



Agua Vista
OWASA's Metering Initiative



We're Upgrading Our Meters.



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Agua Vista is an initiative to upgrade OWASA's water meters, meter-reading, and customer billing systems. The Orange Water and Sewer Authority (OWASA) is making this investment in our infrastructure to enhance customer service in the Carrboro-Chapel Hill area and to improve the efficiency and accuracy of water meter reading and billing. The system will use a radio network to transmit water use data to OWASA on a daily basis, eliminating the need for manual meter reading. The technology is proven, reliable, secure, and safe, and our rates do not need to increase to fund the project.

To improve our service to you, OWASA will be working with Mueller Systems and Utility Partners of America (UPA) to upgrade over 21,000 OWASA meters from fall 2017 through spring 2019.

Agua Vista is an adaptation of the Spanish translation of "water in sight." **Agua Vista** will provide the OWASA community the ability to view more detailed water use data and gain more insight into managing this valuable resource.



How will you know when your meter gets upgraded?

1. UPA will send a letter about 4 weeks prior to your meter upgrade.
2. When UPA arrives to upgrade your meter, the technicians will knock on your door to let you know they are about to begin work. The process will take about 30 minutes and your water service will be turned off for most of that time. Unless you are separately notified, meter technicians will not need to enter your home, and you don't have to be home to have your meter upgraded.
3. Once the work is complete, they will leave a notice on your door, leaving your site just as they found it.

Why are we doing this?

Water Conservation

Agua Vista will provide near-real time water use data that will help enable early leak detection.



On-line Water Management Tools

In 2019, you will have access to a web portal where you can monitor your water use and request consumption alerts.



Operational Efficiency

Agua Vista will virtually eliminate the need to manually read meters and will improve the services we provide you.

Less Vehicle Miles

By eliminating manual meter reading, we will reduce vehicle miles and related costs, greenhouse gas emissions, and traffic in the community.



How does it work?



Agua Vista meters will briefly communicate once a day from a small unit inside the **1** meter box outside your home or business to a **2** collector unit which will then transmit the secured water use data back to **3** OWASA.

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For more information, please:

- Visit owasa.org and click on the **Agua Vista** logo
- Call us at **919.537.4343**
- E-mail us at info@owasa.org
- Write to or visit us at:
400 Jones Ferry Road, Carrboro, NC 27510

Español

Apreciado usuario: Este correo contiene información del plan de OWASA acerca de las mejoras al sistema de medidores de agua. Para obtener dicha información en español, favor de contactarnos al **919.537.4221** (nuestra línea telefónica para usuarios de habla hispana); envíe un correo electrónico a info@owasa.org; visítenos o escribanos a **400 Jones Ferry Road, Carrboro, NC 27510** o visite owasa.org/agua-la-vista-en-espanol.



A community-owned utility providing water, sewer and reclaimed water services to the Carrboro-Chapel Hill community.

Orange Water and Sewer Authority

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