

Orange Water and Sewer Authority
Meeting of the Board of Directors
September 8, 2022

The Board of Directors of the Orange Water and Sewer Authority (OWASA) met in a regular meeting on Thursday, September 8, 2022, at 6:00 p.m. in OWASA's Community Room, 400 Jones Ferry Road, Carrboro.

Board Members present: Bruce Boehm (Chair), Todd BenDor (Vice Chair), Jody Eimers, Pedro Garcia, Melody Kramer, and Elmira Mangum. Board Members absent: Raymond (Ray) DuBose (Secretary), David Gorelick, and Kevin Leibel

OWASA staff present: Mary Darr, Robert Epting, Esq. (Epting and Hackney), Vishnu Gangadharan, Stephanie Glasgow, Andrea Orbich, Ruth Rouse, Kelly Satterfield, Allison Spinelli, Todd Taylor, Mary Tiger, Stephen Winters, and Richard Wyatt.

Public present: none.

Motions

1. Jody Eimers made a Motion to approve the Minutes of the July 14, 2022, Board of Directors Meeting; second by Todd BenDor and the Motion was unanimously approved.
2. Jody Eimers made a Motion to approve the Minutes of the July 14, 2022, Closed Session Board of Directors Meeting for the purpose of discussing a personnel matter; second by Todd BenDor and the Motion was unanimously approved.
3. BE IT RESOLVED THAT the Board of Directors of the Orange Water and Sewer Authority adopts the Resolution Declaring the Intent of the Orange Water and Sewer Authority to Reimburse Itself for Capital Expenditures from the Proceeds of Certain Tax-Exempt Obligations Under the Internal Revenue Code of 1986 and the United States Department of Treasury Regulations. (Motion by Jody Eimers, second by Todd BenDor and the Motion was unanimously approved.)
4. BE IT RESOLVED THAT the Board of Directors of the Orange Water and Sewer Authority adopts the Resolution by Orange Water and Sewer Authority to Submit Applicant for Water Service Extension to Disadvantaged Households. (Motion by Jody Eimers, second by Todd BenDor and the Motion was unanimously approved.)
5. BE IT RESOLVED THAT the Board of Directors of the Orange Water and Sewer Authority adopts the Resolution by Orange Water and Sewer Authority to Submit Applicant for Sewer Service Extension to Disadvantaged Households. (Motion by Jody Eimers, second by Todd BenDor and the Motion was unanimously approved.)

6. BE IT RESOLVED THAT the Board of Directors of the Orange Water and Sewer Authority adopts the Resolution Approving OWASA's New Strategic Plan. (Motion by Elmira Mangum, second by Jody Eimers and the Motion was unanimously approved.)

7. Pedro Garcia made a Motion to approve the Water Conservation Plan second by Melody Kramer, and the Motion was unanimously approved

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Announcements

Chair Boehm asked if any Board Member knew of a conflict of interest or potential conflict of interest with respect to any item on the agenda tonight to disclose the same at this time. None were disclosed.

Petitions and Requests

Chair Boehm said no petitions or requests were received from the public.

Chair Boehm asked for petitions and requests from the Board and staff; none were provided.

Item One: Formal Purchase of Scarlett-Cooper Water Line Pipe

The Board accepted this as an information item.

Item Two: Annual Report on Disposal of Surplus Personal Property

The Board accepted this as an information item.

Item Three: Preliminary Financial Report for the Twelve-Month Period Ended June 30, 2022

The Board accepted this as an information item.

Item Four: Capital Improvements Program Semiannual Report

The Board accepted the report and discussed with staff the various challenges regarding delayed projects.

Item Five: Diversity and Inclusion Program Progress Report, and Equal Employment Opportunity/Affirmative Action Report for Fiscal Year 2022

The Board accepted this as an information item.

Item Six: Minutes of the July 14, 2022, OWASA Board of Directors Meeting

Jody Eimers made a Motion to approve the Minutes of the July 14, 2022, Board of Directors Meeting; second by Todd BenDor and the Motion was unanimously approved. Please see Motion 1.

Item Seven: Minutes of the July 14, 2022, Closed Session of the OWASA Board of Directors Meeting

Jody Eimers made a Motion to approve the Minutes of the July 14, 2022, Closed Session of the OWASA Board of Directors for the purpose of discussing a personnel matter; second by Todd BenDor and the Motion was unanimously approved. Please see Motion 2.

