ORANGE WATER AND SEWER AUTHORITY
400 Jones Ferry Road
Carrboro, NC 27510-2001
919-968-4421 (Normal & Emergency Calls)
Fax 919-968-4464
RETURN SERVICE REQUESTED

website www.owasa.org
e-mail customerinquiries@owasa.org

5497823 Document No.:
02/28/2022 Bill Date:
03/25/2022 Due Date:

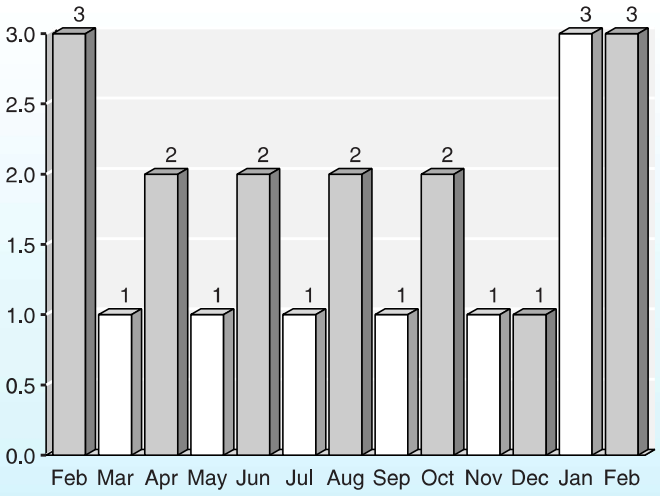
CUSTOMER MESSAGE:
During the month of March and early April, OWASA customers may notice the taste and odor of chlorine in drinking water due to a temporary change in disinfection. Water disinfected with chlorine is safe to drink. For tips on how to improve the taste and odor of your drinking water during this time, visit www.owasa.org.

*A-01-DPQ-AM-00002-1

[redacted]

Account Number	Service Address	Bill Cycle	No. of Usage Days
[redacted]	[redacted]	CYCLE 700	29

Meter #	Current Read Date	Current Reading	Read Type	Prev. Read Date	Prev. Reading	Usage (1000s)
1800132344	02/23/2022	103	Actual	01/24/2022	100	3



(Use is shown in month billed in 1000's of gallons)

Previous Balance	$64.99
Payment Received (02/19/2022) - Thank you!	$-64.99
Balance Forward	$0.00
Water Service Charge - 5/8"	$16.53
Water Usage Charge- Block 1-2000 gal X $2.96	$5.92
Water Usage Charge- Block 2-1000 gal X $7.18	$7.18
Sewer Service Charge- 5/8"	$13.49
Sewer Usage Charge- 3000 gal X $7.29	$21.87
Current Charges:	$64.99
Total Due:	**$64.99**

SEE BACK OF BILL FOR IMPORTANT INFORMATION

DETACH HERE AND KEEP UPPER PORTION FOR YOUR RECORDS

OWAS-*A-01-DPQ-AM-00002-1

Bill Date: 02/28/2022
Account Number: [redacted]
Service Address: [redacted]

CURRENT DUE DATE	PAST DUE* CHARGES	CURRENT CHARGES	TOTAL CHARGES	AMOUNT ENCLOSED
03/25/2022	$0.00	**$64.99**	**DRAFT**	

BANK DRAFT: DO NOT PAY
Payment will be withdrawn 2 days before due date.

CARE to SHARE

Care to Share: Through participation in the Care to Share program, you can help families in need to pay their water bill when they can't. Contributing is easy on your monthly bill. Please contact us at 919-537-4343 or customerinquiries@owasa.org to sign up to make a difference in the lives of your neighbors.

ORANGE WATER AND SEWER AUTHORITY
PO BOX 735433
DALLAS TX 75373-5433

7354330775176011408502282203252200000000000064999000064997

OWASA is YOUR not-for-profit public service agency delivering high-quality water, wastewater, and reclaimed water services.

Bill Payment:

- Online: Visit owasa.org and click on the “PAY MY BILL” tab at the top of the page to make a one-time payment.
- Automatic Draft: Visit owasa.org and click on the “MY ACCOUNT” tab at the top of the page to set up a recurring payment method.
- By Phone: Between 8 a.m. and 5 p.m. Monday through Friday, call (919) 537-4343 to pay your bill by phone. Make sure to have your payment card and 14-digit OWASA account number ready.
- By Text: Visit owasa.org and click on the “MY ACCOUNT” tab at the top of the page to set up your account information to receive a text alert when you receive your e-bill.
- In Person: Drop off payment via check or money order in an envelope along with the payment stub at the drop box in front of OWASA’s administration building at 400 Jones Ferry Road, Carrboro, NC 27510.
- By Mail: Use the pre-addressed envelope included with your bill. Send check or money order along with the payment stub from the bill.

