



**OWASA Update on  
Agua Vista Web Portal to Town  
of Chapel Hill Town Council**

**October 2, 2019**



# Agua Vista

Track your water use at [owasa.org](https://owasa.org)

**From:** Orange Water and Sewer Authority <[customerinquiries@owasa.org](mailto:customerinquiries@owasa.org)>

**Sent:** Sunday, April 21, 2019 3:41 AM

**To:** email@email.com

**Subject:** Continuous Water Use: You may have a leak



Agua Vista  
Program

Address



### Continuous Water Use

Your water has been running continuously since 2:00 AM on Tuesday, April 16, 2019.

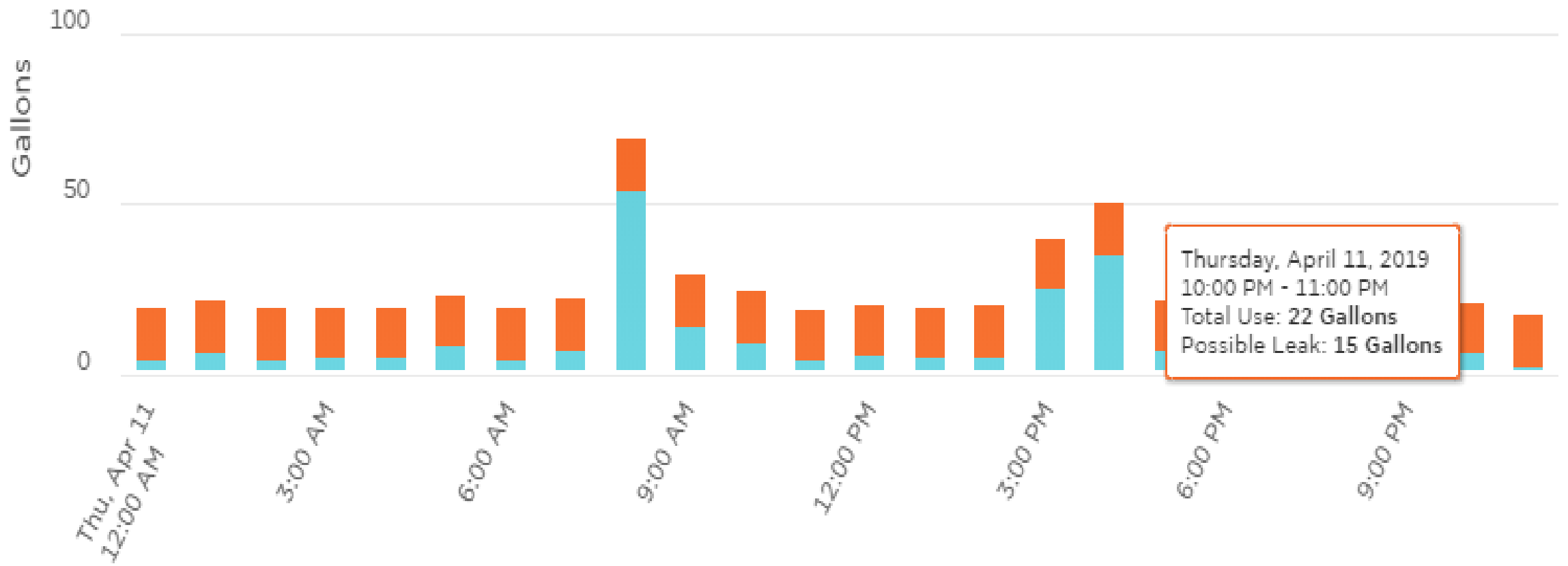
[Investigate possible leak »](#)

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If it is normal for your property or business to use water continuously, please let us know.

[Mark this use as normal »](#)

[Adjust your alert settings »](#)





Toilets

Fixtures

Irrigation

Other

## Check Your Toilets

Running toilets are a common source of leaks, and are easy to fix.



Locate a leak by listening for running water or doing a [dye test](#).