Item Eight: Resolution Declaring the Intent of the Orange Water and Sewer Authority to Reimburse Itself for Capital Expenditures from the Proceeds of Certain Tax-Exempt Obligations Under the Internal Revenue Code of 1986 and the United States Department of Treasury Regulations

Jody Eimers made a Motion to approve the resolution; second by Todd BenDor and the Motion was unanimously approved. Please see Motion 3.

Item Nine: Resolutions Supporting the Application for American Rescue Plan Act Grant Funding to the Extend and Connect Water and Sewer Services to Disadvantaged Households within the OWASA Service Area

Jody Eimers made a Motion to approve the Resolution by Orange Water and Sewer Authority to Submit Applicant for Water Service Extension to Disadvantaged Households; second by Todd BenDor and the Motion was unanimously approved. Please see Motion 4.

Jody Eimers made a Motion to approve the Resolution by Orange Water and Sewer Authority to Submit Applicant for Sewer Service Extension to Disadvantaged Households; second by Todd BenDor and the Motion was unanimously approved. Please see Motion 5.

The Board suggested staff consider the ability to pay bills in connection with disadvantaged households.

Item Ten: Request from Orange County for OWASA to Provide Land for Solid Waste Collection Site

Jody Eimers made a Motion to authorize staff to work with Orange County staff to identify conditions that meet the County's requirements for a waste and recycling center on land provided by OWASA that also minimizes impacts to the environment, public health and OWASA's current and long-term operating needs; second by Todd BenDor and the Motion was unanimously approved. Please see Motion 6.

Item Eleven: Resolution Approving OWASA's New Strategic Plan

Elmira Mangum made a Motion to approve the Resolution Approving OWASA's New Strategic Plan, second by Jody Eimers and the Motion was unanimously approved. Please see Motion 7.

Item Twelve: Review and Approve Draft Water Conservation Plan

The Board suggested staff meet with the University of North Carolina at Chapel Hill to pursue water conservation strategies.

Pedro Garcia made a Motion to approve the Water Conservation Plan, second by Melody Kramer, and the Motion was unanimously approved. Please see Motion 8.

Item Thirteen: Review Board Work Schedule

There were no comments on this item.

Item Fourteen: Summary of Board Meeting Action Items

Todd Taylor noted staff will incorporate the Board's feedback into the Water Conservation Plan and will consider the ability to pay bills in connection of disadvantaged households.

Item Fifteen: Closed Session

Without objection, the Board of Directors convened in a closed session for the purpose of discussing a personnel matter as provided in N.C. General Statutes 143.318.11(6).

Following the closed session, the Board reconvened in open session, reported no action was taken in the closed session, and the meeting was adjourned at 8:00 p.m.

Respectfully submitted by:



Andrea Orbich
Executive Assistant/Clerk to the Board

Attachments

RESOLUTION DECLARING THE INTENT OF THE ORANGE WATER AND SEWER AUTHORITY TO REIMBURSE ITSELF FOR CAPITAL EXPENDITURES FROM THE PROCEEDS OF CERTAIN TAX-EXEMPT OBLIGATIONS UNDER THE INTERNAL REVENUE CODE OF 1986 AND UNITED STATES DEPARTMENT OF TREASURY REGULATIONS

BE IT RESOLVED by the Board of Directors of the Orange Water and Sewer Authority (the "*Authority*") as follows:

Section 1. It is hereby found, determined and declared by the Board of Directors as follows:

(a) Section 54A(d)(2)(D) of the Internal Revenue Code of 1986 (the "*Code*") and Section 1.150-2 of the Treasury Regulations (the "*Regulations*") prescribe specific procedures which will be applicable to certain bonds or notes issued by the Authority including, without limitation, a requirement that the Authority declare its official intent to reimburse certain expenditures with proceeds of debt to be incurred by the Authority.

(b) The Code and the Regulations expressly permit the statement of official intent to be declared by any person designated by the Authority to declare such official intent on behalf of the Authority.

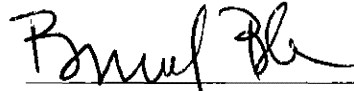
(c) The Board of Directors believes that it is in the best interest of the Authority to designate the Director of Finance and Customer Service of the Authority to declare such official intents on behalf of the Authority.

Section 2. As permitted by the Code and the Regulations, the Director of Finance and Customer Service of the Authority, now or hereafter serving in such capacity, is hereby designated by the Board of Directors to declare the official intent on behalf of the Authority to reimburse any and all expenditures with the proceeds of debt to be hereafter incurred by the Authority.

