ORANGE WATER AND SEWER AUTHORITY

A public, non-profit agency providing water, sewer and reclaimed water services to the Carrboro-Chapel Hill community.

MEETING SUMMARY
COMMUNITY ENGAGEMENT COMMITTEE
March 4, 2014 at 5:15 PM in the OWASA Boardroom

Committee Members present: Steve Dear, Chair; Terri Buckner

Board Members present: John Young

Staff: Ed Kerwin; Stephen Winters, CPA; Patrick Davis; Greg Feller

Citizens: None

The Committee discussed a potential pilot program to engage the community/target groups with information about how residential customers can reduce their water and sewer bills.

The Committee agreed that the pilot project should be small and have a narrow focus. Based on the Committee's discussion, staff will e-mail the Committee a revised draft pilot project that: (a) initially focuses on our high-use residential customers located in areas generally identified as low- to moderate-income neighborhoods; (b) begins engaging rental property owners in our affordability efforts; and (c) involves partnering with applicable social service and housing agencies to help engage and inform the target customers and rental property owners.

If the Committee concurs with the proposed pilot project, it may be presented for consideration by the Board of Directors at the March 27, 2014 meeting.

The Committee discussed staff's draft survey questions about other water utilities' practices, lessons learned, etc. regarding conservation outreach and community engagement. The Association of Metropolitan Water Agencies (AMWA) has agreed to distribute the survey to other utilities. (There is no fee for this service available to OWASA and other AMWA members.)

Staff will revise the draft questions based on the Committee's discussion to include questions about outreach to owners of multi-family residential properties and about utilities' satisfaction with their conservation programs.

The Committee tentatively scheduled its next meeting for Tuesday, April 8, 2014 at 5:15. The meeting adjourned at 6:35 PM.

Summary prepared by:

Greg Feller, Public Affairs