

BOARD OF ALDERMEN

ITEM NO. D(1)

AGENDA ITEM ABSTRACT

MEETING DATE: April 5, 2011

SUBJECT: Discussion of a Request from Orange Water & Sewer Authority to Reaffirm the Town’s Support for the Taste of Hope Customer Assistance Program

DEPARTMENT: MANAGER’S OFFICE	PUBLIC HEARING: NO
ATTACHMENTS: A. Resolution	FOR INFORMATION CONTACT: Steve Stewart (918-7315)

PURPOSE

The purpose of this agenda item is for the Board of Aldermen to consider a request from the Orange Water and Sewer Authority (OWASA) to reaffirm the Town’s support for the Taste of Hope customer assistance program and encourage more citizens to become donors.

INFORMATION

Since 1997 the Inter-Faith Council for Social Service (IFC) and the Orange Water and Sewer Authority (OWASA) have sponsored the Taste of Hope Customer Assistance Program to help low to moderate income OWASA customers when they are unable to pay their water/sewer bills. If an OWASA customer decides to become a 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. In the near future, OWASA will announce an option for customers to add any whole dollar amount to their monthly bills (\$1, \$5, \$10, etc.) as a Taste of Hope donation. Currently, about 6% of OWASA’s customers are regular donors in the Taste of Hope program, and their donations total about \$7,000 annually. However, the need is much greater. OWASA is a community-owned, non-profit public entity, and in accordance with State law, OWASA does not use its customers’ revenues to fund or promote the Taste of Hope program.

The Board of Aldermen formally endorsed the Taste of Hope program by resolution adopted on November 18, 2008.

FISCAL IMPACT

None.

RECOMMENDATION

Town staff recommends that the board consider the proposed resolution reaffirming the Town’s support for the Taste of Hope customer assistance program and encouraging more citizens to become donors.