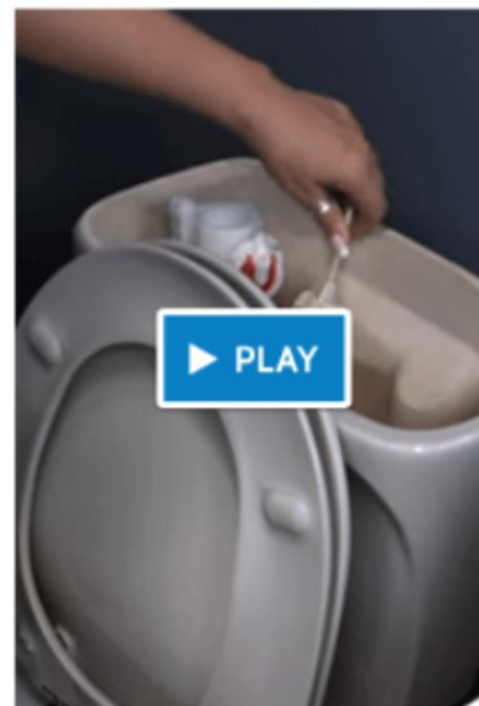
When the tank is full, check that the water level stops about one inch below the top of the overflow tube.




If the water is too high, adjust the water level screw or repair the float valve. If not, [check the flapper or the seal on the flush](#)

**Found a leak**

**Step 2: Fixtures**





*“Thank you so much for the new alert aqua vista system. Can’t imagine how much water would have been wasted if undetected until we received water bill. We are senior citizens on a fixed income...”*



Leak identified: 14 gph

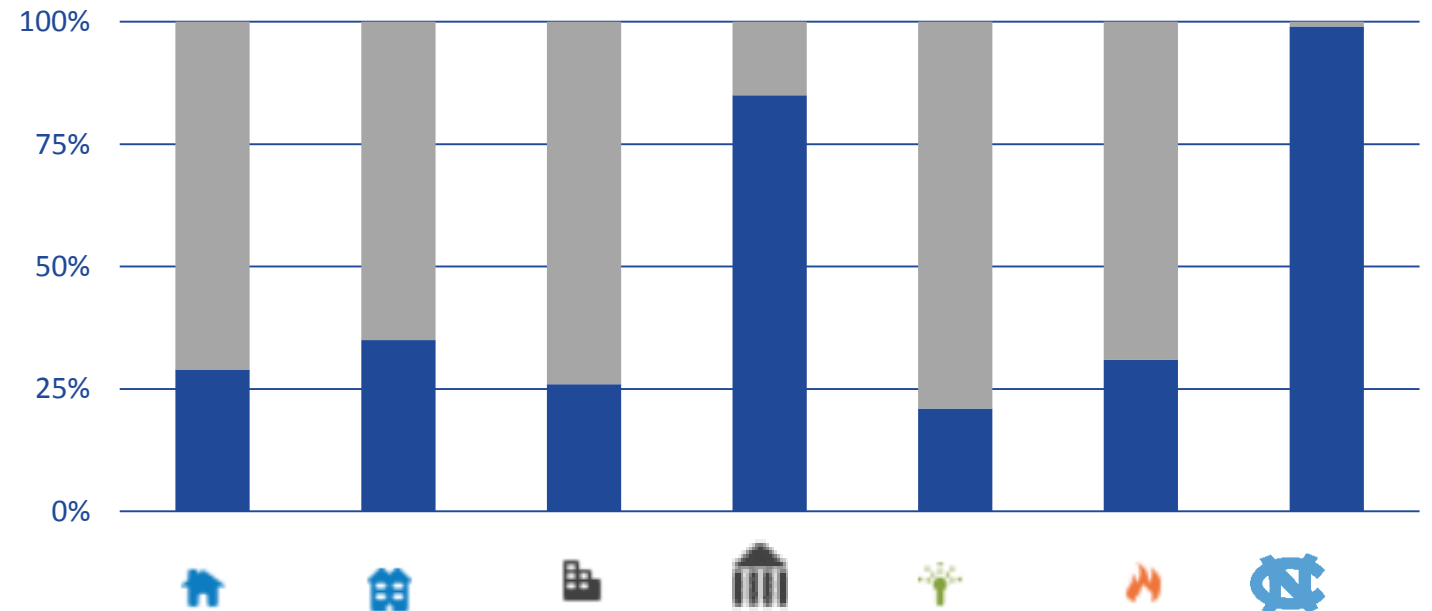
Estimated savings from early leak detection and notification: \$68



