



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

October 2, 2019



Agua Vista

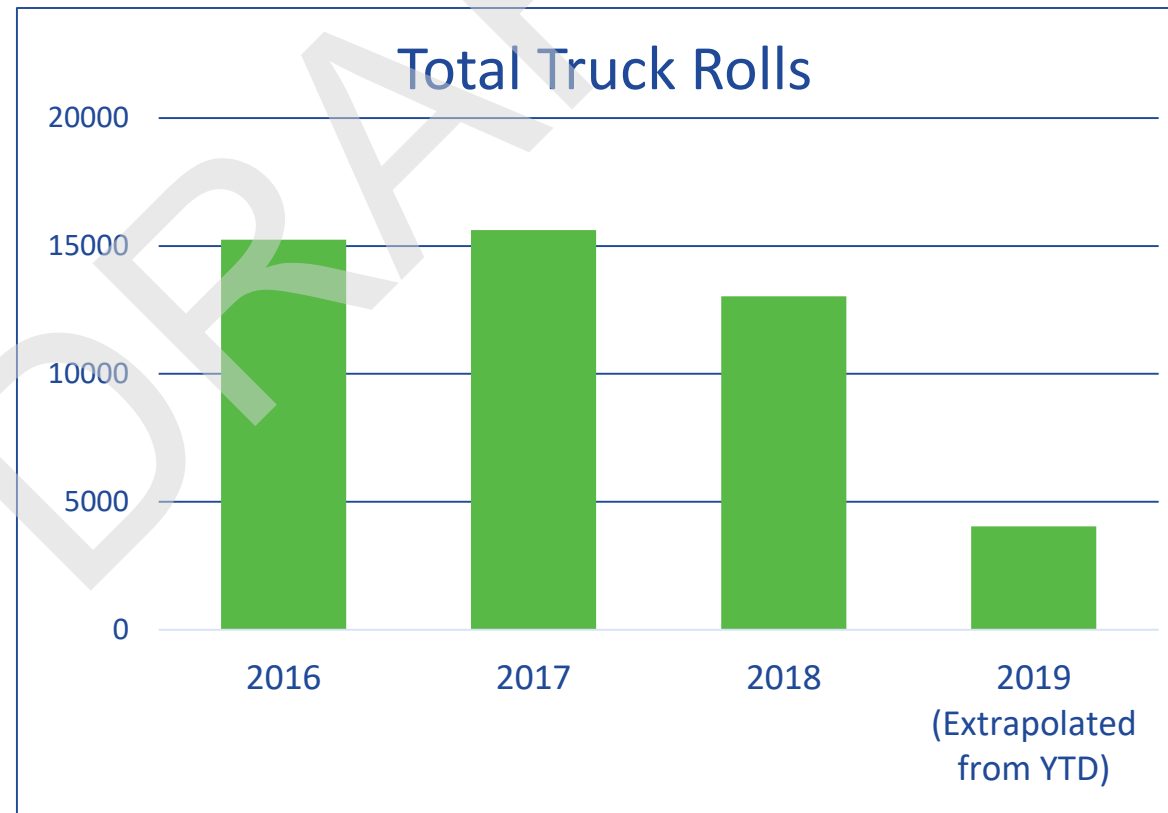
Track your water use at owasa.org

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