Accepted Payment:

- OWASA bills can be paid via cash, check, money orders, credit cards – including Visa, Mastercard, or Discover – and Google Pay (available only online).

About Your Bill:

Your water bill consists of four charges: Water Service Charge and Sewer Service Charge are flat, monthly fees based on meter size; Water Use Charge and Sewer Use Charge are based on the amount of water used. Nearly 50% of your bill is invested in water and wastewater infrastructure projects to maintain and increase system resiliency. The other half pays for the daily operation of the utility.

Donor-Funded Customer Assistance:

OWASA’s Care to Share bill-assistance program is administered in partnership with the Inter-Faith Council for Social Service (IFC). You can contribute to the program to help our neighbors who need help paying their water bill by donating monthly as part of your water bill or through a one-time donation to the IFC. For more information, search “Care to Share” at owasa.org. If you are unable to pay your bill in full, please contact OWASA customer service at (919) 537-4343 or email at customerinquiries@owasa.org.

Conservation:

OWASA’s Agua Vista web portal allows you track your water usage and set up leak alert notifications. Saving water is good for the environment and can save you money on your water bill. For more information, click on “MY ACCOUNT” at the top of the page at owasa.org.

Emergency Notifications:

Please register for emergency alerts and boil water advisories from OWASA by signing up for notifications through OC Alerts, Orange County’s emergency notification system. For more information, search “Be Prepared” at owasa.org.

Questions/Comments:

We welcome your feedback and questions. Please contact OWASA customer service at (919) 537-4343 or email at customerinquiries@owasa.org.

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website www.owasa.org
e-mail customerinquiries@owasa.org

5497819 Document No.:
02/28/2022 Bill Date:
03/25/2022 Due Date:

CUSTOMER MESSAGE:
During the month of March and early April, OWASA customers may notice the taste and odor of chlorine in drinking water due to a temporary change in disinfection. Water disinfected with chlorine is safe to drink. For tips on how to improve the taste and odor of your drinking water during this time, visit www.owasa.org.

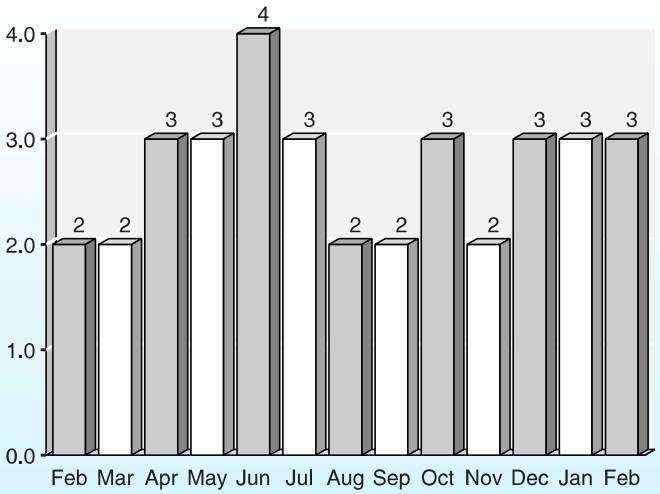
*A-01-DPQ-AM-00003-1

[redacted]

Special Payment Arrangement
Installment #: 2 of 12

Account Number	Service Address	Bill Cycle	No. of Usage Days
[redacted]	[redacted]	CYCLE 700	29

Meter #	Current Read Date	Current Reading	Read Type	Prev. Read Date	Prev. Reading	Usage (1000s)
1800025652	02/23/2022	152	Actual	01/24/2022	149	3



(Use is shown in month billed in 1000's of gallons)

Previous Balance	$1,769.90
Penalty	$3.16
Balance Forward	$1,773.06
Late Payment Fee	$2.40
Overdue Interest	$0.76
Water Service Charge - 5/8"	$16.53
Water Usage Charge- Block 1-2000 gal X $2.96	$5.92
Water Usage Charge- Block 2-1000 gal X $7.18	$7.18
Sewer Service Charge- 5/8"	$13.49
Sewer Usage Charge- 3000 gal X $7.29	$21.87
Installment #: 2	
SPA Monthly Amount:	$147.76
Current Charges:	$68.15
Minimum Due:	**$215.91**
Total Due:	**$1,838.05**

SEE BACK OF BILL FOR IMPORTANT INFORMATION

DETACH HERE AND KEEP UPPER PORTION FOR YOUR RECORDS OWAS-*A-01-DPQ-AM-00003-1

Bill Date: 02/28/2022
Account Number: [redacted]
Service Address: [redacted]

CURRENT DUE DATE	PAST DUE* CHARGES	CURRENT CHARGES	TOTAL CHARGES	AMOUNT ENCLOSED
03/25/2022	$1769.90	**$215.91**	**DRAFT**	

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7354330735090023704402282203252200176990000215910018380051

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