community when they are unable to pay a water and sewer bill.

### ***Your support is crucial. Why?***

- Being without water service is a crisis for any family, and especially for one with children. The loss of water service affects a family's quality of life in fundamental ways involving health, food preparation, sanitation, hygiene, cleaning, etc.



- OWASA is prohibited from using its customer revenues to support or promote the Taste of Hope program.
- OWASA cannot provide financial aid to private individuals or families.
- The assistance available from other public and private agencies is limited. For example, the maximum utility as-

sistance available through a County Social Services Department is \$200 per year. In administering Taste of Hope assistance funds, the Inter-Faith Council (IFC) first ensures that OWASA customers use the available County funds for utilities. Taste of Hope dollars are used when there is no other option.

- The need for help has risen substantially due to difficult economic times.
- Although we are in many ways an affluent community, more families are struggling to make ends meet and are making difficult choices about what they can afford each month.

As the IFC has reported, the number of families eligible to receive groceries from the IFC's Food Bank recently reached the

*(continued on other side)*

## YOU MAY NOTICE CHLORINE TASTE AND ODOR IN MARCH DUE TO ANNUAL CHANGE IN DISINFECTION

You may notice some chlorine taste and odor in our water in March and early April.

This temporary change occurs annually when we use chlorine instead of "chloramines" for disinfection in March.

Chloramines are a compound of chlorine and ammonia which OWASA has used since 2002 for drinking water disinfection in months other than March.

The State requires utilities that normally use chloramines to use only chlorine for

disinfection one month per year. As in past years, OWASA and several other utilities in the region have selected March for chlorine disinfection.

*(continued on other side)*

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!

# PLEASE SUPPORT THE TASTE OF HOPE PROGRAM!

(continued)

3,000 mark for the first time in the IFC's 47-year history.

Currently, 18% of Orange County residents are living in poverty—almost one of every five people.

If you are a Taste of Hope donor, **we deeply appreciate your support!!!**

If you are not yet a Taste of Hope contributor, we invite you to become a donor. There is happiness in helping people in need!

For more information or to sign up as a donor, please contact us at 537-4343 or customerservice@owasa.org, or visit [www.owasa.org](http://www.owasa.org).

Sincerely,



Gordon Merklein, Chair  
OWASA Board of Directors



Herb Paul, Chair  
IFC Board of Directors

## OPTIONS FOR GIVING TO THE TASTE OF HOPE PROGRAM TO BE EXPANDED

Currently, Taste of Hope donors contribute by having us round up monthly bills to the nearest dollar. The added amount is the monthly donation. For example, a bill for \$69.26 would be rounded to \$70.00 and the added 74 cents would be the donation.

In the future, we will offer the option to designate any whole dollar amount (\$1, \$10, etc.) as the automatic monthly donation. Please watch for future announcements for more details.

We also invite you to give a Taste of

Hope donation at any time directly to the Inter-Faith Council for Social Service at 110 West Main Street, Carrboro, NC 27510. (Please indicate on the check that the donation is for the Taste of Hope program.)

## OWASA WATER FACTOID

***We have steadily improved the clearness of our drinking water in recent years.***

In technical terms, we have reduced the turbidity (cloudiness) of our water from 0.07 units in 2002 to 0.04 units in 2010. While this difference may not be appar-



ent to the naked eye, it reflects continuing work by the staff at our Jones Ferry Road Water Treatment Plant to refine our operating procedures and optimize performance. The changes involve more efficient operation of filters and careful control of chemical feeds in our treatment processes.

## CHLORINE TASTE AND ODOR IN MARCH

(continued)

Please be aware of the following:

***OWASA crews will release water from some fire hydrants in March.***

The purpose of this “flushing” of water mains is to ensure that water with chlorine goes through the entire water system.

***The flushing of water mains may cause some discoloration in our drinking water.*** Iron and manganese particles that have settled in water mains over time may be stirred up during our flushing.

Air bubbles, which can make water look milky, may also get into the water sys-

tem. Customers who notice discoloration or air bubbles are encouraged to run cold water through a bathtub faucet, etc. for about 5 minutes to clear up the water.

***We will use a chemical to neutralize the chlorine and ammonia that is released during flushing*** so that it will not harm fish in streams and creeks.

***Customers with fish or amphibians in aquariums filled with OWASA water should continue to use chemicals as recommended*** by pet supply stores, etc. to neutralize chlorine and ammonia.

***Customers who use OWASA water for special purposes or processes involving careful control of water***

***characteristics, such as kidney dialysis, are encouraged to get advice from an appropriate technical source.***

A filter vendor or service company can advise about whether and how to make adjustments in the use or filtration of OWASA water during March.

***With chlorine disinfection in March, we expect that the pH of our drinking water at the treatment plant will be 7.1 to 7.3, compared to the pH of 8.1 to 8.3 in months with chloramine disinfection.***

Please feel free to contact us at 968-4421 or [webmaster@owasa.org](mailto:webmaster@owasa.org) with any questions or comments.