

City of Raleigh 2018 Consumer Confidence Report



Our Water, Our Future

We are pleased to present this year's Annual Drinking Water Quality Report. This report is a summary of last year's water quality. Included are details about your sources of water, what it contains, and how it compares to standards set by regulatory agencies. Our goal is to provide you with a safe and dependable supply of drinking water and we strive to continually improve water treatment and delivery processes. We are committed to ensuring the high quality of your water and to providing you with this information. If you wish to learn more about this report or request a paper copy, please contact Edward Buchan at edward.buchan@raleighnc.gov or (919) 996-3471.

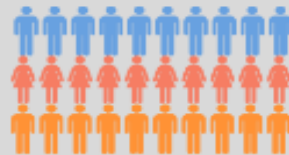
System ID: 03-92-010

YOUR UTILITY BY THE NUMBERS

SERVING SINCE
1887

**~600K RESIDENTS
SERVED**

The Public Utilities Department provides water services to our growing service area that includes Raleigh, Knightdale, Garner, Zebulon, Wake Forest, Wendell and Rolesville



**AVERAGE DAILY
WATER DEMAND**



**51.87
MILLION
GALLONS/DAY**

Our average daily demand is the same today as it was in 2007 thanks to water conservation efforts

**~2,500 MILES OF
WATER LINES**

The Public Utilities Department also maintains over 70,000 valves, 21,000 fire hydrants and 26 elevated storage tanks



**ADDITIONAL SOURCE
WATER CAPACITY**



**4.1 BILLION
GALLONS**

Raleigh was able to significantly increase the amount of water available for drinking water at Falls Lake, providing an adequate supply through 2045

TO LEARN MORE ABOUT YOUR UTILITY

Visit <http://www.raleighnc.gov/services/content/Departments/Articles/PublicUtilities.html>
or follow us on Twitter @SustainableRAL

YOUR SOURCE WATER

Water Sources

Falls Lake
&
Lake Benson



Source Water Assessment Program (SWAP) Results

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up contaminants resulting from the presence of animals or from human activity. Contaminants that may be present in source water include microbial contaminants, inorganic contaminants, pesticides and herbicides, organic chemical contaminants and radiological contaminants.

The North Carolina Department of Environmental Quality, Public Water Supply (PWS) Section, Source Water Assessment Program (SWAP) conducted assessments for all drinking water sources across North Carolina. The purpose of the assessments was to determine the susceptibility of each drinking water source (well or surface water intake) to Potential Contaminant Sources (PCSs). The results of the assessment are available in SWAP Assessment Reports that include maps, background information and a relative susceptibility rating of Higher, Moderate or Lower.

The relative susceptibility rating of each source for the City of Raleigh was determined by combining the contaminant rating (number and location of PCSs within the assessment area) and the inherent vulnerability rating (i.e., characteristics or existing conditions of the well or watershed and its delineated assessment area). The assessment findings are summarized in the table below:

Source Name	Susceptibility Rating
Falls Lake	Higher
Lake Benson	Higher

Your Water Quality

WHAT THE EPA WANTS YOU TO KNOW

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791). Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, people who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

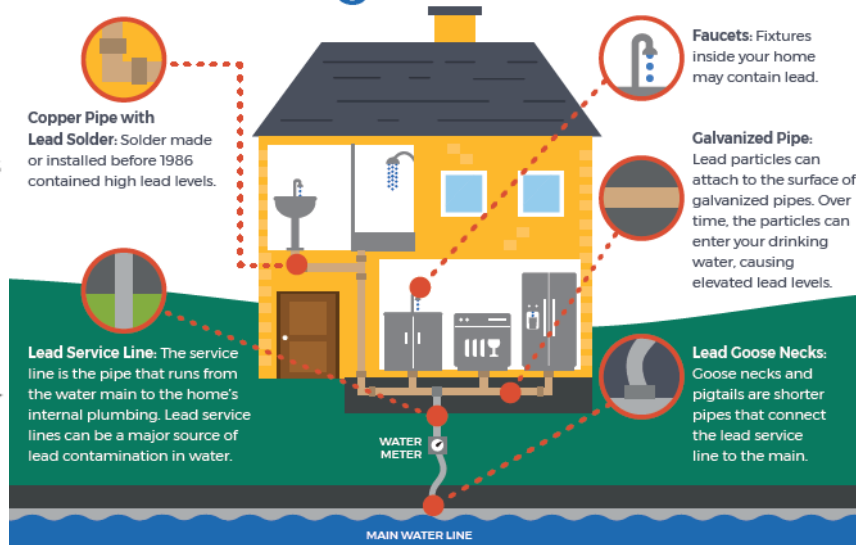
GET THE LEAD OUT!