# Agua Vista Web Portal: Registration

Total Customers  
Registered for Agua  
Vista Web Portal  
**6,636**  
(30.9% of eligible  
accounts)

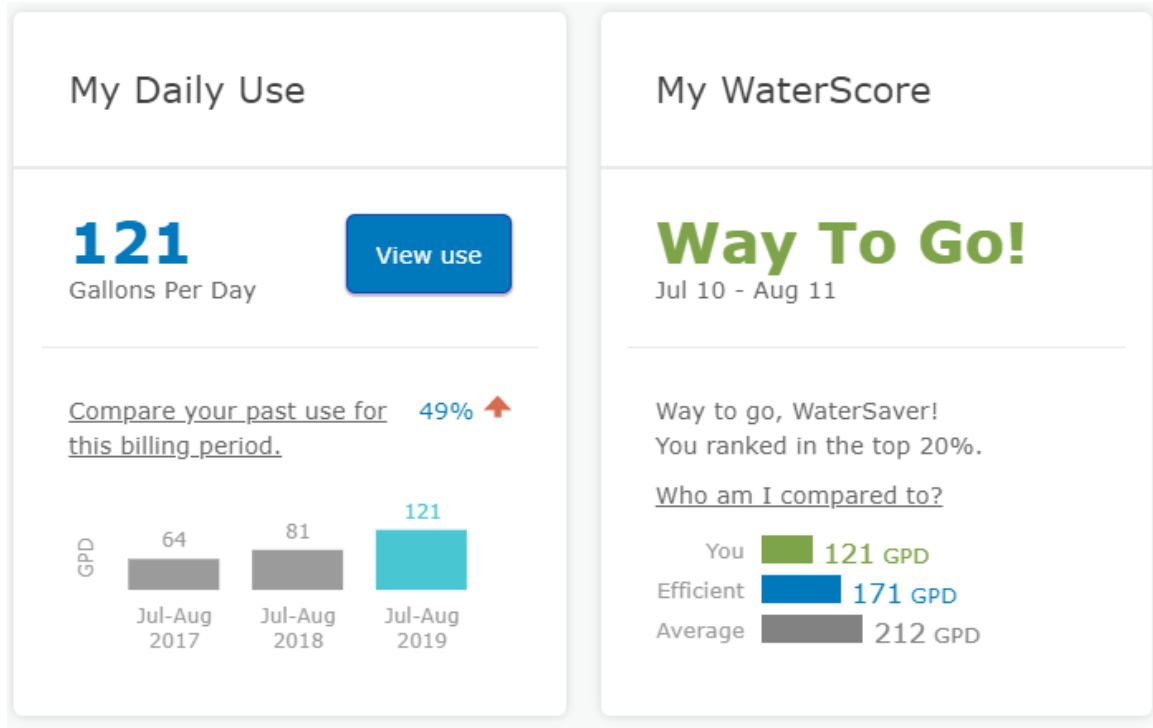
% of Eligible Accounts Registered for Agua  
Vista by Account Type





# Agua Vista Web Portal: Features

## Motivating Comparisons



## Custom Water Conservation Tips

**Install Faucet Aerators**

[Read more](#)