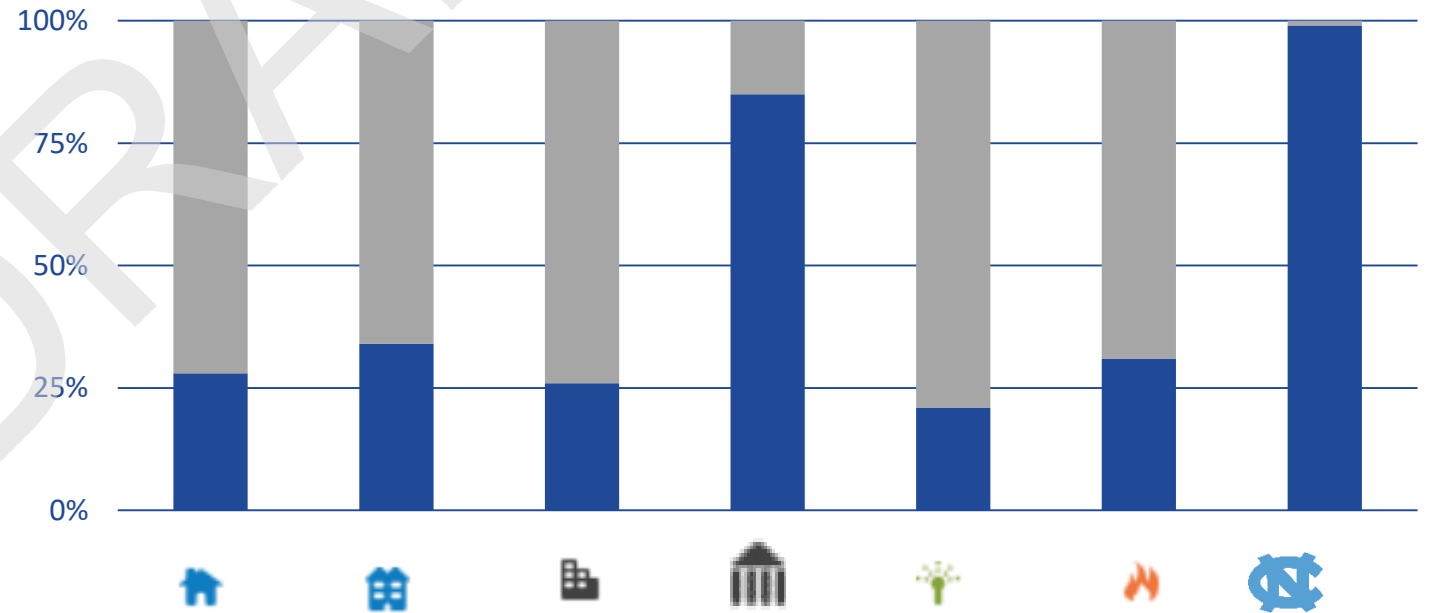




Agua Vista Web Portal: Registration

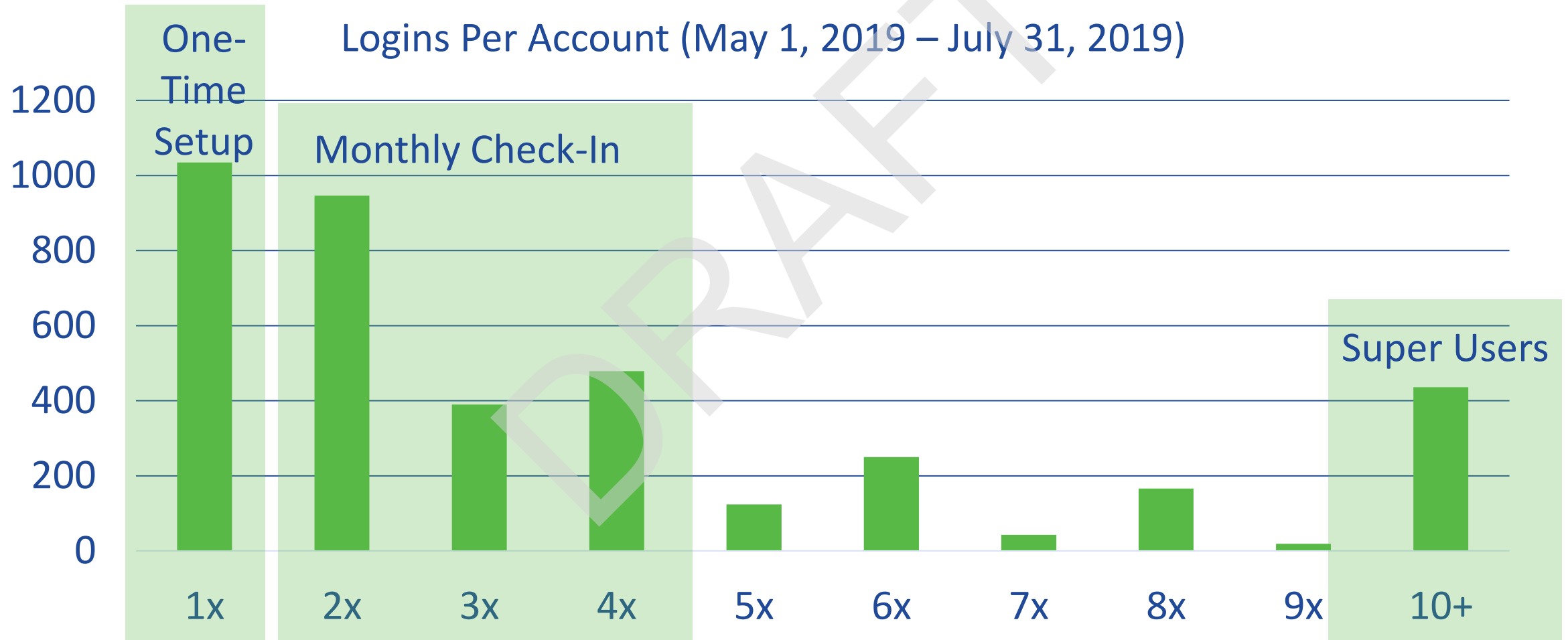
Total Customers
Registered for Agua
Vista Web Portal
6,467
(30.1% of eligible
accounts)

