



Water Bill Relief Program Proposal

A discussion with the Town of Carrboro Town Council

April 15, 2025



Our community's trusted partner for clean water and environmental protection.

Strategic Priority: Equitable Services

- **Goal:** Increase the adequacy and accessibility of customer assistance funding
- **Initiative:** Evaluate and update customer assistance program



STRATEGIC PLAN
2023-2027



The Current State of OWASA Bill Affordability

Water Bill Assistance

Care to Share

- Supported 84 families in 2024
- Assistance provided: \$18,475
- Significant effort to increase donations and increase households served

Other

Assistance provided by other entities in 2024:
\$8,587



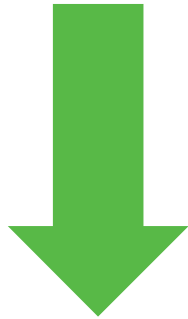
Donate today!



 SCAN ME


The Current State of OWASA Bill Affordability **Disconnections for Non-Payment**

598 accounts disconnected for
non-payment in 2024



Of these, 167 were disconnected for
non-payment multiple times

The Current State of OWASA Bill Affordability Rates and Projected Rates

- \$115.55/month for 4,000 gallons
 - Requires 15.9 hours at minimum wage (pre-tax)
 - 5-year rate increase projected: 42-49% increase
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High-Level Goals for Sustained Water Bill Relief Program



- Provide sustained water bill support to low-income households served by OWASA
- Minimize administrative burden for residents to apply and qualify for sustained water bill assistance, thereby increasing the use of the program

Proposed Strategy: Utilize FNS assistance qualification to pre-qualify recipients of water bill relief

Program Support: Estimated Costs and Customer Impact

Resident Eligibility	FNS- Receiving OWASA Customers	Assistance Provided	Percent of Average \$115.55 Bill Covered (Remaining to Be Paid)	Annual Cost of Program	Cost of Six-Month Program
Qualify for FNS; 55+	87	\$23.11/month	20% (\$92.44)	\$24,127	\$12,064
		\$115.55/month	100% (\$0)	\$120,634	\$60,317
Qualify for FNS	249	\$23.11/month	20% (\$92.44)	\$69,053	\$34,526
		\$115.55/month	100% (\$0)	\$345,263	\$172,632

Next Steps and Questions



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