



November 30, 2021

## **JOINT PRESS RELEASE**

FROM

TOWN OF PITTSBORO & CHATHAM MARKETPLACE CO-OP GROCER

### **TOWN OF PITTSBORO PARTNERSHIP WITH CHATHAM MARKETPLACE FOR PUBLIC DRINKING WATER ALTERNATIVE**

The Town of Pittsboro is pleased to announce a partnership with the Chatham Marketplace to distribute filtered water to Town of Pittsboro water customers, including our bulk water customers such as those residents in Chapel Ridge who consume Town water via AQUA. This relationship will provide filtered water distributed to Town water customers free of charge via Chatham Marketplace's water dispensing system effective December 1, 2021.

The Town of Pittsboro engaged in this partnership with Chatham Marketplace to provide filtered water for our customers as an interim alternative while the Town awaits the completion of the advanced treatment project at our water treatment plant, expected to be completed in Summer 2022.

The eligibility, instructions and guidance/terms for this program are as follows:

Eligibility: Town of Pittsboro water customers with an active account  
or  
Aqua North Carolina, Inc. customers served in Chapel Ridge with an active account

#### Instructions:

1. The Chatham Marketplace Co-op Grocer is located at 480 Hillsboro Street inside Chatham Mills.
2. Each eligible customer must provide their own water vessel/container to take to Chatham Marketplace. Chatham Marketplace does have a limited assortment of vessels and containers available for purchase and those may be purchased at the expense of the customer.
3. Customers will then enter Chatham Marketplace and on the far-left hand (direction north) side of the store, there is a water dispensing system that customers may fill their containers from before taking their containers to the register for checkout. The water is billed on a per gallon basis.
4. Once a customer is ready for checkout, the Town provided coupon code should be delivered to the cashier. The coupon code will reduce the water charge to the customer to \$0.00.

#### Guidance/Terms:

- There is no limit to the amount of water available to each eligible customer participating in this program.
- The filtered water provided at Chatham Marketplace is sourced from the Town's potable water distribution system and then filtered using reverse osmosis (RO) and ultraviolet (UV) disinfection treatment methods.

- Only the Reverse Osmosis and Deionized water options available at the Chatham Marketplace water dispensing station qualify. The high PH water option is not eligible under this program.
- The coupon code should be provided to the cashier at checkout. The participating customers need not have their bill statement or other documentation available to present their eligibility, verbally providing the code will be sufficient.
- For Town of Pittsboro Water Customers: The coupon code will be printed in the lower portion of each utility bill statement sent to each customer account.
- Aqua North Carolina, Inc. customers served in Chapel Ridge: The coupon code will be provided to each account holder via AQUA or the customers may contact the Town directly.
- If a customer does not have the coupon code or forgets the coupon code, the customer should consult their water bill or call Town Hall or AQUA, as applicable, to recover the coupon code. The water will only be free of charge to an individual, eligible customer with a current coupon code. Customers calling Town Hall to recover the coupon code will be asked for account information sufficient to allow Town staff to determine if a party is an eligible Town of Pittsboro or Chapel Ridge AQUA water customer.
- All questions or concerns related to this program should be directed to the Town of Pittsboro and not Chatham Marketplace.
- The coupon code may be subject to change, so we ask that participating customers reference their monthly bill statements and the Town website for updates, as applicable.
- Chatham Marketplace reserves the right to refuse acceptance of a coupon code at its discretion.
- This partnership is intended to be an interim, and short-term water arrangement for the Town of Pittsboro. The Town reserves the right to cancel or amend this arrangement at any time without notice.

The Town of Pittsboro is excited about this partnership opportunity and appreciates the efforts of Chatham Marketplace, particularly Evan Diamond and his team, in assisting the Town in providing this service to our customers.

Chris Kennedy  
Town of Pittsboro Town Manager

Evan Diamond  
Chatham Marketplace General Manager