% of Eligible Accounts Registered for Agua
Vista by Account Type





Agua Vista Web Portal: Usage Statistics





Agua Vista Web Portal

Motivating Comparisons

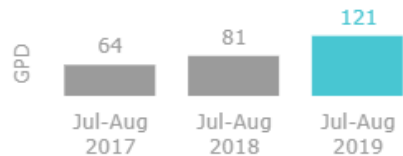
My Daily Use

121

Gallons Per Day

[View use](#)

Compare your past use for **49%** ↑
this billing period.



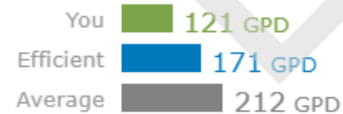
My WaterScore

Way To Go!

Jul 10 - Aug 11

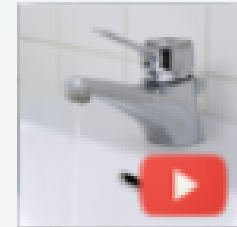
Way to go, WaterSaver!
You ranked in the top 20%.

Who am I compared to?



Custom Water Conservation Tips

Install Faucet Aerators



[Read more](#)

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



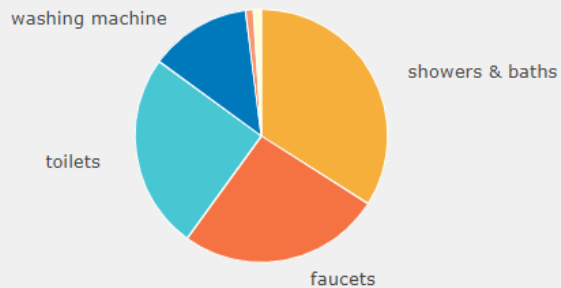
Agua Vista Web Portal

Update Profile



Total Number of Residential Profile Surveys Completed
860 (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

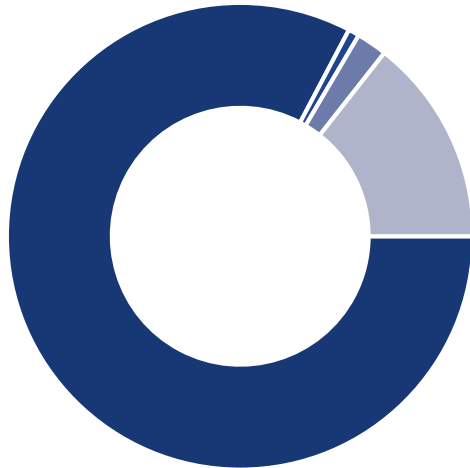


Accounts Alerted of
Potential Leaks since May
1, 2019

4,328

Text, 33

Email,
3580



By Staff, 92

Print Mail,
623

Method of Leak Notification

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](#)

[PLAY](#)



