



PAPERLESS BILLS, ON-LINE ACCOUNT ACCESS OFFERED

OWASA is offering additional on-line account services to customers, including:

- e-mail notices of monthly bills, with a link to a secure website with the bill information,
- access to account information including water use and billing history and
- electronic bill payment.

“We are very pleased to offer these services to our customers,” said Dan Przybyl, OWASA’s Director of Information Technology. He noted that the utility has received numerous requests from customers who want the convenience of on-line account services.

“Over the past two years, as we have upgraded the information technology infrastructure at OWASA, we have consistently worked towards providing this capability.”

“While this initial on-line capability is an

JOHN DOE
000 MAIN ST.
CHAPEL HILL, NC

Account Number
05XXXXXX - 123456

8-DIGIT LOCATION NUMBER
beginning with 05-, -06 or -07

Please see the front of our monthly bill for the 6-digit customer number needed to register for and access our on-line account services.

6-DIGIT CUSTOMER NUMBER
for access to on-line account information and to sign up for paperless bills

important step, we will continue to improve our on-line services.”

“There is no charge to the customer for using these on-line services, and we will save time, postage, paper and other costs by reducing the need to mail paper bills,” said Jane Showerman, OWASA’s Customer Service Manager.

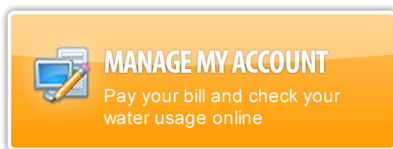
The cost of printing and mailing one paper bill is about 52 cents, so the annual savings for every 1,000 customers who eliminate paper bills is about \$6,200.

Please see the information below on how to register and get paperless billing.

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TO SIGN UP FOR PAPERLESS BILLING:

On the OWASA website, www.owasa.org, simply click on “Manage My Account,” sign in and select E-Billing under the Preferences tab.



(The first time you visit our secure on-line account services pages, you will need to go through a brief, one-time registration process.)

Each month, you will receive an e-mail notice from owasa@owasa.org that your bill is ready to view on our website.

Please adjust your spam filters to accept e-mail from owasa@owasa.org.

Please call OWASA Customer Service at 537-4343 or send an e-mail to customerinquiries@owasa.org if you have questions or comments or need any help.

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!

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(continued)

Customers who choose to receive a bill notice by e-mail will no longer receive paper bill mailings from OWASA.

Account information on line includes:

- Current balance,

- Date when the next payment is due,

- Current and past monthly bills and

- Water/sewer use and billing history.

Customers will also continue to have the

option of making on-line bill payments with a VISA or MasterCard credit/debit card.

For more information, please contact Ms. Jane Showerman, our Customer Service Manager, 537-4293 or jshowerman@owasa.org.

FOR LESS THAN \$12 A YEAR, YOU CAN MAKE A BIG DIFFERENCE TO FAMILIES IN NEED

How? Sign up as a donor in our Taste of Hope Customer Assistance Program. The Inter-Faith Council for Social Service administers Taste of Hope funds to help local families when they are unable to pay an OWASA bill.

To become a donor or get more information, please contact us at 537-4343 or webmaster@owasa.org, or visit www.owasa.org, and click the Taste of Hope link.



KEEPING YOUR PLUMBING DRAINS CLEAR AND HELPING TO PREVENT SEWAGE OVERFLOWS

A back-up in your plumbing system can cost time, energy and money as well as inconvenience and possibly property damage.

Below are some reminders about your plumbing drains and our sewers and how to keep them working reliably.

- Plumbing drains and our sanitary sewer system are intended for disposal of water that has been used for flushing toilets, showering, bathing, washing clothes and dishes, routine cleaning, etc. They should not be used for refuse disposal.

(To reduce landfill disposal of refuse, you can compost fruit and vegetable matter in an outdoor container, or indoors in a composting container with worms.)

- Fat, oil and grease (FOG) should not go down the drain. To dispose of small amounts of oil and grease at a residence, use a paper towel to absorb the grease and oil and put it in a container for disposal with

regular trash.

- Large amounts of cooking oil can be recycled in the Orange County Household Hazardous Waste Collection program.
- Businesses that produce fat, oil and grease should have a grease trap that is regularly cleaned by a company that recycles grease.
- Avoid planting shrubs and trees near the private sewer service pipe or "lateral" that carries sewage from your home or business to an OWASA main.
- Roots are naturally attracted to pipes that carry sewage because it includes phosphorus and nitrogen compounds. When roots grow into the pipe, they can form a dense mass that will block the flow of wastewater, causing a back-up.
- Sewer service laterals are the privately owned and maintained pipes that carry wastewater from

your home or business to our public sewer line.

- We do not own or clean service laterals, including the part of a lateral in a street right-of-way or sewer easement. (However, in some conditions we may repair damage to the part of a lateral in a right-of-way. Please contact us at 968-4421 or e-mail us at webmaster@owasa.org for more details.)
- IF YOU BELIEVE THERE IS A BLOCKAGE IN YOUR SEWER SERVICE LATERAL, please contact us so that we can check whether the blockage is in our public sewer (and, if so, remove it) before you hire a company to clean the service lateral.

FOR MORE INFORMATION:

Please call us at 968-4421, send e-mail to webmaster@owasa.org or visit www.owasa.org for more information including the kinds of plantings that may be allowed in part of a sewer easement.