



OUR COMMITMENTS TO YOU, OUR CUSTOMER

On October 22, the OWASA Board of Directors unanimously adopted the following commitments to excellence in customer service by everyone at OWASA.

To serve you positively, helpfully, fairly and efficiently.

To communicate with you courteously, respectfully, honestly and directly.

To give you our full attention in listening, understanding, and responding.

To give you accurate and timely information and to make sure that we “close the loop” with you when you make a request or ask a question and we cannot immediately reply.

To clearly explain your options when choices are available to you.

To put you in touch with the OWASA employee that can best meet your needs, to make sure that you are able to reach the OWASA employee we refer you to, and to make sure that you receive a complete response to your question or request.

To invite and value your feedback on how we can improve our services.

To explain how and to whom you can appeal if you disagree with a decision by OWASA staff.

To seek continuous improvement and efficiency in our services, facilities, and operations.

To remember always that the reason for OWASA’s existence is to serve the community.

We are here to serve you!

(continued on other side)

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!

OUR CUSTOMER SERVICE COMMITMENTS

(continued from other side)

We cannot always say “Yes!” to a request, but we will do our best to give you our full attention, and to respond

thoroughly, clearly, fairly and courteously to all requests and questions. We welcome your questions and feedback

at any time regarding any of our services, projects, policies and plans!

CLEAR EASEMENTS AND PREVENTING SEWAGE OVERFLOWS

A sewer easement is an area where we have the right to do mowing and other clearing, inspections, maintenance, repairs and improvements to our sewer system.

As part of our work to minimize overflows from our sewer system, we inspect, mow and clear our sewer easements about once a year.

We need to keep our easements clear of plantings and structures to ensure safe, quick access for emergency work such as responding to a sewage overflow as well as for normal maintenance, etc.

We also mow and clear our easements because roots from trees and shrubs can grow into and block our sewer pipes.

Roots are naturally attracted to the nutrients such as phosphorus and nitrogen that are present in wastewater.

When the flow of wastewater in a sewer is blocked, the result is an overflow, typically from a manhole but potentially inside a residence.

The presence of an easement does not change the basic ownership of the land by a private individual, company, etc., but we have the right to do clearing, maintenance, improvements, etc. as indicated above.

You may wish to check the records of



Our sanitary sewer easements are normally 30 feet wide, but we may need to clear only 20 feet (10 feet on each side of our sewer). Some kinds of trees and shrubs may be allowed in the outer part of our easement.

your property acquisition to see if your land includes sewer easements or other utility easements.

Please feel free to contact OWASA at 968-4421 for information on the location of our sewers.

For more information about our easements, why we need to keep them clear

and the types of plants that may be allowed in the outer part of an easement, please contact:

**Thurman Green, Manager
Distribution and Collection Systems
537-4224 or tgreen@owasa.org**

or visit the Wastewater System page of our website, www.owasa.org.