Section 3. The Director of Finance and Customer Service is directed to report to the Board of Directors on an annual basis any such declaration of intent.


Section 4. This resolution is effective on its adoption.

Adopted this 8th day of September 2022.



Bruce Boehm, Chair

ATTEST:



Andrea Orbich, Assistant-Secretary

Resolution By Orange Water and Sewer Authority to Submit Applicant for Water Service Extension to Disadvantaged Households

Whereas, Orange Water and Sewer Authority (OWASA) has need for and intends to construct, plan for, or conduct a study in a project described as "Water Service Extension to Disadvantaged Households in OWASA Service Area" and

Whereas, OWASA intends to request a State loan and/or grant assistance for the project:

Now Therefore Be It Resolved, By The Board Of Directors Of Orange Water And Sewer Authority:

1. That OWASA, the Applicant, will arrange financing for all remaining costs of the project, if approved for a State loan and/or grant award.
2. That the Applicant will provide for efficient operation and maintenance of the project on completion of construction thereof.
3. That the Applicant will adopt and place into effect on or before completion of the project a schedule of fees and charges and other available funds which will provide adequate funds for proper operation, maintenance, and administration of the system and the repayment of all principal and interest on the debt.
4. That the governing body of the Applicant agrees to include in the loan agreement a provision authorizing the State Treasurer, upon failure of OWASA to make a scheduled repayment of the loan, to withhold from OWASA any State funds that would otherwise be distributed to the local government unit in an amount sufficient to pay all sums then due and payable to the State as a repayment of the loan.
5. That the Executive Director, the Authorized Official, and successors so titled, is hereby authorized to execute and file an application on behalf of the Applicant with the State of North Carolina for a loan and/or grant to aid in the study of or construction of the project described above.
6. That the Authorized Official, and successors so titled, is hereby authorized and directed to furnish such information as the appropriate State agency may request in connection with such application or the project: to make the assurances as contained above; and to execute such other documents as may be required in connection with the application.
7. That the Applicant has substantially complied or will substantially comply with all Federal, State, and local laws, rules, regulations, and ordinances applicable to the project and to Federal and State grants and loans pertaining thereto.

Adopted this 8th day of September 2022.



Bruce Boehm, Chair

Attest:



Andrea Orbich, Assistant-Secretary

Resolution By Orange Water and Sewer Authority to Submit Applicant for Sewer Service Extension to Disadvantaged Households

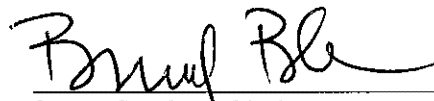
Whereas, Orange Water and Sewer Authority (OWASA) has need for and intends to construct, plan for, or conduct a study in a project described as "Sewer Service Extension to Disadvantaged Households in OWASA Service Area"; and

Whereas, OWASA intends to request State loan and/or grant assistance for the project:

NOW THEREFORE BE IT RESOLVED, BY THE BOARD OF DIRECTORS OF ORANGE WATER AND SEWER AUTHORITY:


1. That OWASA, the Applicant, will arrange financing for all remaining costs of the project, if approved for a State loan and/or grant award.
2. That the Applicant will provide for efficient operation and maintenance of the project on completion of construction thereof.
3. That the Applicant will adopt and place into effect on or before completion of the project a schedule of fees and charges and other available funds which will provide adequate funds for proper operation, maintenance, and administration of the system and the repayment of all principal and interest on the debt.
4. That the governing body of the Applicant agrees to include in the loan agreement a provision authorizing the State Treasurer, upon failure of OWASA to make a scheduled repayment of the loan, to withhold from OWASA any State funds that would otherwise be distributed to the local government unit in an amount sufficient to pay all sums then due and payable to the State as a repayment of the loan.
5. That Executive Director, the Authorized Official, and successors so titled, is hereby authorized to execute and file an application on behalf of the Applicant with the State of North Carolina for a loan and/or grant to aid in the study of or construction of the project described above.
6. That the Authorized Official, and successors so titled, is hereby authorized and directed to furnish such information as the appropriate State agency may request in connection with such application or the project: to make the assurances as contained above; and to execute such other documents as may be required in connection with the application.
7. That the Applicant has substantially complied or will substantially comply with all Federal, State, and local laws, rules, regulations, and ordinances applicable to the project and to Federal and State grants and loans pertaining thereto.

