



PLEASE HELP CUSTOMERS IN NEED

Dear OWASA Customer:

Although the Carrboro-Chapel Hill community is affluent in many ways, some families have a difficult time making ends meet, especially under current economic conditions.

Almost 1,500 households in our community currently receive food and other services from the Inter-Faith Council (IFC). One program participant recently told an IFC volunteer "We knew we were poor before, but now it's worse than poverty."

In 1997, OWASA and the IFC started a special program to help OWASA customers unable to pay their water and sewer bills. This initiative, the Taste of Hope Customer Assistance Program, works by rounding the monthly OWASA bills of participating donors up to the nearest dollar. The added amount is provided to the IFC to help families unable to pay their OWASA bills.

This program meets a very important need, because being unable to use water for washing, cooking and bathing, etc. is a very difficult circumstance. However, only about 1,000 or 5% of OWASA's customers have chosen to be donors in the Taste of Hope program



and donations total about \$7,000 annually.

With the current economy, much more help is needed for families who are often living from paycheck to paycheck. Being without OWASA service because of financial limitations is a real hardship, and most of us cannot imagine what such a disruption is like.

In addition, OWASA and the IFC recognize that the combined increase of about 17% in OWASA's monthly water and sewer rates in October, 2008 will raise the need for donations to help families of limited means.

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DONATING TO THE TASTE OF HOPE CUSTOMER ASSISTANCE PROGRAM COSTS LESS THAN \$12 PER YEAR

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We therefore sincerely request that you sign up as a Taste of Hope donor if you have not already. Taste of Hope is a very simple, painless way to help people in need. Because your monthly OWASA bill would be automatically rounded up to the nearest dollar, the cost to you will be less than \$12 per year. (You can opt out of the Taste of Hope program by contacting OWASA, of course.)

Why doesn't OWASA fund the Taste of Hope program with its own revenues?

In accord with State law for OWASA and other public water and sewer authorities, we use our water and sewer funds only for public water and sewer purposes, which do not include financial assistance to private individuals or families.

Therefore, we do not use our water

and sewer revenues to fund the Taste of Hope assistance program or to promote it.

As a result, many of our customers may not be aware of or fully understand how the Taste of Hope program works.

We sincerely hope that with the level of affluence in our community, many more OWASA customers will become Taste of Hope donors so that more families can be helped and that we can provide more than the limited assistance that is possible with about \$7,000 of donations per year.

How can you sign up as a Taste of Hope donor or get more information?

Please contact OWASA Customer Service at 537-4343 or webmaster@owasa.org, or you can sign up as a donor on line at www.owasa.org.

If you are already a Taste of Hope donor, thank you very much for your continuing participation and support!

There is happiness in helping others.

Sincerely,

Randy Kabrick, P.E.
Chair, OWASA Board of Directors

Chris Moran
Executive Director
Inter-Faith Council

PLEASE NOTE:

If you wish to contribute a larger amount to the Taste of Hope program, we invite you to contribute directly to the Inter-Faith Council by sending a check to the IFC at 110 West Main Street, Carrboro, NC 27510. Please note on the check that your donation is for the Taste of Hope program.



WATER CONSERVATION

is part of our community's **SUSTAINABLE** quality of life.

For information on the year-round conservation requirements now in effect, please contact us at 968-4421 or webmaster@owasa.org or visit our website, www.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!

