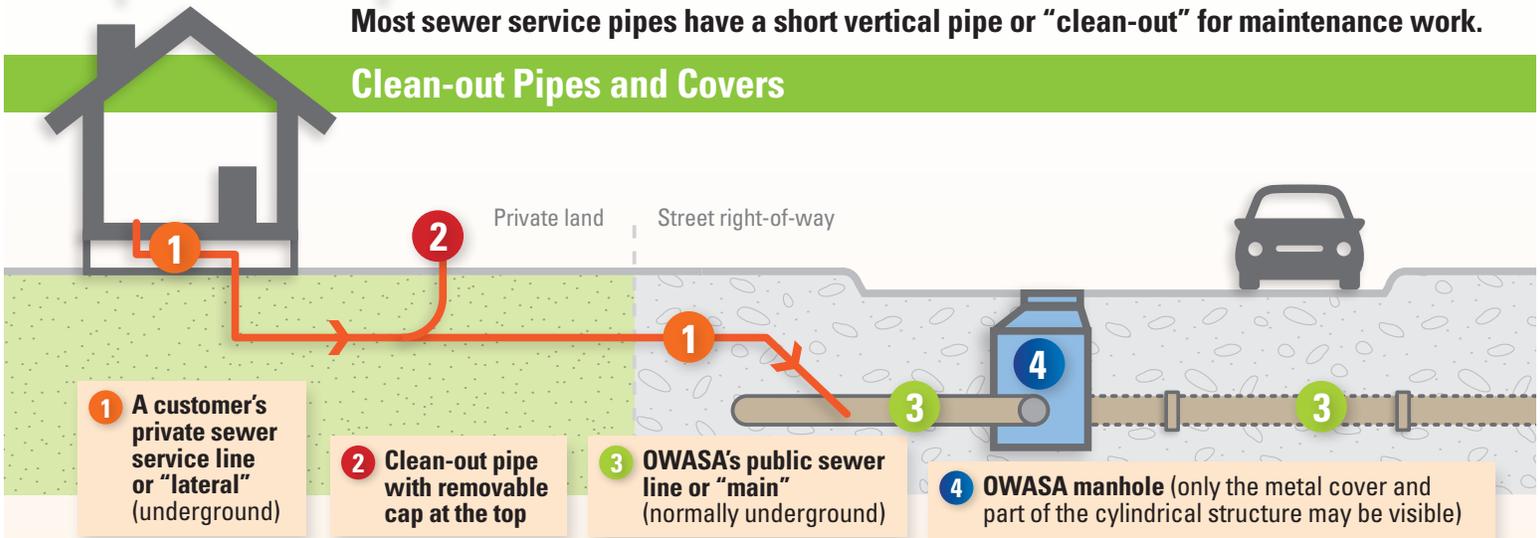


## Clean-out Covers on Private Sewer Service Pipes Help Prevent Wastewater Overflows.

Most sewer service pipes have a short vertical pipe or “clean-out” for maintenance work.

### Clean-out Pipes and Covers



As discussed below, it is very important that the clean-out pipe have a cap to keep out stormwater, trash, etc. Stormwater which gets into clean-outs will go into our sanitary sewer system. Our sewers are designed to handle wastewater from toilet flushing, washing dishes and clothes, bathing and showering, etc.

If too much stormwater gets into a sewer, the sewer's capacity can be exceeded and wastewater will spill out, usually at a manhole “upstream” of the area where the sewer cannot carry all of the wastewater.

Trash and debris can also block wastewater flow in a sewer or lateral, and cause an overflow from an OWASA sewer or a back-up in your plumbing system. We encourage customers to:

- **Know the location and approximate depth of the private sewer service pipe, or “lateral” which carries wastewater from the house or other building to OWASA’s public sewer.** Clean-out pipes are normally visible at ground level, and the clean-out often indicates where the lateral crosses the property or street right-of-way boundary. If you do not know your lateral’s location, you may wish to have a plumber find it and mark the location. (Because sewer laterals are private property, OWASA does not have records of their locations.)

- **Periodically check that the clean-out pipe has a cap in place and that the cap is securely attached.**
- **Check the sewer lateral area periodically for any indications of damage or leaks, such as a depression in the soil or moisture near the cleanout in dry weather.**
- **Avoid damaging the sewer lateral and creating cracks where stormwater could enter the pipe.**
- **If you do not have a clean-out pipe, we encourage you to get advice from a plumber about the need for one and its cost.**

**Questions or comments:** Please contact us at **919.968.4267** or **info@owasa.org**.

#### Also in this issue:

- OWASA offers *Pay by Text* option
- Care to Share
- Updating Long-Range Water Supply Plan
- Sign up for emergency OC Alerts  
(See page 2)

#### CONTACT US

**Orange Water and Sewer Authority**  
400 Jones Ferry Road, Carrboro, NC 27510  
**Customer Service phone and e-mail:**  
919.537.4343 • [customerinquiries@owasa.org](mailto:customerinquiries@owasa.org)  
**Office Hours:** 8 AM to 5 PM, Monday-Friday  
**Emergencies and Main Office phone:**  
919.968.4421 • [www.owasa.org](http://www.owasa.org) • [info@owasa.org](mailto:info@owasa.org)

**Español**

Este boletín informativo contiene información sobre los servicios de agua y alcantarillado de OWASA. Para obtener una traducción, por favor llame al **919.537.4221** o mande un correo electrónico a: **info@owasa.org**. ¡Muchas gracias!