Savings up to... **27 GPD** | **\$169/yr**





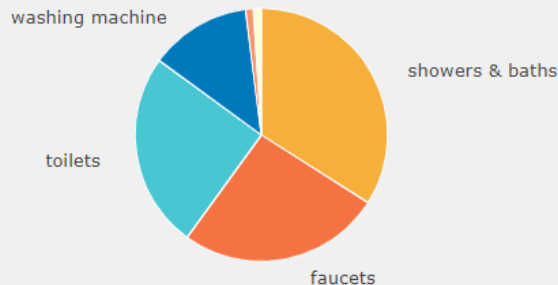
# Agua Vista Web Portal: Features

## Update Profile



Total Number of Residential Profile Surveys Completed  
895 (5% of eligible accounts)

Estimating Your End Uses: 2018 - 2019



## Establish Communication Preferences

### Leak Alerts

You will be notified if we think you have a leak. If your property uses water continuously, tell us [how much](#).

### Email

Text Message

Voice Message

### Daily Use Notifications

You will be notified when you use over **2X** times your normal seasonal use.

1X      3X      5X



*\*Typical Seasonal Use: 153 GPD*

Email

Text Message

Voice Message

### Bill Forecast Notifications

You will be notified if your use in the current period is on track to exceed **\$50 more** than your normal seasonal bill. We will only contact you a maximum of once per billing period.

