

Please participate in our survey!

We cordially invite you to participate in our **2015 Customer Survey**.



Your feedback is invaluable to us. You help us in decision-making, continuously improving our services, meeting expectations and understanding the needs of our customers.

Our survey this year has only nine questions, so it may take you just a few minutes. While the survey is intended to be brief, most of the questions give you the option to make additional comments, and there is a general question about what OWASA can do to improve. We hope this format will make it easy for you to let us know what you think about anything related to OWASA.

We invite you to participate in our survey by:

- Going to our website, owasa.org, and clicking on the link for our **2015 Customer Survey**.

- Asking us for a **paper copy** of the survey or an **e-mail** with a link to the survey.
- Calling us at **919.537.4267** if you wish to answer the survey questions by phone.

Please respond to our survey by December 15, 2015.

We will report to the community on results of survey, will publish results on our website and in a future Blue Thumb newsletter, and we will be glad to send a report on the survey responses to anyone upon request.

We welcome your feedback and greatly appreciate your participation in the survey.

Our Customer Assistance Program is now Care to Share



Care to Share

The Taste of Hope customer assistance program has a new name: **Care to Share**. The program continues to help customers in financial need when they have trouble paying their water and sewer bill.

Donations to the program can be made through "on-bill" contributions when you pay your OWASA bill. You can sign up to donate monthly by choosing an amount to be automatically added to your OWASA bills.

Please contact us by phone or e-mail or visit our website to sign up as a donor, or increase your donations if you already participate. *(Continued on other side)*

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

Office Hours:
8 AM to 5 PM, Monday-Friday

Emergencies and Main Office phone:
919.968.4421

owasa.org • info@owasa.org

Our Customer... *(continued from front)*

The **Inter-Faith Council for Social Service (IFC)** administers Care to Share funds. To donate to Care to Share by giving directly to the IFC, you can send a check (with a note that the money is for Care to Share) to:

Inter-Faith Council for Social Service
110 West Main Street, Carrboro,
NC 27510
or visit donatenow.networkforgood.org/owasa.

The IFC is a 501(c)(3) charity and donations may be tax deductible. (Please check with your tax advisor.) A contribution of just \$71 pays one month of water and sewer service for the average family in our community.

If you already donate to our customer assistance program, we sincerely thank you!

Do you have an OWASA easement on your property?

An OWASA easement on private property is an area where we have access to do repairs, maintenance, inspections, improvements and other work.

Most of our easements have sewers and manholes, but a few of our easements have water lines or wastewater pump stations. Most of our easements are 30 feet wide (generally 15 feet on each side of the sewer or water line).

To have timely, safe access through our easements for maintenance work and emergency response, we need to keep our easements clear. We therefore inspect, mow, trim and/or clear our easements about once a year.

Please contact us before planting trees, shrubs or groundcovers or installing a fence in an OWASA easement. In many cases, we may approve shallow-rooted plantings in the outer five feet of an easement. Gates across easements may also be approved as long as our crews can get through them safely and quickly. We do not allow structures such as decks, gazebos, storage buildings, etc., on our easements.

For more information, please contact us at **919.537.4292** or info@owasa.org.

Improvements to Manage My Account on-line services

We have upgraded the on-line account services available through **Manage My Account**. Features of the new site include:

- Electronic bill e-mail notifications include the balance owed and due date.
- E-mail bill notifications include a quick-link to pay your bill without requiring you to log-in to the system.
- You can set-up your bills to be paid automatically by credit card each month.
- Self-service set-up of automatic bank drafts.

Visit **Manage My Account** on [our website](#) to register on our upgraded on-line account services site.

Save paper, postage and time. Sign-up for paperless bills at **Manage My Account**.

Barbara Middleton-Foushee appointed to the OWASA Board



Barbara Middleton-Foushee joined the **OWASA Board of Directors** on September 28th as an appointee of Orange County. A resident of Carrboro, Ms. Foushee is a Senior Technologist with the Laboratory Corporation of America. She serves as the Secretary of the Chapel Hill-Carrboro NAACP and as a member of the Town of Carrboro's Human Services Advisory Committee.

Conservation Tip!

Please **don't flush solid waste** such as baby wipes and paper towels down the toilet. Use a trash can instead. In addition to unnecessarily using water to flush a toilet, solid waste can cause blockages in plumbing drains and/or our sanitary sewer system.

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!