



**NEWS RELEASE**

**December 9, 2008**

## Local government boards endorse Taste of Hope Customer Assistance Program; ask more citizens to become donors

The Carrboro Board of Aldermen, Chapel Hill Town Council and Orange County Board of Commissioners have endorsed the Taste of Hope Customer Assistance Program sponsored by the Orange Water and Sewer Authority (OWASA) and the Inter-Faith Council for Social Service (IFC).

The Taste of Hope program raises donations to help low and moderate income families when they are unable to pay an OWASA bill. When an OWASA customer becomes a donor, her or his monthly bill is automatically rounded up to the nearest dollar, and the added amount goes to the IFC to help local families pay their water/sewer bills.

In resolutions adopted in October and November, the Board of Aldermen, Town Council and County Commissioners expressed sincere appreciation to citizens who are already Taste of Hope donors, and encouraged more citizens to become donors. (Please see resolution text below.)

The local governments noted that OWASA cannot use its normal revenues to fund the Taste of Hope program, and relies on voluntary donations. About 1,100 or 5% of OWASA customers are monthly Taste of Hope donors, and contributions total about \$7,000 per year. This level of support enables the IFC to temporarily help about 200 families per year with water and sewer bills.

Chris Moran, IFC Executive Director, said "Current economic conditions are hardest on households that have very limited resources. The number of families we are helping with utilities, food, shelter and other necessities in our crisis intervention program has significantly increased in recent months. We hope that many more of our OWASA friends who are able to support the Taste of Hope program will step forward in this season of giving."

"We deeply appreciate the support of our local elected officials for this simple but vital initiative," said Randy Kabrick, Chair of the OWASA Board of Directors. "Giving to the Taste of Hope program costs only a few cents per month, but it makes a big difference to each of the families who are helped in the Taste of Hope program."

OWASA customers are invited to get more information and to sign up as Taste of Hope donors by calling OWASA Customer Service at 537-4343, sending e-mail to

[webmaster@owasa.org](mailto:webmaster@owasa.org) or using OWASA's on-line form at [https://maxima11.abac.com/owasa\\_org/CustCare/TasteofHope.aspx](https://maxima11.abac.com/owasa_org/CustCare/TasteofHope.aspx). Citizens who do not receive an OWASA bill or who wish to support the Taste of Hope program at a higher level are encouraged to send a check to the IFC at 110 West Main Street, Carrboro, NC 27510. The IFC is a 501(c)(3) non-profit organization that has served families in need in the Chapel Hill-Carrboro area since 1963.

**For more information:**

Chris Moran, Executive Director, Inter-Faith Council for Social Service, 929-6380 or [executive@ifcmailbox.org](mailto:executive@ifcmailbox.org)

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***OWASA is the public, non-profit water and sewer agency  
serving the Carrboro-Chapel Hill community.***

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(Resolutions with the text below were adopted by the Chapel Hill Town Council on October 27<sup>th</sup> and by the Carrboro Board of Aldermen and Orange County Board of Commissioners on November 18<sup>th</sup>.)

**A RESOLUTION ENDORSING THE TASTE OF HOPE PROGRAM  
AND ENCOURAGING MORE CITIZENS TO BECOME DONORS**

**WHEREAS**, these are difficult times because of the slowdown in the economy and increases in the costs of necessities such as energy and food, and these circumstances are most challenging for families who have the least resources; and

**WHEREAS**, when a family in our community cannot pay for water and sewer service, the family is in a financial emergency; and

**WHEREAS**, our citizens have demonstrated in many ways for many years their commitment to and caring for the well-being of everyone in the community; and

**WHEREAS**, since 1997 the Inter-Faith Council for Social Service (IFC) and the Orange Water and Sewer Authority (OWASA) have sponsored the Taste of Hope Program to help low to moderate income OWASA customers when they are unable to pay their water/sewer bills; and

**WHEREAS**, if an OWASA customer decides to become a regular donor to the Taste of Hope Program, the customer's monthly bill is automatically rounded up to the nearest dollar, and the added amount goes to the IFC to help OWASA customers; and

**WHEREAS**, the IFC has a track record of commitment and service to families in need in the Chapel Hill-Carrboro-Southern Orange County community since 1963 as a tax-exempt, charitable 501(c)(3) organization; and

**WHEREAS**, OWASA is a community-owned, non-profit public entity and in accord with State law, OWASA does not use its customers' revenues to fund or promote the Taste of Hope program, but uses voluntary donations; and

**WHEREAS**, only about 5% of OWASA's customers are regular donors in the Taste of Hope program and it is apparent that the Taste of Hope program is not widely known; and

**WHEREAS**, an OWASA customer can become a Taste of Hope donor simply by calling OWASA Customer Service at 537-4343, sending e-mail to [webmaster@owasa.org](mailto:webmaster@owasa.org) or using OWASA's on-line form at [https://maxima11.abac.com/owasa\\_org/CustCare/TasteofHope.aspx](https://maxima11.abac.com/owasa_org/CustCare/TasteofHope.aspx); and

**WHEREAS**, citizens are also invited to contribute to the Taste of Hope program with donations directly to the IFC at 110 West Main Street, Carrboro, NC 27510;

**NOW, THEREFORE, BE IT RESOLVED** by the [Carrboro Board of Aldermen/Orange County Board of Commissioners/Chapel Hill Town Council] that the [Board/Council] hereby:

- Strongly endorses the Taste of Hope Customer Assistance Program sponsored by the Inter-Faith Council for Social Service and the Orange Water and Sewer Authority; and
- Expresses its sincere appreciation to citizens who are already Taste of Hope donors; and
- Encourages more citizens to donate to the Taste of Hope program on a regular basis by having their monthly OWASA bills rounded up to the nearest dollar and/or by making donations directly to the IFC.