



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.

September 24, 2019

Mr. Maurice Jones
Chapel Hill Town Manager
405 Martin Luther King Jr. Blvd
Chapel Hill, NC 27514

Subject: October 2, 2019 Update for the Chapel Hill Town Council on OWASA's Agua Vista Web Portal

Dear Maurice,

We are grateful for the opportunity to share with the Town Council and public an update on the positive uptake and impact of the [Agua Vista Web Portal](#) in our community.

The Agua Vista Web Portal is based on the near-real time hourly water use information collected and conveyed by our recently upgraded water metering system. This \$5.3 million investment in our infrastructure will provide operational savings into the future, savings that will ultimately pay for the cost of the upgrade. In the near term, the Agua Vista Web Portal empowers our community members with their own water use data to take meaningful action to save water and money.

In the six months since it's rollout, more than 6,500 accounts have registered for Agua Vista. This represents over 30% of all OWASA accounts. The system has notified customers of over 4,000 potential leaks. Early leak notification not only saves customers money but helps avoid costly property damage and protects a resource vital to the health of our community: **water**.

Regards,

Ed Kerwin
Executive Director

Attachment

c: OWASA Board of Directors
Todd Taylor, General Manager of Operations
Mary Tiger, Sustainability Manager