Adopted this 8th day of September 2022.



Bruce Boehm, Chair

Attest:



Andrea Orbich, Assistant-Secretary

Resolution by Orange Water and Sewer Authority to Adopt New Strategic Plan

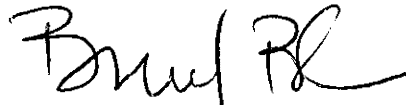
Whereas, the OWASA Board of Directors and staff have engaged in and completed an expansive and inclusive review of the community's water resources needs and values, and in that light has completed the attached updated Strategic Plan to identify broad reaching strategic priorities and goals; and

Whereas, the Board of Directors has considered and is adopting this Resolution to formalize its updated Strategic Plan, and to provide guidance to the staff and to the public as to the values, goals, and means by which OWASA's work will be achieved;

Now Therefore Be It Resolved, By the Board of Directors of Orange Water and Sewer Authority:

1. The attached, updated Strategic Plan is hereby adopted.

Adopted this 8th day of September 2022.



Bruce Boehm, Chair

Attest:



Andrea Orbich, Assistant-Secretary



STRATEGIC PLAN

2023-2027



WORKING WITH THE COMMUNITY TO PROTECT PUBLIC HEALTH AND ENVIRONMENT

The Orange Water and Sewer Authority has proudly served the Chapel Hill and Carrboro community for over 45 years. We take pride in the services that we provide to protect the health of the community and our beautiful and bountiful environment. In pursuing our strategic plan, we will work to be our community's trusted partner for clean water and environmental protection for decades to come, taking on the most pressing challenges and opportunities.

Our strategic plan helps to ensure that we are anticipating and preparing for the future that we want and setting a course for aligning valuable resources with our strategic goals and objectives. We utilized the development process as a time to think comprehensively and identify broad-reaching strategic goals and initiatives for the next five to six years, engaging employees, community members, stakeholders, and past and present board members.

Over the next five years, **OWASA will plan for and respond to a broad range of issues, from ensuring that we recruit and retain a dedicated workforce to preparing for emergencies and climate change.** You can count on us to track and evaluate the effectiveness of our plan and adjust as necessary. This plan will allow us to adapt to changing conditions, while maintaining the highest level of service for our community.

We can't do it alone. We invite you to join us in our stewardship of the community's water and sewer infrastructure and the natural resources that are so critical to our health, environment, and economy. Conserve water. Tour the water treatment plant. Join the Board. Join the Team. **We look forward working WITH you to protect public health and environment today and for years to come.**