# OWASA Offers *Pay by Text* option

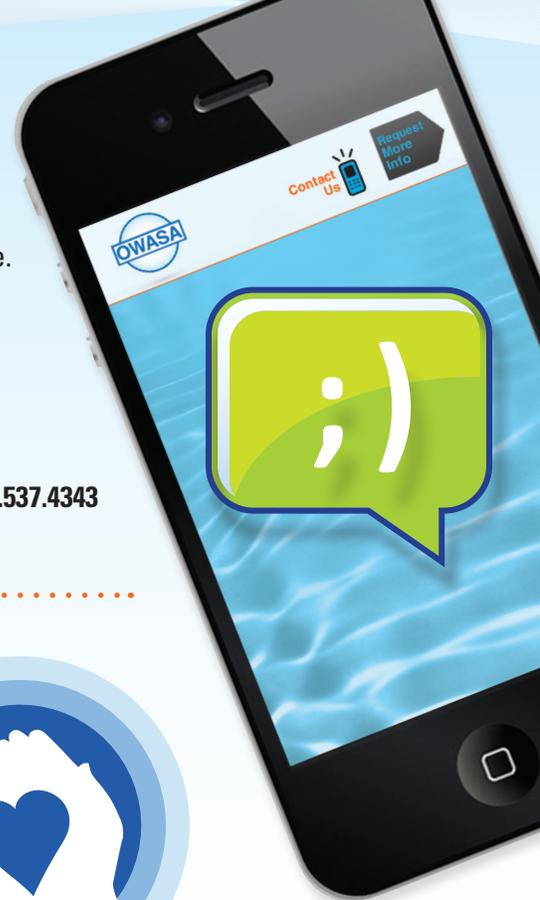
We now offer another way to pay OWASA bills.

We invite you to register for *Pay by Text* by going to **Manage My Accounts** on our website.

With *Pay by Text*, you can choose to receive text alerts and make payments anytime, anywhere by cell phone; you may also continue to receive bill notifications by e-mail.

To learn more about *Pay by Text*, please go to [tinyurl.com/jyaxokh](http://tinyurl.com/jyaxokh).

If you have any questions or comments, please contact our **Customer Service staff** at **919.537.4343** or [customerinquiries@owasa.org](mailto:customerinquiries@owasa.org).



## Care to Share

- Last year, over **1,000 caring OWASA** customers raised about **\$4,500** through **Care to Share** to help members of our community having difficulty paying their monthly bill.
- This served only **40%** of those that requested assistance from the Inter-Faith Council for Social Service (IFC).
- If every OWASA customer contributed just **\$0.06** per month. **Care to Share** would be able to cover the costs of those in-need served by the IFC.



Care to Share

**Your small contribution can make a big impact. Please sign up today!**

It's easy to contribute monthly through your OWASA bill. Visit [owasa.org](http://owasa.org) and find the **Care to Share** logo to learn how you can.

## OWASA Updating Long-Range Water Supply Plan

OWASA is updating its Long-Range Water Supply Plan (LRWSP) to ensure a reliable and high quality supply of water for the community for the next 50 years. Since it can take many years – even decades – to plan, design, permit, and construct new facilities, work must be done early to ensure we meet drinking water needs far into the future.

To receive e-mail updates about the LRWSP process, please go to [tinyurl.com/hqp4agp](http://tinyurl.com/hqp4agp). Comments may be made to [LRWSP@owasa.org](mailto:LRWSP@owasa.org). Further information can be obtained from **Ruth Rouse, Planning and Development Manager**, at **919.537.4214** or at [rrouse@owasa.org](mailto:rrouse@owasa.org).

## Please Sign up for Emergency Notices from OC Alerts

**OC Alerts** is the system used by Orange County, Chapel Hill, Carrboro and OWASA to notify customers of expected or current emergency conditions and other issues related to health and safety. For example, OWASA uses **OC Alerts** to notify residents about water service interruptions.



**OC Alerts** sends messages by telephone, e-mail and text. We invite you to visit: [tinyurl.com/p7o4lps](http://tinyurl.com/p7o4lps) to sign up for emergency alerts.

Because we send notices to customers via phone numbers and e-mail addresses in our billing system, we also encourage you to contact our **Customer Service** staff at **919.537.4343** or [customerinquiries@owasa.org](mailto:customerinquiries@owasa.org) if you change or add a phone number or e-mail address.