



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' Meeting on October 22, 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 October 22nd meeting that was held virtually are available [here](#).

The Board of Directors:

- 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. OWASA has been updating return to normal operations plans to follow the move by the State of North Carolina into Phase 3 of the re-opening process.
- Received the financial report for the three-month period that ended September 30, 2020. All but one of our financial performance targets were met. We are to trying to limit operating expenses while continuing to assess the lingering financial impact of COVID-19 on our community. Water and sewer revenue were about \$241,000 greater than budget and operating expenses were about \$448,000 less than budget.
- Received an update on the ongoing efforts to improve the reliability and resiliency of the services we provide to customers. Nearly all activities identified following two service area-wide disruptions have been completed, programmed into our future construction projects, or integrated into our day-to-day work practices.
- Continued discussion of the results of the 2020 Board Self-Assessment.

The Board will hold its next two meetings remotely on Thursday, November 12, 2020 and Thursday, December 10, 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.