



ORANGE WATER AND SEWER AUTHORITY

*A public, non-profit agency providing water, sewer and reclaimed water services
to the Carrboro-Chapel Hill community.*

October 30, 2017

Mayor Pam Hemminger
Town of Chapel Hill
405 Martin Luther King Jr.
Boulevard
Chapel Hill, NC 27514

Mayor Lydia Lavelle
Town of Carrboro
301 West Main Street
Carrboro, NC 27510

Chair Mark Dorosin
Orange County Board of
Commissioners
Post Office Box 8181
Hillsborough, NC 27278

Dear Mayor Hemminger, Mayor Lavelle and Chair Dorosin:

We are pleased to submit this report on our services, projects and initiatives in the last three months.

[Advanced Metering Infrastructure/Agua Vista](#)

On October 2, 2017, you received an email from me regarding our Advanced Metering Infrastructure (AMI) project called Agua Vista. A few key takeaways are:

- The week of October 2, 2017, we mailed an informational flyer to every OWASA customer introducing them to the project. We also emailed this flyer to community organizations and other stakeholders.
- In 2018, we will begin the process of upgrading every meter across the service area (a 15-16 month endeavor that will continue through the spring of 2019).
- Customers will receive another mailing about 30 days prior to the actual meter upgrades occurring in their neighborhoods.
- Once we have upgraded about 75% of the meters in the service area, we will introduce a customer water-use web portal.

The key benefits of the project are:

- To improve customer access to water use information.
- To make for more efficient and effective billing.
- To allow early detection of possible water leaks.
- To enhance operational efficiency.

We welcome your feedback and questions at this stage of the project and throughout the meter upgrade, and we invite you to share the feedback and questions you hear from your neighbors as well.

[Sewers for the Historic Rogers Road Area](#)

Sewer installation began this fall and is expected to be complete in the summer of 2018.

[Fluoridating drinking water](#)

On October 9, 2017, OWASA resumed fluoridation of drinking water to promote dental health and in accord with recommendations of the US Centers for Disease Control, US Environmental Protection Agency, US Public Health Service, NC Division of Public Health and the Orange County Board of Health. Fluoridation resumed following completion of improvements to the safety and reliability of the fluoride feed system at the Jones Ferry Road Water Treatment Plant ([news release](#)).

Following public input and discussion at our meeting on October 26, 2017, the OWASA Board decided to explore with the Orange County Health Department a County-wide process for periodic review of drinking water fluoridation.

Diversity and Inclusion Program

We are proceeding with our [implementation plan for the Employee Diversity and Inclusion Program](#). Our consultant, VISIONS, Inc., has provided training for OWASA employees. VISIONS will also provide training for Board Members.

The next step will be an organizational assessment, which will be key in planning and refining future strategies.

Financial management

In the fiscal year from July 2016 through June 2017 (fiscal year 2017), we met all of our financial management objectives. Our Comprehensive Annual Financial Report for fiscal year 2017 received an unmodified opinion from our auditor that our financial statements fairly present our financial position.

The table below includes cost and revenues for the fiscal year.

	FY 2017
Water and Sewer Revenue	\$34,532,508
Net Other Revenue	2,781,816
Operating Expenses	21,173,235
Depreciation and OPEB	9,402,322
Net Income	6,738,767

40th Anniversary Celebrations

We held an open house on October 21st at the Cane Creek Reservoir and we will hold a second open house on Saturday, November 4th at our 400 Jones Ferry Road facilities in Carrboro ([announcement](#)).

Long-Range Water Supply Plan Update

The next step in updating the Long-Range Water Supply Plan will be to develop projections of demand through 2065. These projections will be based on 2045 growth projections which the local governments are developing as part of regional transportation planning.

Infrastructure Investments

Capital investments, including debt payments for capital projects, account for about half of our costs and therefore half of our bills to customers.

Current projects

- Water line replacement on Hillsborough Street
- Sewer replacement near Emory Drive and Brigham Road
- Renovating a sewer on Prestwick Road near Hamilton Road
- Renovating sewer pump stations near Cleland Drive, Eastowne Drive, Eubanks Road and Barbee Chapel Road
- Replacing a water line and repairing a stream bank at Lake Ellen
- Replacing equipment used for filtering water at the Water Treatment Plant

Upcoming projects

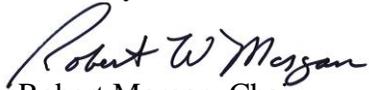
- Replacing water and sewer lines on Dobbins Drive
- Replacing sewers on Bolinwood Drive
- Replacing a water line on Brandywine Road

Completed in the last three months

- Renovating sewers and manholes at various places
- Replacing and upgrading the fluoride feed system at the Jones Ferry Road Water Treatment Plant
- Constructing a facility at the Cane Creek Reservoir to store and pump sodium permanganate to improve water quality

We would be happy to provide you more detailed information on the items above or other topics of interest as desired. Please feel free to contact Ed Kerwin, Executive Director (ekerwin@owasa.org or 919-537-4211), or me.

