

Manager's Update

raleighnc.gov



Issue 2026-01

January 9, 2026

IN THIS ISSUE

Voter Information Sessions and Community Pop-Ups
Credit Rating Agencies Assign Aaa/AAA Ratings Ahead of Bond Sale
Pullen Park Closure - Lake Howell Shoreline Wall Replacement Project
Utility Bill Payment System and Customer Self-Service ePortal
Weekly Digest of Special Events

Council Follow Up Items

No Items This Week

Work Session - Tuesday, January 13 - 4:00 P.M.

Reminder that Council will meet next **Tuesday** in a scheduled work session at **4:00 P.M.**

The agenda for the work session was posted to the electronic agenda management system Thursday.

INFORMATION:

Voter Information Sessions and Community Pop-Ups

Staff Resource: Shakeria Vaughan, Community Engagement, 996-5695, shakeria.vaughan@raleighnc.gov

In preparation for the 2026 municipal election, the Community Engagement Department is leading [Vote Local](#), a voter education initiative. This campaign includes a series of district-based information sessions and community pop-ups to help residents understand the shift to staggered City Council terms and the introduction of a March primary election.

Opportunities to learn about the upcoming election:

District Based Informational Sessions

Event	Date and Time	Location
District A information session	Thursday, Jan. 15 6 p.m. - 7 p.m.	Green Road Community Center 4201 Green Road
District B information session	Wednesday, Jan. 21 6 p.m. - 7 p.m.	Abbotts Creek Community Center 9950 Durant Road
District C information session	Tuesday, Feb. 17 6 p.m. - 7 p.m.	Barwell Road Community Center 5857 Barwell Park Drive
District D information session	Monday, Feb. 2 6 p.m. - 7 p.m.	Oberlin Regional Library 1930 Clark Avenue
District E information session	Tuesday, Feb. 24 6 p.m. - 7 p.m.	Brier Creek Community Center 10810 Globe Road
Virtual information session	Wednesday, Feb. 25 12 p.m. - 1 p.m.	Teams Webinar Registration

Community Pop-Ups

Event	Date and Time	Location
Pop-up one	Saturday, Jan. 10 10 a.m. - 11:30 a.m.	North Regional Library 7009 Harps Mill Road
Pop-up two	Wednesday, Jan. 21 2 p.m. - 3:30 p.m.	Advance Community Health 1001 Rock Quarry Road
Pop-up three	Wednesday, Jan. 28 4 p.m. - 5:30 p.m.	Abbotts Creek Community Center 9950 Durant Road
Pop-up four	Saturday, Feb. 7 10 a.m. - 11:30 a.m.	Athens Drive Library 1420 Athens Drive
Pop-up five	Tuesday, Feb. 17 2 p.m. - 3:30 p.m.	Duraleigh Community Library 5800 Duraleigh Road

(No attachment)

Credit Rating Agencies Assign Aaa/AAA Ratings Ahead of Bond Sale

Staff Resource: Allison Bradsher, Finance, 996-4970, allison.bradsher@raleighnc.gov

Two leading credit rating agencies (Moody's Investors Service and S&P Global) recently released credit reports as a part of the upcoming Raleigh Water Combined Enterprise System (CES) Revenue Bond refunding and economic refunding. The reports reaffirmed the highest Aaa/AAA ratings on the City's CES Revenue bonds including a stable outlook. Maintaining the highest possible credit rating ensures the City borrows at the lowest interest rates and has access to financial markets during economic downturns.

The credit rating agencies review many factors when assigning a credit score, including the local economy, financial results, future long-term liabilities, priorities and performance metrics of the utility, and the City's management framework. The reports highlight Raleigh Water's healthy financial metrics supported by timely rate increases and continued growth in the utility service area, ample water supply and treatment capacity levels to support the system's increasing demand, manageable debt position, historically strong operating performance, comprehensive and well-aligned management practices and financial goals, as well as the City's well-diversified local economy and its long-term financial and capital planning practices.

(No Attachment)

Pullen Park Closure - Lake Howell Shoreline Wall Replacement Project

Staff Resource: Gary Claiborne, Raleigh Parks, 996-2677, gary.claiborne@raleighnc.gov

On February 2, construction will begin for the Lake Howell Shoreline Wall Replacement project to address aging and failing concrete shoreline walls and improve long-term safety and durability. Portions of the park, including the Pullen Amusements area and areas around the lake, will be closed in February and March for initial construction, with substantial completion anticipated in late summer 2026. Included with the *Update* materials is a staff memorandum detailing the work and subsequent closures.

(Attachment)

Utility Bill Payment System and Customer Self-Service ePortal

Staff Resource: Ed Buchan, Raleigh Water, 996-3471, edward.buchan@raleighnc.gov

On November 12, Raleigh Water launched a new customer utility bill portal ("Raleigh Water Self - Service") that offers improved functionality, security and a better user experience. This transition included an upgrade of the existing Customer Care & Billing system to a Cloud-based solution, which significantly enhanced data management and security.

The ePortal launch experienced initial challenges related to vendor performance and issue resolution, which impacted the rollout. Staff has been actively working with the vendor to address these concerns. While continuing to work through final vendor-related issues, the system is currently stable and performing as expected.

Despite initial rollout challenges related to vendor issues, the ePortal adoption has been highly successful. To date, there are **106,363 registered portal accounts and 46,808 active AutoPay enrollments**. This compares to approximately 70,000 registered portal users and approximately 70,000 previous AutoPay enrollments.

