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
July 10, 2014 at 5:30 PM in the OWASA Boardroom

Committee Members present:	Steve Dear, Chair; Terri Buckner, John Young (Ex-Officio)
Board Members present:	Michael Hughes, Amy Witsil
Staff:	Ed Kerwin; Robert L. Epting; Stephen Winters, CPA; Patrick Davis; Greg Feller
Citizens:	None

1. Status report on pilot program for affordability outreach

Patrick Davis reviewed the kick-off meeting on June 16, 2014 with representatives of 13 local social service and housing agencies to discuss OWASA's pilot program for affordability outreach. In direct response to the kick-off meeting, staff has:

(1) provided water conservation brochures to three agencies that requested them;
(2) initiated revisions to our Reminder Notice so that customers in need can more easily give OWASA permission to share bill information of a customer seeking an agency's assistance; and
(3) drafted an installment payment agreement form that agencies can have customers complete while in the agency's office, thereby streamlining the payment extension process for customers seeking financial assistance from the agency.

The Committee reviewed OWASA policy and State law regarding when OWASA can release confidential billing information. OWASA will continue to seek permission before releasing an individual customer's bill information as indicated above.

The Committee discussed members' interest in participating in the affordability outreach pilot program including performing water audits for customers and helping to pursue funding support for the program. The need for and timing of publicity about the program was also discussed. Staff plans to publicize the effort once a plan of action has been developed and specific commitments have been obtained from partner agencies.

2. Social media

The Committee discussed a staff report on social media options, use of social media by other public organizations in the region, and a staff recommendation.

The Committee agreed to further discuss social media in the future.

3. Next meeting

The Committee tentatively scheduled its next meeting for Thursday, August 28th, 2014 at 5:30 PM.

The meeting adjourned at 6:50 PM.

Greg Feller

Greg Feller, Public Affairs