Sincerely,

A handwritten signature in black ink that reads "Robert W. Morgan". The signature is written in a cursive style with a large initial 'R'.

Robert Morgan, Chair
OWASA Board of Directors

Attachments

c: Ms. Bonnie Hammersley, Orange County Manager
Mr. Roger L. Stancil, Chapel Hill Town Manager
Mr. David Andrews, Carrboro Town Manager
OWASA Board of Directors
Ed Kerwin, OWASA Executive Director

**Monthly Summary of Calls and E-Mails to OWASA from Neighbors Reporting Odor
in the Mason Farm Wastewater Treatment Plant Area**

January-2002 to December-2016 History and 2017 present

	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017 Events
January	11	3	9	0	8	3	8	1	3	3	4	0	3	0	0	0
February	7	5	2	0	8	0	4	1	0	3	3	0	4	0	0	1
March	9	0	7	1	10	4	1	1	0	2	8	0	0	1	0	0
April	9	2	4	0	9	3	1	1	2	1	1	0	0	0	0	0
May	6	0	2	5	8	3	2	5	4	0	1	3	0	0	0	0
June	4	1	1	1	5	1	8	8	1	2	2	0	0	0	0	0
July	1	0	2	0	0	2	6	3	2	4	0	0	2	0	0	0
August	1	0	4	3	11	2	9	0	1	1	2	0	2	2	0	0
September	2	5	2	2	9	3	1	1	5	1	1	0	3	0	0	0
October	2	6	1	1	8	8	2	0	3	3	2	2	3	0	0	
November	0	0	1	7	2	6	7	1	1	4	0	1	0	0	0	
December	3	3	2	5	8	10	2	1	1	6	3	5	0	0	0	
TOTALS	55	25	37	25	86	45	51	23	23	30	27	11	17	3	0	1

An “odor event” is defined as: One or more odor reports received during a 24 hour period from WWTP neighbor(s). Each odor event shall be considered to be “verified” unless OWASA determines conclusively that an alternative source other than the WWTP created the odor.

**Log of Calls and E-Mails to OWASA from Neighbors Reporting Odor in the
Mason Farm Wastewater Treatment Plant (WWTP) Area**

January 2017 – December 2017

Date call received	Time call received	Location
January 2017	1/27/17 @ 8:00pm	1002 Highland Woods Determined to be a collection system odor event – NOT WWTP odor
February 2017	2/12/17 @ 6:04am	1016 Highland Woods
March 2017	No Reported Odors	N/A
April 2017	No Reported Odors	N/A
May 2017	No Reported Odors	N/A
June 2017	No Reported Odors	N/A
July 2017	No Reported Odors	N/A
August 2017	No Reported Odors	N/A
September 2017	No Reported Odors	N/A
October 2017		
November 2017		
December 2017		

Summary of On-Site Hydrogen Sulfide (H₂s) Odor Monitoring

Month and year	Headworks Monitor			UNC Monitor			Digester Monitor			Switchgear Monitor		
	Average H ₂ S Reading (ppm)	Minimum H ₂ S Reading (ppm)	Maximum H ₂ S Reading (ppm)	Average H ₂ S Reading (ppm)	Minimum H ₂ S Reading (ppm)	Maximum H ₂ S Reading (ppm)	Average H ₂ S Reading (ppm)	Minimum H ₂ S Reading (ppm)	Maximum H ₂ S Reading (ppm)	Average H ₂ S Reading (ppm)	Minimum H ₂ S Reading (ppm)	Maximum H ₂ S Reading (ppm)
July 2017	0.0009	0.0000	0.1949 ¹	0.0000	0.0000	0.0000 ²	0.0000	0.0000	0.0000 ³	0.0010	0.0000	0.02547 ⁴
August 2017	0.0049	0.0000	0.3551 ⁵	0.0000	0.0000	0.0000 ⁶	0.0000	0.0000	0.0000 ⁷	0.0012	0.0000	0.0347 ⁸
September 2017	0.0062	0.0000	0.4117 ⁹	0.0000	0.0000	0.0000 ¹⁰	0.0000	0.0000	0.0000 ¹¹	0.0011	0.0000	0.0259 ¹²

Monitor Locations:

Headworks Monitor (#1) – Monitor located at Headworks Facility.

Digester Monitor (#2) – Monitor located between Digester #1 and Digester #4.

UNC Monitor (#3) – Monitor located at Primary Sludge PS.

Switchgear Monitor (#4) – Monitor located at Switchgear Building.

