



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' Annual Meeting on September 24, 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, recordings of Board meetings on second and fourth Thursdays of the month. The agenda and related information for the September 24th meeting that was held virtually are available [here](#).

The Board of Directors:

- Received an update on OWASA's Forest Management Program. A prescribed burn for OWASA's Mitigation Tract scheduled for May 2020 was delayed due to COVID-19 restrictions. In accordance with the Board-approved guiding principles, an OWASA consultant has developed stewardship plans for two OWASA-owned properties near the Cane Creek Reservoir.
- Received an update on the new water main prioritization model. The new model provides additional analysis and decision-support tools to guide infrastructure investment decisions and operational strategies for managing the water distribution system for the community. Condition assessment and system monitoring opportunities that OWASA will continue to explore were also discussed. The Board provided input on and requested staff to return with a recommendation on a revised Key Performance Indicator goal for water main breaks.
- Discussed the process to update OWASA's strategic plan. The current strategic plan was adopted in 2014, and the strategic initiatives have been completed or are considerably underway. The Board agreed that they were ready to update OWASA's strategic plan. Staff will bring back a draft process for the Board's review in a future meeting.
- 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 are providing (and can continue to provide) the community with high-quality and reliable water, wastewater, and reclaimed water services during the COVID-19 pandemic. A temporary moratorium on service disconnection for non-payment remains in-place since March 12, 2020. The Board received an update on the extent and severity of past due accounts.

The Board will hold its next two meetings remotely on Thursday, October 8, 2020 and Thursday, October 22, 2020, via Microsoft Teams at 6 PM; 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 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.

