OWASA Update to Town of Carrboro Town Council

November 18, 2025





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

Overview

- Jones Ferry Road Water Treatment Plant Upgrades and Parking Evaluation
- Financial Forecast and Rate Setting
- Outreach and Coordination after Tropical Storm Chantal
- West Rosemary Street Water Main Replacement

Jones Ferry Road WTP Upgrade and Parking Evaluation



Replace Deteriorating Clearwell

Current Clearwell is reaching end of useful life and is a single point of failure

New Clearwell is needed to continue to provide high quality and reliable drinking water to the community

Consider Advanced Treatment for PFAS in Drinking Water

Current treatment process (powdered activated carbon) currently reducing PFAS

Advanced treatment under consideration would reduce PFAS in drinking water AND the environment

Lessons Learned and Path Ahead for Parking Evaluation

Pending decisions on Clearwell and PFAS treatment, OWASA will engage the community and employees in an evaluation of parking alternatives, if necessary

Financial Forecast and Rate Setting

High-Level Projections on Water & Sewer Rate Increases

	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030
Actual and <i>projected</i> rate increases	7%	7%	8%	7%	5%
Cost of median residential monthly bill at 3,000 gallons per month	\$101.11	\$108.19	\$116.84	\$125.02	\$131.27

Rate Study underway will consider:

- Analysis of cost allocations across customer classes (e.g. residential, commercial, multi-family, etc.)
- Opportunity to update/refine customer classes
- Potential changes to rate structures (block rates, seasonal, uniform, etc.)

Ratestury will not likely impact FY 2027 rates.



Outreach and Coordination after TS Chantal

 Coordination with Town of Carrboro Emergency Responders and Orange County Emergency Management on ongoing communication

"BlueSky" Meeting at University
Lake Dam
November 20th at 4 p.m.

• Development of a Climate Adaptation Plan



West Rosemary Water Line Replacement

- 70-year-old water main
- 18-month project in 8 phases, starting on section between N. Merritt Mill Road and N. Roberson Street
- Sign up for weekly updates on traffic and other impacts







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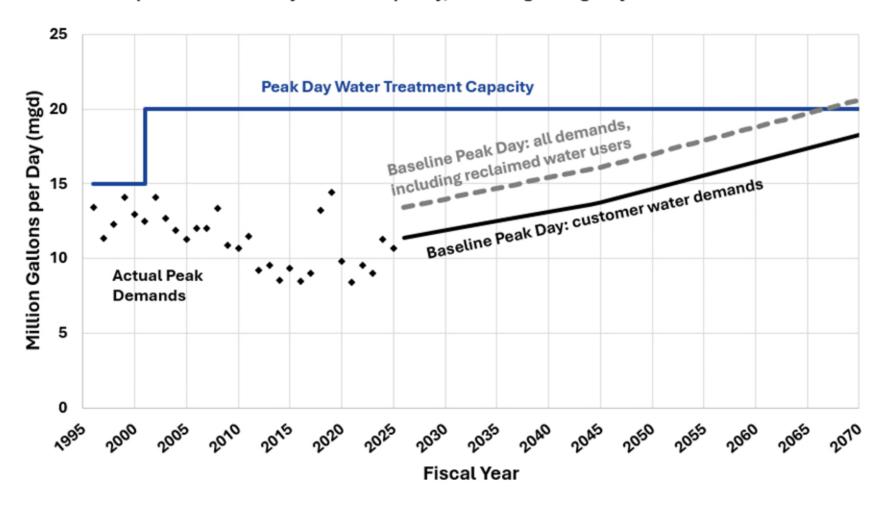




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WTP Capacity and Peak Day Demands

Comparison of Peak Day to Plant Capacity, Excluding Emergency Demand

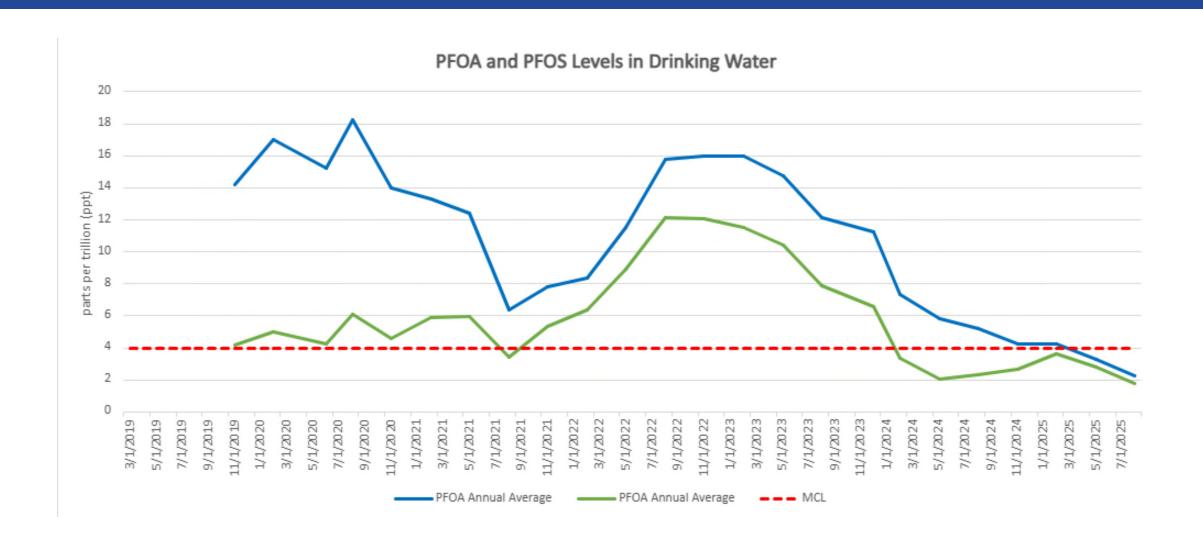


Drinking Water Sales



- ~6.3 mgd projected for FY 2025 and FY 2026
- Same as the early 1990s
- Almost double the number of customers

Update on PAC Optimization



The Current State of OWASA Bill Affordability Water Bill Assistance

Care to Share

- Started as Taste of Hope in 1997
- Admin transitioned to OWASA in 2024
- In 2024, Care to Share supported 84 families
 - Assistance provided in 2024 totaled \$18,475

Other

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



Donate today!





Program Support: Estimated Costs and Customer Impact

Resident Eligibility	FNS-Receiving OWASA Customers	Assistance Provided (@ 4,000 gallons/month)	Percent of Average \$101.11 Bill Covered	Annual Cost of Program	
Qualify for FNS; 55+	87	\$61.81/month	50%	\$64,500	
		\$123.62/month	100%	\$129,00	
Qualify for FNS	249	\$61.81/month	50%	\$184,700	
		\$123.62/month	100%	\$369,400	
		\$123.62/month	100%	\$369,400	

In 3 hours University Lake rose almost 8 feet



Observed Water Levels at University lake

