

THE BLUE THUMB

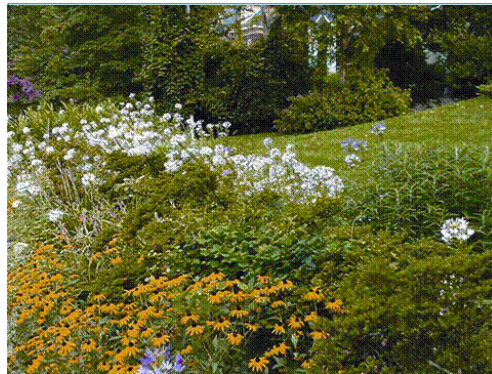
WATER AND SEWER RATE CHANGES AND INCREASES APPROVED

On June 14th, the OWASA Board of Directors approved the budget for Fiscal Year 2007-08 and new rates including increasing block water rates for residential customers with individual meters.

The Board's action followed a public information and participation process including a public meeting on May 10th and a public hearing on May 24th.

The five increasing block water rates are intended to further promote conservation. They begin at \$1.98 per 1,000 gallons and rise to \$13.06 per 1,000 gallons for demand over 15,000 gallons per month. Monthly residential water use averages 6,000 gallons in our community.

Monthly water rates will increase about 6.25% and monthly sewer charges about 13.75%, for a combined increase of about 9.5%. (These increases are



Drought-resistant trees, shrubs and ground-covers are an alternative to conventional lawn areas with cool season grasses.

factored into the new block water rates as well as seasonal water rates and our monthly sewer charges.)

The rate increases are needed primarily to pay for capital projects, due to increased prices for fuel, etc. and to maintain strong financial performance and favorable interest rates in the bond

market.

Most new rates and fees will go into effect on October 1, 2007. (Lake recreation fees will increase in March, 2008.)

Monthly bills for a typical residence

For a typical residential customer who uses 6,000 gallons of water per month, monthly bills with the current seasonal water rates average \$63.56 over a full year. With new increasing block rates, the monthly residential bill for 6,000 gallons will be \$67.87, a 6.4% increase. The effect of block rates on other customers' bills will depend on whether they use more or less than 6,000 gallons per month.

For examples of monthly residential bills at various levels of water use or to use

(continued on page 2)

BRAXTON FOUSHEE AND GENE PEASE JOIN THE OWASA BOARD

Braxton Foushee and Gene Pease were recently appointed to the OWASA Board



Braxton Foushee

Mr. Foushee served as a Carrboro Aldermen from 1969 to 1981 and on the OWASA Board in the 1980s. He is the long-time Co-Chair of the Education Committee of the Orange County Chapter of the NAACP.

Mr. Pease is the President, Chief Executive Officer and a Board Member of Capital Analytics, Inc., a consulting and technology company based in Durham. He has extensive experience in strategic planning and senior corporate management. In addition to serving currently

on the Chapel Hill Planning Board, he chaired the Citizens Budget Committee



Gene Pease

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, o visite la página de Internet www.owasa.org. ¡Muchas gracias!

NEW RATES WILL GO INTO EFFECT IN OCTOBER *(continued from page 1)*

an on-line bill calculator, please visit our website, www.owasa.org.

Seasonal water rates continue for other customers

Seasonal water conservation rates will continue to apply to other customers such as businesses, institutions and master-metered multi-family development. The increasing block water rates are not suitable for businesses, master-metered apartments, etc, because of the variations in their size, operations and opportunities to conserve water.

The seasonal water rates since October, 2006 have been an "off-peak" rate of \$2.90 per 1,000 gallons from October, 2006 through April, 2007 and the current "peak" rate of \$5.51 per 1,000 gallons from May, 2007 through September,

2007 .

The off-peak seasonal water rate as of October 1, 2007 will be \$3.08 per 1,000 gallons. The peak rate from May, 2008 through September, 2008 will be \$5.85 per 1,000 gallons.

For customers who pay seasonal water rates, our monthly water and sewer bills will increase about 9.5% overall as noted above.

Sewer billing cap of 15,000 gallons per month for individually-metered residences

Our present sewer charge per 1,000 gallons is applied to all metered water use. The billing cap of 15,000 gallons per month was approved because residential water use over 15,000 gallons per month

is typically for irrigation or other outdoor water use which is unlikely to involve water returning to our sewer system.

Questions or comments?

We welcome your questions and comments at any time. Additional information including a list of the rates and fees to be effective October 1, 2007 is available on our website, www.owasa.org; by calling OWASA Public Affairs at 537-4267; by sending a request by e-mail to webmaster@owasa.org, or visiting our offices at 400 Jones Ferry Road, Carrboro. For information on year-round water conservation requirements and effective indoor and outdoor water conservation methods, please see the water conservation section of our website.

OUR NOTICE POLICY FOR PAST DUE BILLS WILL CHANGE ON OCTOBER 1ST

On October 1st, we will end our practice of hanging a courtesy tag at a customer's door as the final step before we disconnect service for non-payment.

However, "Our customers will continue to receive a bill, a second bill noting any past due balance and then a separately mailed reminder notice before we would disconnect service," said Ms. Tammy

Brown, Customer Service Manager.

Without the extra step of hanging a courtesy notice, the interval between initial mailing of a bill and disconnection for non-payment of a past due balance will still be more than 60 days in most cases.

Also, if a customer is temporarily unable to pay a past due balance, we offer credit

extension agreements.

We decided to end the door hanger notices to reduce vehicle emissions, fuel costs, personnel time and vehicle wear. Under current policy, OWASA employees usually hang more than 300 courtesy tags each month. The personnel time required is about 1,000 hours per year.

FOR YOUR SAFETY, PLEASE CALL 811 TO HAVE UNDERGROUND UTILITY LOCATIONS MARKED BEFORE YOU DIG

Before you dig, call the new "811" telephone line to have underground facilities marked.

Previously, we advised contractors and customers to call the N.C. One-Call Center's toll-free 800 number to have OWASA and other utility locations marked on the ground or street. Now, the toll-free number to call regarding utility locations

is simply 811.

Requesting that utility locations be marked before you dig is not only an essential safety practice, but required under State law before excavation work in street rights-of-way, public spaces and utility easements.

There is no charge for calling 811.



Printed on recycled paper

