



ORANGE WATER & SEWER AUTHORITY

AGENDA #3a(2)

*Quality Service Since 1977*

October 17, 2008

Barry Jacobs, Chair  
Board of Commissioners  
County of Orange  
PO Box 8181  
Hillsborough, NC 27278

Mark Chilton, Mayor  
Town of Carrboro  
301 West Main Street  
Carrboro, NC 27510

Kevin Foy, Mayor  
Town of Chapel Hill  
405 Martin Luther King Jr.  
Boulevard  
Chapel Hill, NC 27514

Dear Chair Jacobs, Mayor Chilton and Mayor Foy:

On behalf of the OWASA Board of Directors, I am writing to ask that the Orange County Board of Commissioners, Carrboro Board of Aldermen and Chapel Hill Town Council formally endorse the Taste of Hope Customer Assistance Program. As you know, this is a difficult time, especially for families of modest means who get by from paycheck to paycheck.

We are continuing our campaign to get more people to donate to the Taste of Hope program through mailings with our bills, columns in local newspapers, etc. However, I believe a public expression of your support as the elected leadership of the community we serve would be very timely and effective.

Endorsements in televised meetings of your respective boards would be an excellent way to reach more people about helping families in need simply and painlessly through the Taste of Hope program. Having one's OWASA bills automatically rounded up to the nearest dollar costs less than \$12 per year.

We would like to schedule times when we can make a brief presentation to each of the governing boards and ask you to adopt resolutions of support, and will be in touch with your staff.

Best regards,

Randy Kabrick, P.E.  
Chair of the OWASA Board

Enclosure (suggested resolution to endorse the Taste of Hope program)

c: Mr. Chris Moran, Executive Director, Inter-Faith Council for Social Service  
Board of Directors  
Ed Kerwin  
Robert Epting

**A RESOLUTION ENDORSING THE TASTE OF HOPE PROGRAM  
AND ENCOURAGING MORE CITIZENS TO BECOME DONORS**

**WHEREAS**, these are difficult times because of the slowdown in the economy and increases in the costs of necessities such as energy and food, and these circumstances are most challenging for families who have the least resources; and

**WHEREAS**, when a family in our community cannot pay for water and sewer service, the family is in a financial emergency; and

**WHEREAS**, our citizens have demonstrated in many ways for many years their commitment to and caring for the well-being of everyone in the community; and

**WHEREAS**, since 1997 the Inter-Faith Council for Social Service (IFC) and the Orange Water and Sewer Authority (OWASA) have sponsored the Taste of Hope Program to help low to moderate income OWASA customers when they are unable to pay their water/sewer bills; and

**WHEREAS**, if an OWASA customer decides to become a regular donor to the Taste of Hope Program, the customer's monthly bill is automatically rounded up to the nearest dollar, and the added amount goes to the IFC to help OWASA customers; and

**WHEREAS**, the IFC has a track record of commitment and service to families in need in the Chapel Hill-Carrboro-Southern Orange County community since 1963 as a tax-exempt, charitable 501(c)(3) organization; and

**WHEREAS**, OWASA is a community-owned, non-profit public entity and in accord with State law, OWASA does not use its customers' revenues to fund or promote the Taste of Hope program, but uses voluntary donations; and

**WHEREAS**, only about 5% of OWASA's customers are regular donors in the Taste of Hope program and it is apparent that the Taste of Hope program is not widely known; and

**WHEREAS**, an OWASA customer can become a Taste of Hope donor simply by calling OWASA Customer Service at 537-4343, sending e-mail to [webmaster@owasa.org](mailto:webmaster@owasa.org) or using OWASA's on-line form at [https://owasaorg.ipower.com/taste\\_form.asp](https://owasaorg.ipower.com/taste_form.asp); and

**WHEREAS**, citizens are also invited to contribute to the Taste of Hope program with donations directly to the IFC at 100 West Main Street, Carrboro, NC 27510;

**NOW, THEREFORE, BE IT RESOLVED BY THE \_\_\_\_\_ THAT THE \_\_\_\_\_ HEREBY:**

- Strongly endorses the Taste of Hope Customer Assistance Program sponsored by the Inter-Faith Council for Social Service and the Orange Water and Sewer Authority; and
- Expresses its sincere appreciation to citizens who are already Taste of Hope donors; and
- Encourages more citizens to donate to the Taste of Hope program on a regular basis by having their monthly OWASA bills rounded up to the nearest dollar and/or by making donations directly to the IFC.

This the \_\_ day of \_\_, 2008.