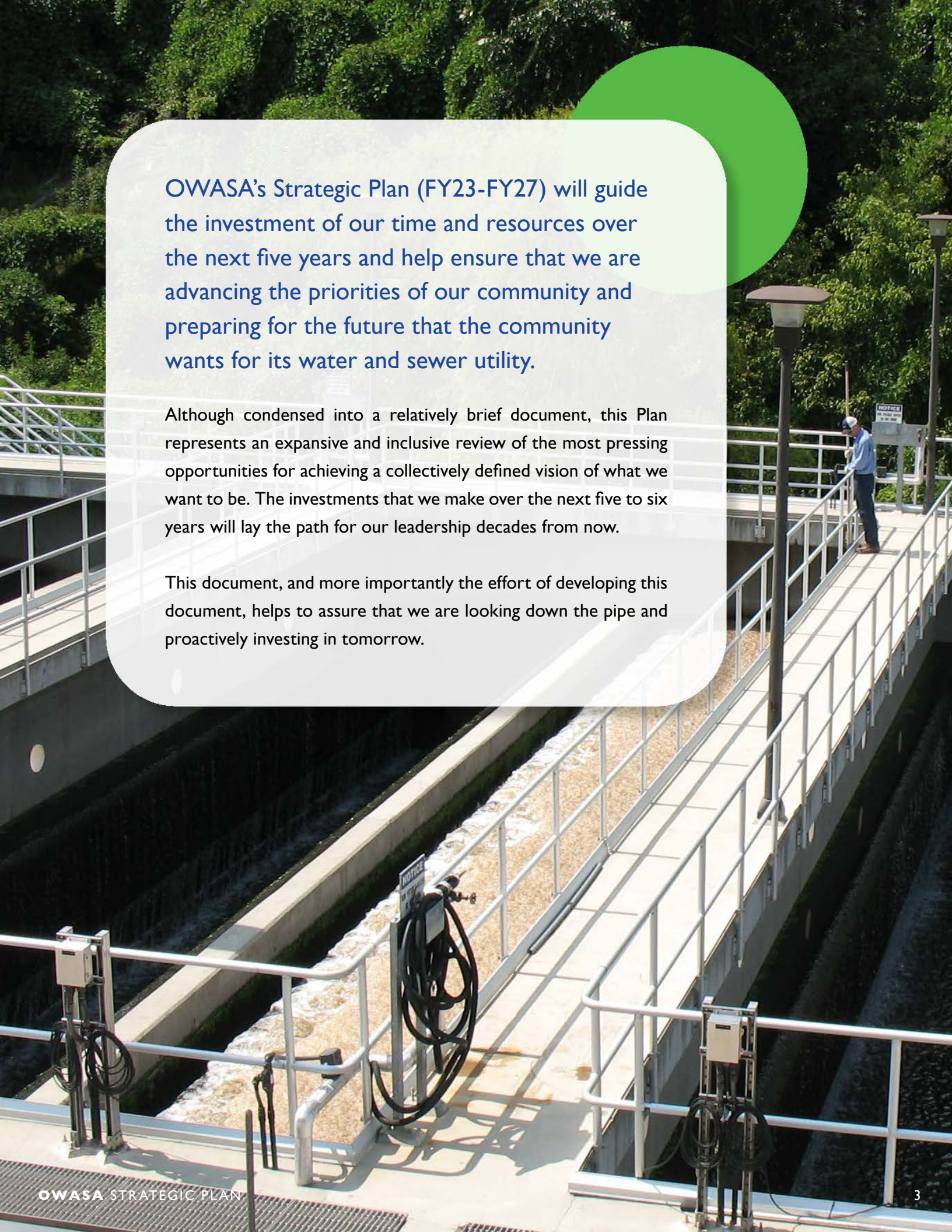
In partnership,

BRUCE BOEHM
Chair of the OWASA Board



TODD TAYLOR, P.E.
Executive Director





OWASA's Strategic Plan (FY23-FY27) will guide the investment of our time and resources over the next five years and help ensure that we are advancing the priorities of our community and preparing for the future that the community wants for its water and sewer utility.

Although condensed into a relatively brief document, this Plan represents an expansive and inclusive review of the most pressing opportunities for achieving a collectively defined vision of what we want to be. The investments that we make over the next five to six years will lay the path for our leadership decades from now.

This document, and more importantly the effort of developing this document, helps to assure that we are looking down the pipe and proactively investing in tomorrow.

DEVELOPMENT PROCESS

Assisted by OWASA staff and strategic planning consultant Raftelis and informed by a broadly focused scan, the OWASA Board of Directors, Executive Director, and Leadership Team developed the following strategic plan.

Staff engagement was critical to the process. Early on, a Strategic Planning Advisory and Resource Council (SPARC) was formed of staff from across the organization. The SPARC collectively provided feedback on individual steps of the Plan's development and represented the Plan to the entire OWASA Team. Additionally, members of the SPARC helped to design, implement, and analyze components of the scan. They also served as members of task forces to have challenging, yet inspiring, conversations about what is truly needed to advance OWASA's strategic priorities. And as the Strategic Plan has been finalized, the SPARC served as ambassadors for the Plan and will, no doubt, be critical, alongside other Team members, in advancing its initiatives.



OWASA undertook a multi-faceted scan to help assess the current organization and environment in which we are working. This scan included:

- Departmental assessments of OWASA's strengths, opportunities, aspirations, and (desired) results
- Survey of current and past Board members
- Sessions with representatives from institutions that OWASA serves and works with, businesses, and other important stakeholders
- Literature review of the strategic plans of leading utilities and businesses across the country, community partners, and utility industry organizations
- Survey of OWASA employees
- Survey of community members

9 DEPARTMENTAL
SOARs

23 BOARD
PARTICIPANTS

34 STAKEHOLDER
PARTICIPANTS

51 STRATEGIC
PLANS REVIEWED

61 EMPLOYEE
PARTICIPANTS

1,153
COMMUNITY
PARTICIPANTS

**WE APPROACHED
THE SCAN WITH
THE FOLLOWING
QUESTIONS:**

Who is OWASA?

What are our strengths?

What values and priorities do various groups hold for OWASA to consider in our strategic plan?

