



CHANGES PROPOSED IN WATER LOSS ADJUSTMENT POLICY

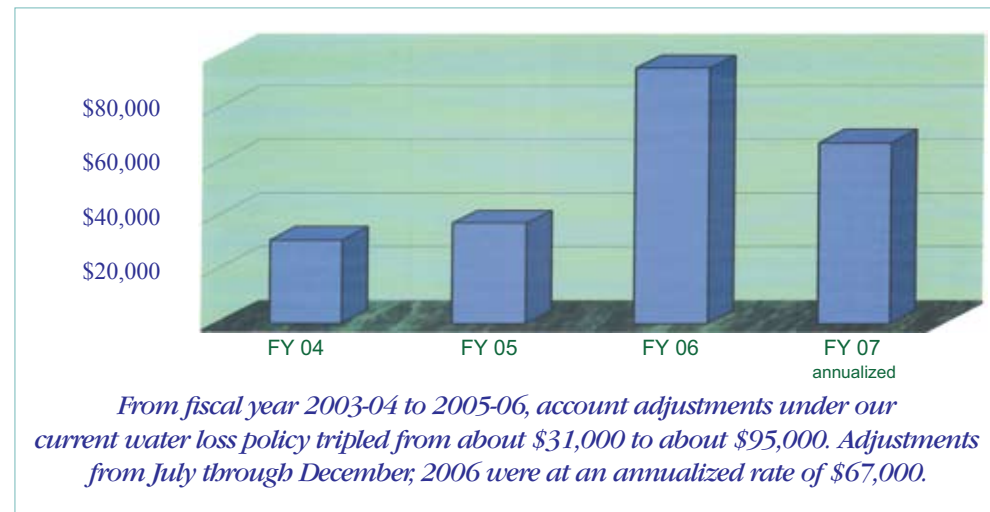
OWASA is considering changes in our policy on account adjustments for water loss due to leaks and unexplained water loss.

Customers are invited to comment on the proposed changes, which are summarized below, in the OWASA Board's meeting on Thursday, April 26, 2007.

The April 26th Board meeting will begin at 7:00 PM in the Council Chamber at the Chapel Hill Town Hall, 405 Martin Luther King Jr. Boulevard.

OWASA is considering the policy changes:

- to encourage customers to conserve water by stopping leaks and other water loss quickly, and



- because our customers' rates reflect costs including the effect of account adjustments on our revenues.

From the 2003-04 fiscal year to 2005-06,

adjustments under our current policy tripled, from \$31,232 to \$95,151.

The latter equals about one half of one per cent of our annual operating budget.

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Please leave clear access to water meters and fire hydrants

To help our meter readers do their work safely and efficiently, we ask all OWASA customers to leave about three feet clear of shrubs and obstructions around the water meter serving your property.



Clear access to an OWASA water meter is also very important if it becomes necessary for OWASA or a licensed plumber to shut off water service at the meter to do a repair, or to prevent property damage at a house or business.

If you are not sure where the OWASA water meter is for your home or business, please contact OWASA Customer Service at 537-4343 and we will be glad to have the location marked for you.

We also ask customers to leave about three feet clear around fire hydrants.

Quick, safe access to hydrants is of course essential if the Fire Department needs to use a hydrant to fight a fire.

CHANGES PROPOSED IN WATER LOSS ADJUSTMENT POLICY *(cont. from page 1)*

Current policy	Proposed changes
OWASA may make an account adjustment when a customer has an emergency water loss due to conditions beyond the customer's reasonable control, including:	(As listed below.)
Leaks in irrigation systems.	No adjustments for irrigation system leaks.
Leaks in toilets, faucets, outdoor spigots, hoses, faulty water heaters and pressure reducing valves; leaks from frozen and burst pipes, leaks that are underground or in walls, and leaks due to vandalism documented in a police report.	Limit the adjustment period for leaks in readily visible fixtures to one month.
On a case by case basis, unexplained water loss.	No adjustments for unexplained water loss.
Leaks/water loss new construction and older facilities.	No adjustments within one year of completion of construction.
A customer who repairs a leak may receive a credit based on average water use in the previous year and whether the leaked water went into the OWASA sanitary sewer system.	Same basic credit method <u>except</u> limit adjustments for single-family individually metered accounts to \$1,000; limit adjustments for non-residential accounts and bulk-metered apartments, condominiums, etc. to \$3,000.
Account adjustments due to leaks may be approved once every three years.	No change.
Adjustments must be requested within 90 days of the date of the high water bill due to water loss/leak, or within 90 days of an OWASA notice of high water use, whichever came first.	No change.
OWASA may make bill adjustments for water loss that occurs over up to three consecutive billing periods (about three months).	As noted above: limit the adjustment period for leaks in readily visible fixtures to one month; limit adjustments for single-family individually metered accounts to \$1,000; limit adjustments for non-residential accounts and bulk-metered apartments, condominiums, etc. to \$3,000.
Customers who completely refill their pools qualify for one adjustment per year to their sewer charges.	No change.
OWASA may make discretionary determinations as to the applicability of the policy in circumstances involving abnormal water usage or loss.	No change.

Questions or comments? Please contact Kevin M. Ray, our Director of Finance and Customer Service, at 537-4236 or send e-mail to kray@owasa.org.



PLEASE HELP FAMILIES IN NEED THROUGH THE TASTE OF HOPE PROGRAM!

When you sign up as a donor, your monthly OWASA bill will be automatically rounded up to the nearest dollar and the added amount will help pay water and sewer bills for people in need. Being a donor is simple and painless—it costs less than \$12 per year!

To sign up or get more information, please call us at 537-4343; visit our website, www.owasa.org; or send e-mail to webmaster@owasa.org.

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!