



Orange Water and Sewer Authority

OWASA is Carrboro-Chapel Hill's not-for-profit public service agency delivering high quality water, wastewater, and reclaimed water services.

Summary of the OWASA Board of Directors' Virtual Public Hearing and Meeting on May 28, 2020

Please note: The summary below was prepared by staff and is not approved by the OWASA Board. OWASA's [webpage with Board meeting information](#) includes the Board's adopted minutes, agenda materials, staff's meeting summaries, audio recordings of Board meetings on second Thursdays of the month, and videos of Board meetings on fourth Thursdays. The agenda and related information for the May 28th public hearing and meeting that was held virtually are available [here](#).

The Board of Directors:

- Conducted concurrent public hearings on the preliminary annual operating and capital improvements budget and proposed rates, fees, and charges. The proposed budget does not increase rates and fees for customers and includes roughly \$23.2 million for operating expenses, \$20.3 million for capital projects, and \$9.1 million for debt service. The Board of Directors will vote on the final budget at their June 11, 2020, Work Session.
- Received an update on OWASA's response to COVID-19 and a phased plan for returning to normal operations. OWASA continues to take proactive measures to ensure we provide the Carrboro and Chapel Hill communities with high-quality and reliable water, wastewater, and reclaimed water services during the COVID-19 pandemic. OWASA staff who are able to telework will continue doing so. Safety measures are in place to allow for field crews to perform preventative maintenance and lab staff to operate in a limited capacity. OWASA's lake recreation season will open at a reduced capacity with a variety of social distancing measures on May 29, 2020. OWASA will continue the suspension of service disconnection for non-payment through at least July 1, 2020 and will keep the Board informed on plans for customer payment plans and utility billing assistance.
- Received an update on the relaunch of OWASA's website. After completing a request for qualifications process, OWASA partnered with a local web development vendor and relaunched OWASA's website on March 9, 2020. The website incorporated refreshed branding and will assist in OWASA's communications with customers, including with updates regarding the COVID-19 pandemic.

The Board will hold its next meeting remotely on Thursday, June 11, 2020 via Microsoft Teams at 6 p.m.; a link will be provided on OWASA's website at www.owasa.org/board-of-directors-meetings.

OWASA's administrative office is closed to the public to help mitigate the spread of COVID-19.

Customers in need of assistance can still contact OWASA from 8 a.m. – 5 p.m. Monday through Friday by calling (919) 968-4421, emailing customerinquiries@owasa.org, or using the chat function during normal business hours available in the bottom-right corner of www.owasa.org. Please allow for additional time for OWASA staff to respond during this time. We appreciate your patience.



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