

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

Serving people of Garner, Knightdale, Raleigh, Rolesville, Wake Forest, Wendell, and Zebulon

JUNE 2024



Smoke Alarms Save Lives!

Working smoke alarms can cut the risk of death from home fires in half. On average, each year in the City of Raleigh we have two fatalities – and any death is too many.

Smoke alarms that are properly installed and maintained play a vital role in reducing fire deaths and injuries. Fire spreads fast—working smoke alarms give you early warning so you can get outside quickly.

The Raleigh Fire Department is continuing its partnership with the American Red Cross to install smoke alarms and to continue to raise awareness about the importance of working alarms.

The department plans to organize five community home safety checks and smoke alarm installation events from May to September, targeting higher-risk neighborhoods. Many of them have older homes that were built before smoke alarms were required.

“In 2023, there were 173 residential fire responses within the City of Raleigh,” says James Pearce, fire captain with the Raleigh Fire Department. “We want to make sure everyone has working smoke alarms, which can cut the risk of dying in a home fire by half.”

Can I Request to Get a Smoke Alarm Installed?

Residents can stop by their local Raleigh fire station or email fireprevention@raleighnc.gov about their interest in getting a smoke alarm installed

Raleigh Water Expands Chemical Storage to Keep Water Safe

Expansion Complies with Latest Standards

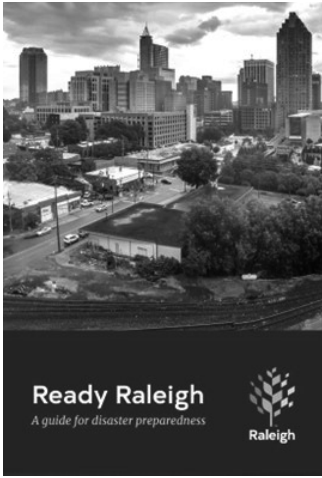
On May 7, Raleigh City Council approved the City's latest initiative to maintain the best-in-class water quality.

Raleigh Water is expanding and upgrading its chemical campus to include more storage for water treatment chemicals, like powder activated carbon (PAC). PAC is an essential chemical that helps remove per- and polyfluoroalkyl substances, or PFAs, which are human-made chemicals that we want to keep out of our water. PAC also improves the taste of the water and removes any odors.

While these upgrades were already underway long before the Environmental Protection Agency's latest standards announcement April 10, 2024, the expansion is another step to keep Raleigh Water in compliance.

Raleigh is committed to providing safe, great-tasting water for all our customers and this is another step to deliver on that.





Hurricane Season is Here: Guide Helps You Prepare for Extreme Weather

It's hurricane season and the best time to start preparing for extreme weather is now.

The Ready Raleigh Emergency Preparedness Guide helps residents be connected to the emergency alerts and information, be prepared with emergency kits and household action plans, and be informed

about what kinds of impacts they can expect from extreme weather and other disaster situations. Disaster preparedness can save lives, reduce injuries, and save property. Make sure you are prepared before disaster strikes. The time to prepare is now and this guide can help you get there! The Guide includes checklists for completing your emergency kit, templates to collect all your necessary information in one place and information about you can work with your neighbors to build more connected and resilient communities.

For downloadable copies of the guide in English or in Spanish, visit raleighnc.gov and search term "Raleigh Ready Guide."



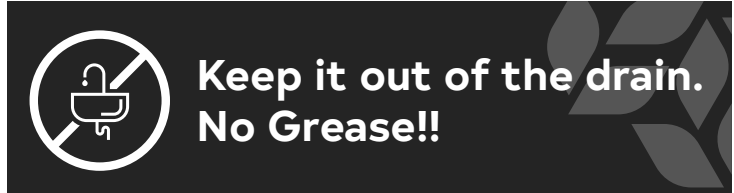
Summer Heat: Raleigh Water There for You!

Whatever your summer plans or wherever the summer takes you, remember the best way to beat the summer heat is to always have clean and great tasting 'Raleigh Water' close at hand. It's easy when this wonderful resource, that is not only good, but good for you, is just a twist of a knob away.

Millions of gallons of water travel from The City's water treatment facilities through a network of pipes, pumps, and towers to everywhere you want to be in the Raleigh area this summer. This is made possible through capital improvement water infrastructure projects that ensure the water you get is always safe and healthy for you, your family, and your friends. Thanks to dedicated workers on these projects wherever water goes or is needed, it will arrive ready to be used and consumed.

Staying hydrated is a smart way to stay safe and healthy as the temperatures climb. So, when making your summer plans, remember Raleigh Water is there for you and ready to beat the summer heat.

To learn more about water projects, visit raleighnc.gov and search 'Raleigh Water Capital Improvement Program.'



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CUSTOMER CARE & BILLING

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 M T W F 8:30 am – 5:00 pm
 TH 9:00 am – 5:00 pm

WATER & SEWER EMERGENCIES
 24 hours/7 days/holiday/weekends

CUSTOMER CARE responds to inquiries and requests for all Public Utilities' services and billing throughout the Raleigh Water service area; and in Raleigh only, Solid Waste/Recycling services and Stormwater billing.



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