



## YEAR-ROUND WATER USE

# RESTRICTIONS REMAIN IN EFFECT

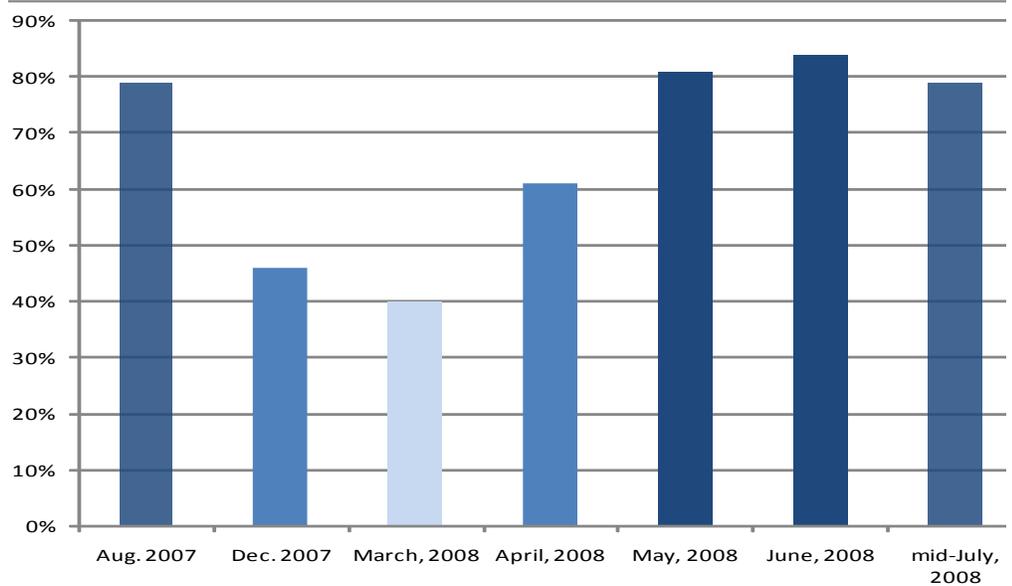
The drought of 2007-08 is not over, and year-round conservation requirements remain in effect for OWASA customers.

The US Drought Monitor classifies the area including Orange County as being in a "moderate" drought. OWASA is continuing to monitor water supply, demand and weather forecasts.

The current year-round restrictions on use of OWASA drinking water include:

💧 Spray irrigation is allowed up to three days per week (even addresses on Wednesday, Friday and Sunday; odd addresses on Tuesday, Thursday and Saturday) and may be done before 9:00 AM and after 8:00 PM.

*(continued on page 2)*



### *Our water supply levels since the summer of 2007*

*The chart above shows how our lakes recovered this spring from being only 40% full in early March. Our lakes are about 80% full, but the drought is not over.*

## MONTHLY RATES TO RISE ABOUT 17% ON OCTOBER 1

Following public hearings on June 12th, the OWASA Board of Directors approved an annual budget, 15-year capital program and rate increases that will go into effect on October 1, 2008.

Monthly water and sewer rates will increase about 17% overall. For a residence using 5,000 gallons per month, the bill will increase \$10.06, from \$58.18 to \$68.24.

The primary reasons for the rate increase are projections of continued low water demand and a 40% reduction

in connection fees from new development. OWASA staff estimates that water demand in the budget year from July 1, 2008 through June 30, 2009 will average about 7.1 million gallons per day, or 13% below projections done a year ago. The drop in connection fees reflects the slowdown in the construction economy.

Ed Kerwin, Executive Director, said "The budget and rate decisions were very difficult because of the challenging economic conditions our customers are facing and the need to ensure reliable, quality drinking water and sewer services.

"The OWASA Board, the Board's Budget Committee and staff worked hard to limit our operating budget to a 2% increase despite increased prices for fuel, health coverage for employees and treatment chemicals.

"We began cutting and reducing costs last fall in response to the drought and the expected drop in water use and therefore revenue. We will continue to aggressively pursue efficiency and savings opportunities as we adapt to our changing environment," he said.

*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](mailto:webmaster@owasa.org), o visite la página de Internet [www.owasa.org](http://www.owasa.org). ¡Muchas gracias!*



## DONORS NEEDED FOR TASTE OF HOPE CUSTOMER ASSISTANCE PROGRAM

When economic conditions are difficult, they can be hardest on families with low incomes. You can help families in need for pennies per month by donating to our Taste of Hope Customer Assistance Program. If you participate, your monthly bill will be automatically rounded up to the next dollar, and the added amount will help families temporarily unable to pay their OWASA bills.

The Inter-Faith Council for Social Service, a long-established non-profit local agency, administers Taste of Hope donations for OWASA. To sign up or for more information, please call us at 968-4421, e-mail [webmaster@owasa.org](mailto:webmaster@owasa.org) or visit [www.owasa.org](http://www.owasa.org). OWASA does not use water and sewer revenues to fund or promote the Taste of Hope program--voluntary donations make this program possible.

### Jane Showerman joins OWASA as Customer Service Manager

Ms. Jane Showerman began work as OWASA's new Customer Service Manager in March. She is responsible for managing the Customer Service programs including monthly billing, service sign-ups and related interactions and communications with customers.

Kevin M. Ray, OWASA's Director of Finance and Customer Service, said "We are delighted that Jane Showerman has joined the OWASA Team. She has extensive experience and knowledge of water and sewer customer service and billing, and has been responsible for implementing various meter reading and billing system tools. She is well poised to lead our Customer Service department forward."



Jane Showerman (above) has more than 20 years of experience in the Customer Service field.

Ms. Showerman has held senior customer service management positions with the City of Miramar, Florida and the Town of Fuquay-Varina, in addition to private sector experience with nationally known companies.

Ms. Showerman's personal interests include volunteering at the Second Chance Animal Shelter in Fuquay-Varina, assisting elderly people at the Wake Medical Center, crafting, bowling and golf.

"I am dedicated to providing excellent customer service. I invite customers to contact me with questions and feedback, and I can be reached at 537-4293 or [jshowerman@owasa.org](mailto:jshowerman@owasa.org)," she said.

### Summary of year-round water use restrictions

*(continued from page 1)*

- Irrigation is limited to one inch per week.
- Automatic controllers and rain or moisture sensors are required on irrigation systems.
- Watering with a hand-held hose, soaker hoses, drip irrigation and microspray systems is allowed at any time and on any day, subject to the limit of 1 inch per week.
- Shut-off nozzles are required on hoses.
- Water waste, such as runoff to other property or street right-of-way, is prohibited.
- Leaks must be repaired within 10 days of a notice by OWASA.
- Restaurants shall serve water only on request.
- Hotels, etc. shall change linens on request, when room occupancy changes or every five days.

#### Questions or comments?

If you have questions or comments about water conservation or conservation requirements, please contact us at 968-4421 or [webmaster@owasa.org](mailto:webmaster@owasa.org); see the "Save Water" section of our website, [www.owasa.org](http://www.owasa.org); or write to or visit us at our office in Carrboro.

**WATER CONSERVATION:** part of our community's **SUSTAINABLE** quality of life.

