

**From:** Roger Stancil  
**Sent:** Tuesday, April 10, 2018 5:03 PM  
**To:** Allen Buansi; Donna Bell; Hongbin Gu; Jeanne Brown; Jess Anderson; Karen Stegman; Town Council; Michael Parker; Nancy Oates; Pam Hemminger; Rachel Schaevitz; Roger Stancil; Ross Tompkins  
**Cc:** Ed Kerwin; Mary Tiger; Todd Taylor; Amy Harvey; Beth Vazquez; Carolyn Worsley; Catherine Lazorko; Christina Strauch; Dwight Bassett; Flo Miller; Mary Jane Nirdlinger; Rae Buckley; Ralph Karpinos; Ran Northam; Roger Stancil; Sabrina Oliver  
**Subject:** Council Question: Item 6: OWASA

**Council Question:** Does OWASA have a sense of which homes or how many homes have Internet access and can thus take advantage of Agua Vista?

**OWASA Staff Response:** *Without ever logging on, all OWASA customers will benefit from the Agua Vista Metering Initiative. Every day, we will use the system to analyze water use data for small, large, and catastrophic leaks and proactively alert customers of these otherwise costly leaks via telephone or email. For convenience, there will be multiple opportunities for them to engage with their water use data. The Agua Vista web portal will be accessible via mobile phone, as well as internet-connected computers and tablets. We will also actively work with our partners in affordability outreach to incorporate the use of the Agua Vista web portal into discussions of household budgeting. As always, our staff will be at-the-ready to individually walk customers through their water use history via telephone or a short trip to our offices in Carrboro.*

**Town Staff Comment:** *We do not know how many homes have Internet access. We have information from a reliable watchdog group that all homes in Chapel Hill can be served by at least 1 Internet service provider (ISP) and that nearly all (98.2%) have at least 2 possible providers. So they can have Internet access. The ISPs don't report how many customers they have.*

*As the OWASA response pointed out, most people have mobile devices and the coverage in the Town is very good.*