Agua Vista Web Portal: Leak Notifications

460 Confirmed Leaks

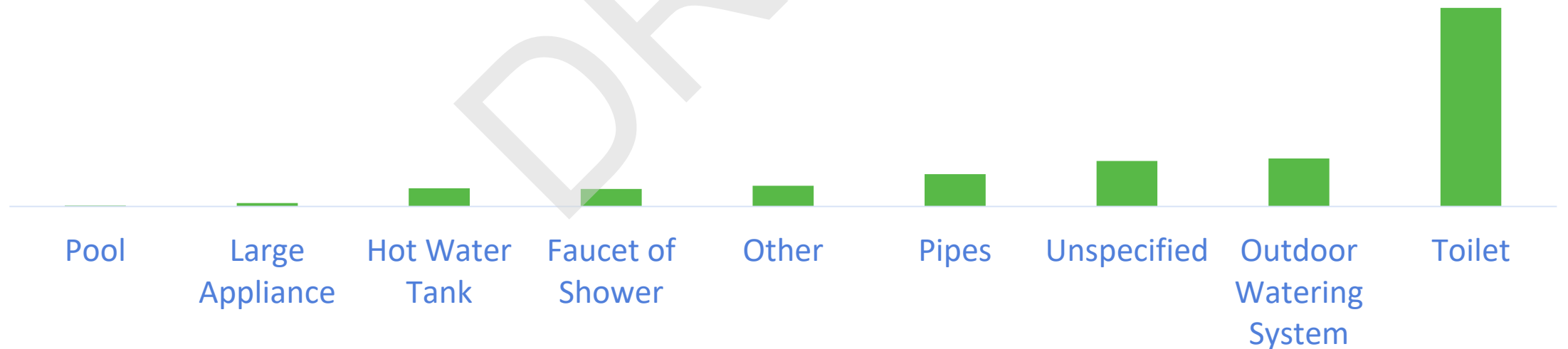


Average Leak Rate: 69 gallons per hour

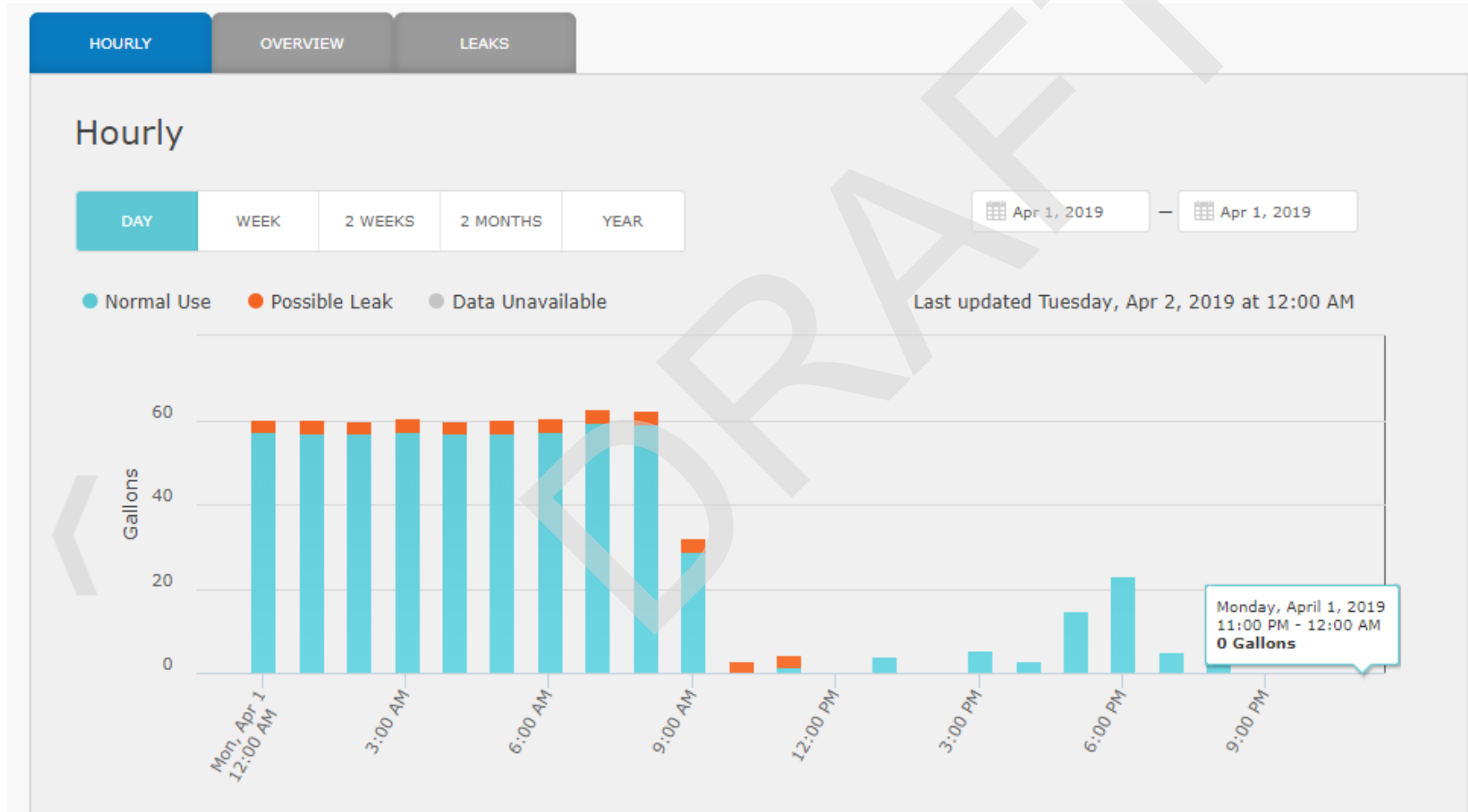
Average Leak Fixed within 7.11 days of starting

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



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