Late fees and service disconnections for non-payment remain suspended and are anticipated to be reinstated on March 2nd.

Communication: Raleigh Water has previously communicated about this transition through bill inserts, website updates, and social media posts. Moving forward Raleigh Water plans to continue to communicate about this change through:

- Additional website updates and alerts
- Multiple social media platforms administered by Raleigh
- In-person workshops (Jan. 13 Garner Senior Center, Jan. 20 Five Points Community Center and Feb. 11 Tarboro Rd Community Center)
- Holding 2-4 in-person “office hour” sessions at two recreation centers in February where a staff member will be on hand to answer questions from 10a-3p.
- Attending upcoming CAC meetings to promote the new portal
- Emails directly to customers previously enrolled in AutoPay that have not re-enrolled.
- Additional information in bill inserts

For the most up-to-date information about this transition, please refer to the webpage: [A New Way to Manage Your Utility Account | Raleighnc.gov](#)

(No attachment)

Weekly Digest of Special Events

Staff Resource: Sarah Heinsohn, Office of Special Events, 996-2200, sarah.heinsohn@raleighnc.gov

Included with the *Update* materials is the special events digest for the upcoming week.

(Attachment)

Council Member Follow Up Items

No Items this Week

To	Marchell Adams-David
Thru	Stephen Bentley, Director, PRCR
From	Gary Claiborne, Capital Projects Supervisor, PRCR
Department	PRCR
Date	January 8, 2026
Subject	Manager's Update: Pullen Park Closure for Lake Howell Shoreline Wall Replacement project

Background

Lake Howell is a central feature of Pullen Park Amusements. The lake is man-made and bounded by concrete shoreline walls, many of which are exhibiting structural failure. To remedy these issues, the Shoreline Wall Replacement project will begin on February 2nd, **requiring a two-month closure of Pullen Park Amusement in February and March.**

The closure area will include Pullen Amusements (train, café, office area, and playground), areas immediately surrounding the lake, and portions of the main parking lot. These closures are necessary to provide safe and efficient contractor access from the main parking area while minimizing risks to public safety.

The Pullen Park Aquatic Center and Community Center, along with their associated parking areas, as well as the tennis courts, picnic shelters, and all areas north of the railroad tracks, will remain fully open throughout the lake construction project.

Following the initial two-month closure period, the park will reopen to the public, except for areas immediately adjacent to the lake where shoreline wall construction will continue. Construction of the lake walls is expected to extend through spring and summer 2026, with substantial completion anticipated in late summer, allowing PRCR to proceed with fall preparations for the 2026 Holiday Express event.

Lake Draining

During the week of January 12, the Lake Howell fountain, aerators, and associated piping will be removed. All fish within the lake will be relocated to the two upper ponds located north of Lake Howell. Any overstocked fish will be transferred to the lake vendor's holding ponds. Lake Howell will be restocked with fish upon completion of the construction project.

During the week of January 19, lake draining activities will begin. For safety reasons, PRCR staff will close the pathways surrounding the lake to the public during this process.

Draining is expected to be completed by the end of that week, approximately one week in advance of the scheduled construction start date of February 2.

Public Notifications

PRCR Marketing and Communications staff have developed a comprehensive public notification plan addressing lake draining activities, park closure timelines, and general construction information. A dedicated project webpage has been developed, and staff will distribute information through news releases, social media posts, and frequently asked questions posting. Detailed on-site signage is also being prepared, and project updates will be shared with local media outlets.

Weekly Events Digest

Friday, January 9 – Thursday, January 15

City of Raleigh Office of Special Events
specialevents@raleighnc.gov | 919-996-2200 | raleighnc.gov/special-events-office

Permitted Special Events

[ARTivation: The Iceberg Trail](#)

Market Plaza
Through Monday, February 16
Event Time: 8:00am - 11:00pm daily
Associated Impacts: Market Plaza will be used until 11:45pm on 2-17-26.

Other Upcoming Events

[History That Doesn't Suck](#)

Friday, January 9
Fletcher Opera Theater

[Carmina Burana – NC Symphony](#)

Friday, January 9 & Saturday, January 10
Meymandi Concert Hall

[Family Fun Day New Year's!](#)

Saturday, January 10
City of Raleigh Museum

[Seattle Kraken vs. Carolina Hurricanes](#)

Saturday, January 10
Lenovo Center

[Self Care Sunday: Yoga](#)

Sunday, January 11
The Chapel at Dix Park

["ELVIS: in Person" Starring Matt Stone and the TEC Band](#)

Sunday, January 11
Fletcher Opera Theater

[Seasonal Stretch: Yoga at Fred Fletcher](#)

Tuesday, January 13
Fred Fletcher Park

[Rascal Flatts](#)

Thursday, January 15
Lenovo Center

Public Resources

[Event Feedback Form](#): Tell us what you think about Raleigh events! We welcome feedback and encourage you to provide comments or concerns about any events regulated by the Office of Special Events. We will use this helpful information in future planning.

[Road Closure & Road Race Map](#): A resource providing current information on street closures in Raleigh.

[Online Events Calendar](#): View all currently scheduled events that impact city streets, public plazas, and Dix Park.

New Amplified Noise Ordinance Takes Effect January 2026

The City Council approved a [new amplified noise ordinance](#), which went into effect Jan. 1, 2026. Stadiums, arenas, and outdoor sports or entertainment venues, including amphitheaters, are exempt. Parades, outdoor events, races, festivals, and concerts that receive a permit from the Office of Special Events are also not subject to the ordinance.