

May We Help You?



Dear Customer,

The OWASA Team is committed to serving you with excellence, efficiency and responsiveness. We invite you to contact us whenever we can be of service.

Staff on duty at our water treatment plant can be contacted after normal business hours. To report a water/sewer emergency* such as a service interruption, a water leak in the OWASA system, wastewater back-up or spill, etc., please call **919.968.4421** and listen to the options to speak to OWASA staff or leave a message.

You are also welcome to contact us at info@owasa.org with questions, requests or comments.

When calling during normal business hours, it isn't necessary to know a specific person or department to call at OWASA.

Whether you call or e-mail, we will put you in touch with the person who is best able to help you.

If you wish, however, you can go to the [Contact Us](#) page of our website, www.owasa.org, for a list of OWASA departments, what they do and the phone numbers and e-mail addresses of staff in various departments. We also have a directory on our website under [About OWASA](#).

If you have questions about your bill or account with OWASA, please contact our Customer Service staff at **919.537.4343** or customerinquiries@owasa.org. *(Please see more information on 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

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

Emergencies and Main Office phone:
919.968.4421
www.owasa.org; info@owasa.org

OWASA Customer Service Team Members.

From left to right.

Denise Battle, Customer Service Manager;
Stephen Winters, CPA, Director of Finance and Customer Service;
Angie Smith, Billing Supervisor.



* We do not repair private plumbing pipes or fixtures, but we can turn off the water at our meter if you do not have a shut-off valve in your plumbing system. There is no charge for having OWASA turn off the water once per calendar year.

May We Help You? (continued from cover)

The OWASA Board of Directors receives petitions from citizens in its business meetings on the fourth Thursday of most months. Business meetings are normally in the Chapel Hill Town Hall, 405 Martin Luther King Jr. Boulevard, at 7:00 pm.

If you are interested in having an OWASA speaker at a meeting of your owners' association, civic group, etc., please let us know.

We welcome your feedback and questions at any time about our services, policies or plans.



Sincerely,
Ed Kerwin, Executive Director
919.537.4211 or ekerwin@owasa.org

Please sign up for emergency notices through OC Alerts

Orange County, the Towns of Carrboro and Chapel Hill and OWASA ask you to sign up for the new public alert system, OC Alerts.



Within minutes of an emergency or non-emergency event, OC Alerts can send messages by one or more of the following:

- cell phone
- e-mail
- fax
- landline phone
- text messaging
- pager

Residents, businesses, etc. with **landline phone numbers** in the Orange County 9-1-1 database will automatically receive OC Alerts about public safety emergencies.

However, we strongly encourage you register your cell phone number, e-mail address, etc., so you can receive OC Alerts by cell phone, texts, e-mail, etc.; and register for alerts about severe weather, fires, floods, toxic spills, violent crimes, road closures and OWASA's water/sewer notices.

For more information or to register for OC Alerts, please visit <http://bit.ly/1Gb4St0> or www.readyorange.org and click on the OC Alerts link.

You may notice chlorine taste and odor in our water in March and early April due to annual change in disinfection

In March, we will use chlorine instead of chloramines to disinfect our drinking water.

Chloramines are a compound of chlorine and ammonia which OWASA has used since 2002 for disinfection in months other than March. Disinfection with chloramines has improved the overall quality of our water and its taste and odor. However, chlorine is a more effective disinfectant. We use only chlorine for disinfection one month per year to ensure a high level of disinfection in our water system.

To remove chlorine from our water, you can:

- Add a few lemon slices to a pitcher of water. The lemon has ascorbic acid, which neutralizes the chlorine.
- Let water sit for a day or so. (We suggest keeping the water in an open container stored in a refrigerator.)

- Boil the water for one minute to evaporate the chlorine.
- Filter the water with activated carbon. Water pitchers with activated carbon filters are sold locally.

What to do if our water is discolored in March and early April:

To circulate water with chlorine throughout our system, we will release water from fire hydrants in some areas. This "flushing" may cause discoloration in our water. This discoloration consists primarily of harmless sediment and air and does not affect the safety of the water.

Discolored water is safe for normal use including drinking. However, to clear up the discoloration or air bubbles, please run cold water through a spigot or faucet for 5 to 10 minutes. If this does not clear up the water, please call us at **919.968.4421**.

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!