What is currently happening or emerging that presents opportunities for OWASA?

The OWASA Board of Directors and Leadership Team used the results of this scan as a foundation for their revisions to OWASA's vision, mission, and values and the identification of the top strategic priorities for the organization over the next five to six years.

Task forces of OWASA staff, including members of the Leadership Team, organized around each of the strategic priorities to identify and prioritize goals for each priority and the initiatives required to achieve them. The OWASA Board of Directors provided input on the recommendations made by OWASA staff in order to finalize a draft strategic plan. Before finalizing the plan, the draft was put forward to OWASA staff and the community for feedback and input.

The result is a Strategic Plan that was collectively developed by the OWASA Board, staff, stakeholders, and community. This inclusive approach to the development and execution of the Plan is critical to its representation and ultimate success.



WHAT WE LEARNED: THEMES FROM THE SCAN

The OWASA of the future stands on a solid foundation that was recognized by various groups in the scan. Five commonly referenced attributes of OWASA and our staff included:

COMMUNITY-
MINDED

CUSTOMER
SERVICE

COMMITMENT
TO QUALITY

RELIABLE

CONTINUOUSLY
IMPROVING

CHALLENGES AND OPPORTUNITIES

WORKFORCE ISSUES OWASA has an excellent and dedicated team; our employees are our most valuable resource. Ensuring that OWASA is attracting a high volume of diverse and promising applicants has become increasingly important and challenging as the labor market tightens and OWASA faces unprecedented levels of retirement eligibility. Once here, employees need engagement, training, and recognition to bring their best selves forward and grow within the organization.

TECHNOLOGY AND INNOVATION Technology is a vital tool for maximizing the efficiency of a utility's operations and for connecting with customers, but the use of technology can also carry risks, particularly for cybersecurity. OWASA has made good and efficient use of technology over the years, but this field is rapidly evolving. Technology is increasingly complex, changes quickly, and will continue to require substantial resources. Additionally, community expectations for technology are increasing, and there is additional pressure for real-time information and data.

ENVIRONMENTAL PROTECTION OWASA's operations are intricately intertwined with the environment; we are both affected by and affect the environment. Climate change was a frequently cited challenge for OWASA to manage in the future. Participants in the scan recognized the link between land use, watershed protection, and water quality and called for OWASA to prioritize initiatives to advance and communicate our work in environmental protection.

COMMUNICATIONS Achieving and maintaining the trust of our community requires that we effectively engage with them and respond to their needs. The community survey identified some informational gaps regarding OWASA's commitment to environmental protection, sustainability, and infrastructure construction. The scan recognized that there is no one best practice to communicate, and that OWASA should be working on a number of fronts to communicate and connect.

REGULATORY RESPONSIBILITY & RISK OWASA operates in a heavily regulated field. We are responsible for meeting the regulations of today and staying ahead of tomorrow's regulations. Additionally, it is critical that OWASA maintains a responsible level of investment in the repair and rehabilitation of our community's water and wastewater infrastructure to ensure the quality and reliability of services so essential to public health and environmental protection.

OWASA'S STRATEGIC PLAN

(FISCAL YEAR 2023 – 2027)



VISION

To be our community's trusted partner for clean water and environmental protection.



MISSION

Our dedicated Team delivers valuable water and sewer services that are essential to our community's health, environment, and economy through the stewardship of infrastructure and natural resources.

VALUES

DIVERSITY & INCLUSION

We are committed to creating an inclusive workplace that promotes and values diversity.

TEAMWORK & PARTNERSHIP

We work together to achieve shared goals.

RELIABILITY

We are committed to consistently providing high-quality products and services.

SAFETY

We put the safety of our employees and community above all else.

INTEGRITY

We can be counted on to use sound judgment and follow-through on our promises.

EQUITY

We work to ensure fair access to and delivery of our essential services.

STEWARDSHIP

We make wise and efficient use of the financial and natural resources with which we are entrusted.

INNOVATION

We take a creative approach and adapt to changing circumstances.



ONE WATER

Water connects us: past, present, future. We take an integrated approach to our management of surface water, drinking water, wastewater, and reclaimed water. It is our responsibility to treat it well for downstream uses, while at the same time respecting its upstream power.