City of Raleigh Public Utilities Department maintains an active program to minimize the risk of lead exposure through its drinking water supply. Operations staff carefully monitor and adjust pH levels of water to a specific range that reduces the corrosive nature of the water, and corrosion inhibitor is added in our water treatment process to create and maintain a protective film on pipes that reduces the release of metals, such as lead, from household plumbing. The US EPA Lead and Copper Rule compliance is based on the 90th percentile of samples collected during each monitoring period from homes built in the target period between 1982 and 1985 or homes served by lead service lines. The City of Raleigh system is below the action level for lead and below the maximum contaminant level (MCL) for copper and is in compliance with the Lead and Copper Rule. The City of Raleigh has always been in compliance with the EPA Lead and Copper Rule. The City is currently on reduced monitoring for lead and copper and is required to monitor for lead and copper every three years. Based on the population served, the City is required to monitor at least 50 homes for lead and copper during the compliance year.



CONCERNED ABOUT LEAD IN YOUR DRINKING WATER?

Sources of LEAD in Drinking Water



We currently have 110 homes listed in our Lead and Copper Compliance Monitoring Plan. In addition to our compliance monitoring, the City has a Volunteer Lead and Copper Sampling Program. This allows our customers to have their water tested anytime for lead and copper by our laboratory staff at no cost to the customer. City of Raleigh water utility customers may request a free kit to test for lead in their drinking water, by calling: 919-996-4H2O (4420) or by email: watersamples@raleighnc.gov

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The City of Raleigh is responsible for providing high quality drinking water, but cannot control the variety of materials used in domestic plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at: www.epa.gov/safewater/lead.

Water Quality Data

Laboratory staff from The City of Raleigh's Water Treatment Division perform an exceptional level of testing to ensure your drinking water is safe. The drinking water laboratories are certified and approved by the State of North Carolina and the USEPA to perform water quality analysis. In 2018, staff chemists, microbiologist and technicians at the drinking water laboratory collected, tested and analyzed Raleigh's drinking water between 6,000 and 7,000 times a month for many substances such as trace metals, petroleum products, pesticides and bacteria. During 2016, the City of Raleigh was in compliance with all national Primary Drinking Water Regulations.

E.M. Johnson Plant

MICROBIOLOGICAL CONTAMINANTS

Contaminant (units)	MCL Violation Y/N	Your Water	MCLG	MCL	Like Source of Contamination
E. Coli (presence or absence)	N	0	0	(Note: If either an original routine sample and/or its repeat samples(s) are <i>E. coli positive</i> , a Tier 1 violation exists)	Human and animal fecal waste

TURBIDITY

Contaminant (units)	Treatment Technique (TT) Violation Y/N	Your Water	Treatment Technique (TT) Violation if:	Like Source of Contamination
Turbidity (NTU) - Highest single turbidity measurement	N	0.15	Turbidity > 1 NTU	Soil runoff
Turbidity (NTU) - Lowest monthly percentage (%) of samples meeting turbidity limits	N	100%	Less than 95% of monthly turbidity measurements are ≤ 0.3 NTU	

*Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system.

The Turbidity rule requires that 95% or more of the monthly samples must be less than or equal to 0.3 NTU.