¹ Maximum reading occurred on July 23rd 2017

² Maximum reading zero all of July 2017

³ Maximum reading zero all of July 2017

⁴ Maximum reading occurred on July 7th 2017

⁵ Maximum reading occurred on August 19th 2017

⁶ Maximum reading zero all of August 2017

⁷ Maximum reading zero all of August 2017

⁸ Maximum reading occurred on August 27th 2017

⁹ Maximum reading occurred on September 17th 2017

¹⁰ Maximum reading zero all of September 2017

¹¹ Maximum reading zero all of September 2017

¹² Maximum reading occurred on September 10th 2017

Distribution of OWASA E-mails About Off-Site Odor Elimination

October 30, 2017

Highland Woods	Paul Neebe Mary Turner Malcolm Forbes Natalia Lebedeva Gary Richman Gail Wood Robert and Melissa Porter Robin Casey Joseph Clancy Ann Schwab Seth Kingsbury Amanda Kingsbury Freeman and Angela Kirby Reed Johnson Kay Johnson Rex Bartles Lisa Bartles Ann Alexander Nortin Hadler Carol Hadler Frank P. Rexford Scott Brees Kendall Brees Rainer Blaesius Elisabeth Schweins Susannah Shearer Fred Hall Lawanda Rainey-Hall Katie Jamieson Richard Harrill Angel Smith Jordon Sharome Cameron Williams Marian Rice Janet McLamb Michael Henning Benjamin Duan-Porter Matthew Mauck
Finley Forest	Adam Kimplead Cindy Underwood Dan Puckett

Distribution of OWASA E-mails About Off-Site Odor Elimination

October 30, 2017

Page 2

Laurel Hill	David J. Polewka Kathryn Conard Michael Sharpe Julie Maness Bob Wendell Carol David Pat Evans Ewan Rodewald and Sharon Hodge Marcella Grendler Kay Goldstein Ann Wilson Louis Fogleman
St. Thomas More Church and School Morgan Creek area	St. Thomas More Church staff Carlos Lima Ellen Johnson Aldersgate United Methodist Church Betsy Malpass Hanson Malpass Jeannie Cox Laura King Moore Jeanne Langley AW Carr Marilyn and Don Hartman Robert Huls
Ronald McDonald House Family House	Shelly Day Greg Kirkpatrick, Executive Director Janice Ross, Operations Manager Matt Hapgood
Reserve	Steve McPhail James F. Howard Steven and Susan Frye Doug Longman Barbara and Edward Paradise Jeanne and David Jarrett Nadine O'Malley Mark Witcher Ralph Abrahams Kathy Abrahams
Bayberry Drive area UNC	William Ware Johnny Randall, NC Botanical Garden Jennifer Peterson, NC Botanical Garden Phil Barner, Energy Services Director Margaret Holton, Water, Sewer & Stormwater Coordinator Mary Beth Koza, Director, Environment, Health and Safety Ross Fowler, Finley Golf Course

Distribution of OWASA E-mails About Off-Site Odor Elimination

October 30, 2017

Page 3

	Michael Wilkinson, golf pro
	Andrew Sapp, Men's Golf Coach
	UNC Tennis Center
	UNC parking
	Mike McFarland, University Communications
	Scott Ragland, News Services
	Linda Convissor, Director of Local Relations
	UNC Farm (Faculty Staff Recreation Association)
	Frank Maynard, Athletics/ Finley Golf Course
	Robert Costa, Athletics/ Finley Golf Course
	Mark Steffer, Athletics/ Finley Golf Course
	Jeff McCracken, Public Safety
	Kate Luck
UNC Healthcare	Mel Hurston
	Karen McCall
	Keith Morris
Town of Chapel Hill	Roger Stancil, Town Manager
	Florentine A. Miller, Deputy Town Manager
	Ralph Karpinos, Town Attorney
	Lance Norris, Public Works Director
	Chris Roberts, Town Engineer
	Richard Terrell, Public Works Operations Superintendent
	Catherine Lazorko, Public Information Officer
	Jeanne Brown
	Phil Mason, Planner
	Sabrina Oliver, Town Clerk
	Amy Harvey, Public Affairs and Communications
	Chris Blue, Police Chief
	Jeff Clark, Patrol Captain
	Bryan Walker, Captain/Police Information
	Josh Mecimore, Police Information Officer
	Allison Weakley
	Kiel Harms
	Ran Northam
	Ross Tompkins
City Schools	Bill Mullin
	Todd LoFrese, Assistant Superintendent for Support Services
	Jeff Nash, Community Relations
	Crystal Jones
	Chris Liles
	Darlene Ryan
Other Utilities	Indira Everett, Duke Energy
	Brenda Duke, Duke Energy
	Steve Small, Duke Energy
	Billy Miller, PSNC

Distribution of OWASA E-mails About Off-Site Odor Elimination

October 30, 2017

Page 4

Orange County	Time Warner Cable Orange 911 Center Supervisor on duty Connie Pixley, Environmental Health Supervisor
Other	Bill Ferrell, Meadowmont Community Association Chamber of Commerce Michael Hughes Post Office