STRATEGIC PRIORITIES

- Employee recruitment, retention, and development
- Equitable services
- Climate and land use change adaptation
- Community engagement
- Emergency management and cybersecurity
- Service reliability and resiliency

STRATEGIC PRIORITIES

EMPLOYEE RECRUITMENT, RETENTION, AND DEVELOPMENT

OWASA's mission requires a dedicated team. The following initiatives make advancements beyond the myriad of important HR efforts underway. This priority has a high-level of overlap with OWASA's organizational value of Diversity and Inclusion.

GOAL

- 1 Increase the number of applicants for entry-level and/or high-turnover positions
- 2 Achieve and maintain competitive compensation
- 3 Ensure staff are prepared, informed, and engaged to lead OWASA into the future

INITIATIVE



- ➔ Develop a recruitment strategy for entry-level and high-turnover positions
- ➔ Conduct and implement a Pay and Class Study
- ➔ Develop and institute an Employee Development Plan





EQUITABLE SERVICES

This priority focuses on assisting those in our community who face challenges with obtaining and paying for our services. The following goals and initiatives were identified as near-term opportunities to increase the equity of OWASA's life-critical services.

GOAL	INITIATIVE
① Decrease number of disadvantaged/underserved households not connected to OWASA's services	 Identify affected households and pursue outside funding to connect
② Increase adequacy and accessibility of customer assistance funding	 Evaluate and update Care to Share program

CLIMATE AND LAND USE CHANGE ADAPTATION

Climate change readiness/adaptation was universally identified as a high priority by OWASA staff, Board, community, and stakeholders. In the strategic priority-setting workshop, climate change mitigation was differentiated from adaptation: adaptation was rated a very high priority to address, mitigation was not. Additionally, recognizing the interplay between climate change and land use change (particularly on hydrology), adaptation to land use change is included in this strategic priority.

GOAL

- ① Increase drought resilience
- ② Prepare for organizational impacts of climate and land use change

INITIATIVE

- ➔ Implement most viable Jordan Lake alternative
- ➔ Develop Climate Action Plan





SERVICE RELIABILITY AND RESILIENCY

Service reliability and resiliency are at the core of ensuring that our water and sewer services are valued and the community’s trust is developed and maintained. This requires us to ensure our infrastructure remains in good working order, our investments and operations are data-driven, and we have redundancy in the system.

GOAL		INITIATIVE
① Increase capital project execution	➔	Develop and pursue Project Delivery Optimization Plan
② Reduce downtime of critical infrastructure and equipment	➔	Update and execute Asset Management Plan
③ Improve the collection and use of real-time data to inform and drive decision-making	➔	Execute SCADA Master Plan
④ Establish and pursue capital investment goals	➔	Establish and implement Capital Investment Strategy



EMERGENCY MANAGEMENT AND CYBERSECURITY

The OWASA Board (past and present), stakeholders, and community members all ranked “preparing for emergencies and cybersecurity threats” as one of their top three priorities for OWASA to address over the next five years. However, preparation is only one aspect of emergency management. It is equally important to focus on the prevention of, protection against, response to, and recovery from emergencies and cybersecurity threats. Therefore, this priority was adapted to broadly address emergency management. OWASA has a robust emergency management and cybersecurity program. The following initiatives will enhance existing efforts and help to increase our capacity to manage emergencies.

GOAL

① Ensure staff are prepared and ready for emergencies of all types



② Reduce risk exposure



INITIATIVE

Develop and institute a Continuous Emergency Preparedness Model

Assess risk on collection and wastewater system and implement high priority risk mitigation actions for entire system

COMMUNITY ENGAGEMENT

Achieving and maintaining the trust of our community requires that we effectively engage with them and respond to their needs. The community survey identified some informational gaps regarding OWASA's commitment to environmental protection, sustainability, and infrastructure construction. In addition to continuing to pursue and refine OWASA's Communications and Community Engagement Program, the following goals and initiatives were prioritized to further enhance our community engagement.

GOAL

- 1 Increase the quality and use of community feedback
- 2 Streamline customer account experience



INITIATIVE

- Develop and implement regular community survey
- Integrate online billing and water use portals





CONTACT OWASA ANYTIME

OWASA is Carrboro-Chapel Hill's not-for-profit public service agency delivering high quality water, wastewater, and reclaimed water services. Under the streets, in the field, at the lab and in the office, our diverse team manages the community's wastewater system. Contact us anytime. We welcome your questions and feedback!

ORANGE WATER AND SEWER AUTHORITY

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Orange Water and Sewer Authority



Orange Water & Sewer Authority