INORGANIC CONTAMINANTS

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water	Range Low High	MCLG	MCL	Like Source of Contamination
Fluoride (ppm)	1/9/2018	N	0.71	N/A	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories

LEAD AND COPPER CONTAMINANTS

Contaminant (units)	Sample Date	Your Water	# of sites found above the AL	MCLG	MCL	Like Source of Contamination
Copper (ppm) (90th percentile)	2016	0.04	0	1.3	AL = 1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (ppb) (90th percentile)	2016	<3	1	0	AL = 15	Corrosion of household plumbing systems, erosion of natural deposits

E.M. Johnson Plant

RADIOLOGICAL CONTAMINANTS

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water	Range Low High	MCLG	MCL	Like Source of Contamination
Combined radium (pCi/L)	1/23/2017	N	1	NA	0	5	Erosion of natural deposits

DISINFECTION BYPRODUCT PRECURSORS CONTAMINANTS

Contaminant (units)	TT Violation Y/N	Your Water (RAA Removal Ratio)	Range Monthly Removal Ratio Low-High	MCLG	TT	Compliance Method (Step 1 or ACC#)	Likely Source of Contamination
Total Organic Carbon (removal ratio) (TOC) - TREATED	N	1.45	1.16 - 1.60	N/A	TT	Step 1	Naturally present in the environment

UNREGULATED CONTAMINANTS UCMR4

Contaminant (units)	Year Sampled	Sampling Point Type	Your Water Avg	Range Low High	Additional Information
Manganese, ug/l	2018	EP	1.14	0.730 - 1.78	Naturally occurring element; commercially available in combination with other elements and minerals; used in steel production, fertilizer, batteries and fireworks; drinking water and wastewater treatment chemical; essential nutrient
HAA6 Br, ug/L	2018	DS	4.77	2.95 - 22.2	Byproduct of drinking water disinfection
HAA9, ug/L	2018	DS	19.9	6.02 - 44.9	Byproduct of drinking water disinfection

Unregulated contaminants are those for which EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulations are warranted. NOTE: EP = Entry Point to the distribution system; DS = Distribution System

Disinfectant Residuals Summary

Disinfectant	Year Sampled	MRDL Violation Y/N	Your Water (highest RAA)	Range Low High	MRDLG	MRDL	Likely Source of Contamination
Chloramines (ppm)	2018	N	2.6	0.04 - 3.80	4	4	Water additive used to control microbes

Stage 2 Disinfection Byproduct Compliance

Monitoring	Year Sampled	MCL Violation Y/N	Your Water (highest LRAA)	Range Low High	MCLG	MCL	Typical Source
TTHM (ppb)	2018	N	43.1 (highest LRAA at Site B11)	10.8 - 72.0	NA	80	Byproduct of drinking water disinfection
HAA5 (ppb)	2018	N	31.4 (highest LRAA at Site B11)	6.80 - 44.9	NA	60	Byproduct of drinking water disinfection

WATER CHARACTERISTICS CONTAMINANTS

Contaminant (units)	Sample Date	Your Water	Range	Secondary
Sodium (ppm)	1/9/2018	33.0	N/A	N/A
Sulfate (ppm)	1/9/2018	47.9	N/A	250
pH, SU	2018	8.44	8.40 - 8.50	6.5 to 8.5
Alkalinity (ppm)	2018	26.1	21.1 - 31.7	N/A
Hardness (ppm)	2018	23.8	18.7 - 25.7	N/A

Dempsey E. Benton Plant

TURBIDITY

Contaminant (units)	Treatment Technique (TT) Violation Y/N	Your Water	Treatment Technique (TT) Violation if:	Like Source of Contamination
Turbidity (NTU) - Highest single turbidity measurement	N	0.29	Turbidity > 1 NTU	Soil runoff
Turbidity (NTU) - Lowest monthly percentage (%) of samples meeting turbidity limits	N	100%	Less than 95% of monthly turbidity measurements are ≤ 0.3 NTU	

***Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system.**

The Turbidity rule requires that 95% or more of the monthly samples must be less than or equal to 0.3 NTU.

