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
January 7, 2015 at 5:30 PM in the OWASA Boardroom

Committee Members present:	Steve Dear, Chair; Terri Buckner, Quinton Harper, Michael Hughes and John Young (Ex-Officio)
Staff:	Ed Kerwin; Todd Taylor, P.E.; Mary Darr, P.E.; Stephen Winters, CPA; Patrick Davis; Greg Feller
Citizens:	None

1. Continued discussion of community engagement

The Committee discussed customer research matters at length but did not reach consensus.

We split 2-2 (with Ms. Buckner and Mr. Hughes against) on a proposal to ask the Board to authorize staff to design a customer survey in 2015. There were comments that a survey should occur after OWASA has made more progress on Strategic Initiatives such as Advanced Metering Infrastructure (AMI).

The Committee agreed to ask for a presentation by representatives of the Town of Carrboro in February regarding the "Engage Carrboro" program.

Requests by Community Engagement Committee (Agenda item 5)

The Committee agreed to ask the full Board to:

1. have an item on the January 22nd agenda for discussion and action on whether to authorize staff to design a customer satisfaction survey to be done in calendar year 2015, and to draft objectives for a survey.

2. give direction to staff on January 8th about information the Board desires to have in the January 22nd agenda materials in order to make decisions on this item.

The meeting adjourned at 6:45 PM.

Greg Feller

Greg Feller, Public Affairs