\$ 50 more than your typical bill

Email

Text Message

Voice Message



# Agua Vista Web Portal: Leak Notifications



4,328 Accounts Alerted of Potential Leaks Since May 1, 2019

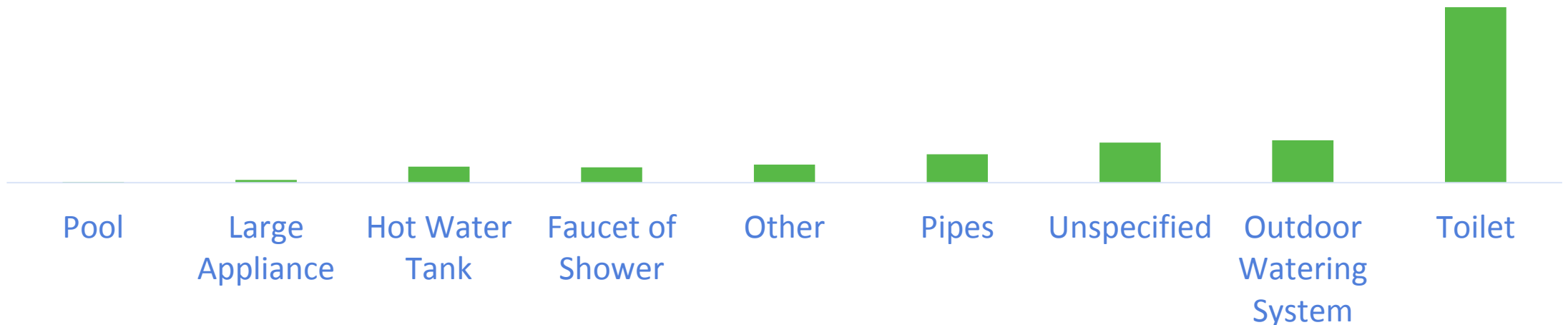
**460 Confirmed**

Average Leak Rate: 69 gallons per hour

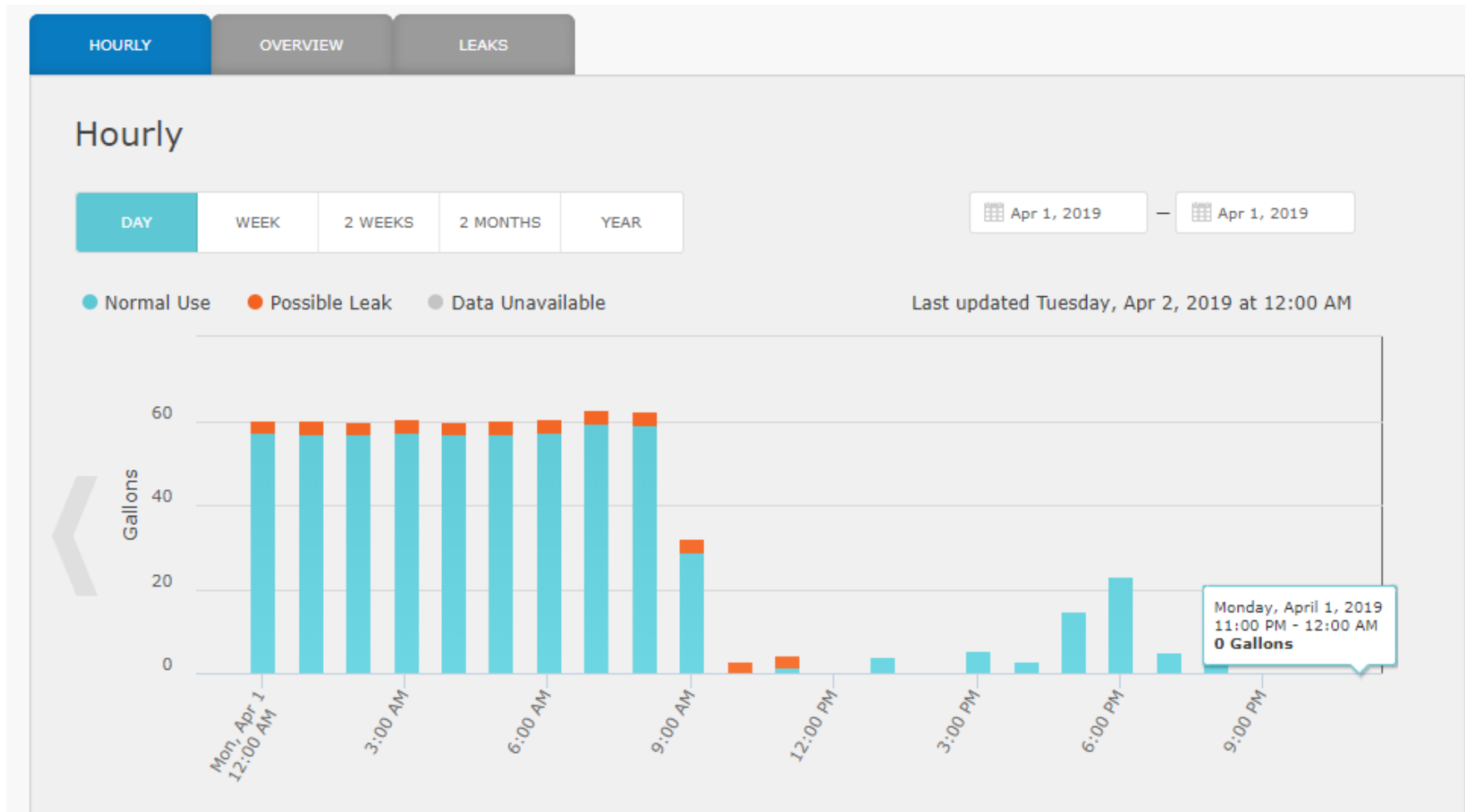
Average Leak Fixed within 7.11 days of starting

Est. Gallons Saved Due to Early Leak Notification: 30.3 million gallons per year

Cause of Confirmed Leaks



# Leak Notification for the Town of Chapel Hill





# Agua Vista Web Portal: Outreach and Education

- Welcome Letters
- #SaveWater Challenge
- Key Account Integration Discussion
- Affordability Outreach
- Integration with Overall Community Engagement (School Outreach)
- Water Wagon Events
- Vehicle Decals
- Leak Notifications
- Everyday Customer Interaction and Engagement



# CARRBORO-CHAPEL HILL'S COMMUNITY WATER AND WASTEWATER SYSTEM



400 Jones Ferry Road, Carrboro, NC 27510



919-968-4421



info@owasa.org



@OWASA1



www.owasa.org

# Advanced Metering Infrastructure

## *Financial and Operational Impacts*

Total Investment: \$5.3 million  
(Financed with low-interest loan at 1.53%  
from NC State Revolving Fund)

15-Year Net Present Value: \$3.25  
Million