INORGANIC CONTAMINANTS

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water	Range Low High	MCLG	MCL	Like Source of Contamination
Fluoride (ppm)	1/9/2018	N	0.74	N/A	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories

DISINFECTION BYPRODUCT PRECURSORS CONTAMINANTS

Contaminant (units)	TT Violation Y/N	Your Water (RAA Removal Ratio)	Range Monthly Removal Ratio Low-High	MCLG	MCL	Compliance Method (Step 1 or ACC#)	Likely Source of Contamination
Total Organic Carbon (removal ratio) (TOC)-TREATED	N	1.55	1.29 - 1.79	N/A	TT	Step 1	Naturally present in the environment

WATER CHARACTERISTICS CONTAMINANTS

Contaminant (units)	Sample Date	Your Water	Range Low High	Secondary MCL
Sodium (ppm)	1/9/2018	28.1	NA	N/A
Sulfate (ppm)	1/9/2018	37.4	N/A	250
pH, SU	2018	8.41	8.34 - 8.52	6.5 to 8.5
Alkalinity, ppm	2018	27.3	23.1 - 32.7	N/A
Hardness, ppm	2018	21.8	18.2 - 25.2	N/A

Unregulated contaminants are those for which EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulations are warranted. NOTE: EP = Entry Point to the distribution system; DS = Distribution System

No Detected contaminants were found in the drinking water of EP3 during the UCMR4 study.

Glossary of Terms

ACTION LEVEL (AL): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

CHLORAMINATION: the process of adding ammonia to drinking water which already has chlorine added as a disinfectant. The ammonia combines with the existing chlorine which is called free chlorine to create chloramines.

CRYPTOSPORIDIUM: Cryptosporidium is a microorganism that can cause intestinal illness. The City of Raleigh voluntarily tests for Cryptosporidium and DID NOT detect Cryptosporidium in its water in 2016.

HALOACETIC ACIDS (HAAS): A group of chemicals known as disinfection byproducts. These form when a disinfectant reacts with naturally occurring organic and inorganic matter in the water.

MAXIMUM RESIDUAL DISINFECTION LEVEL GOAL (MRDLG): The "Level" (MRDLG) of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

MAXIMUM RESIDUAL DISINFECTION LEVEL (MRDL): The "Highest Level" (MRDL) of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

MAXIMUM CONTAMINANT LEVEL (MCL): The "Maximum Allowed" (MCL) is the highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

MAXIMUM CONTAMINANT LEVEL GOAL (MCLG): The "Goal" (MCLG) is the level of a contaminant in drinking

MTBE: The City of Raleigh also tested for Methyl tert-butyl ether (MTBE) and found it to be below the detection limit of 5 ppb for MTBE. At this time no limit for MTBE has been established, however the EPA is considering a limit of 30 ppb.

NOT-APPLICABLE (N/A): Information not applicable/not required for that particular water system or for that particular Rule.

NEPHELOMETRIC TURBIDITY UNIT (NTU): Nephelometric turbidity unit is a measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

PARTS PER MILLION (PPM) OR MILLIGRAMS PER LITER (MG/L): One part per million corresponds to one minute in two years or a single penny in \$10,000.

PARTS PER BILLION (PPB) OR MICROGRAMS PER LITER: One part per billion corresponds to one minute in 2,000 years, or a single penny in \$10,000,000.

PICOCURIES PER LITER (PCI/L): Picocuries per liter is a measure of the radioactivity in water.

RADON: Radon is a radioactive gas that you can't see, taste, or smell. It is found naturally occurring throughout the U.S. EPA expects to issue a Radon Rule, which will set a standard for Radon in drinking water. The City of Raleigh tested for Radon in its finished water and found it to be <100 pCi/L. There is no current MCL for Radon. However, the EPA is considering a MCL of 300 pCi/L.

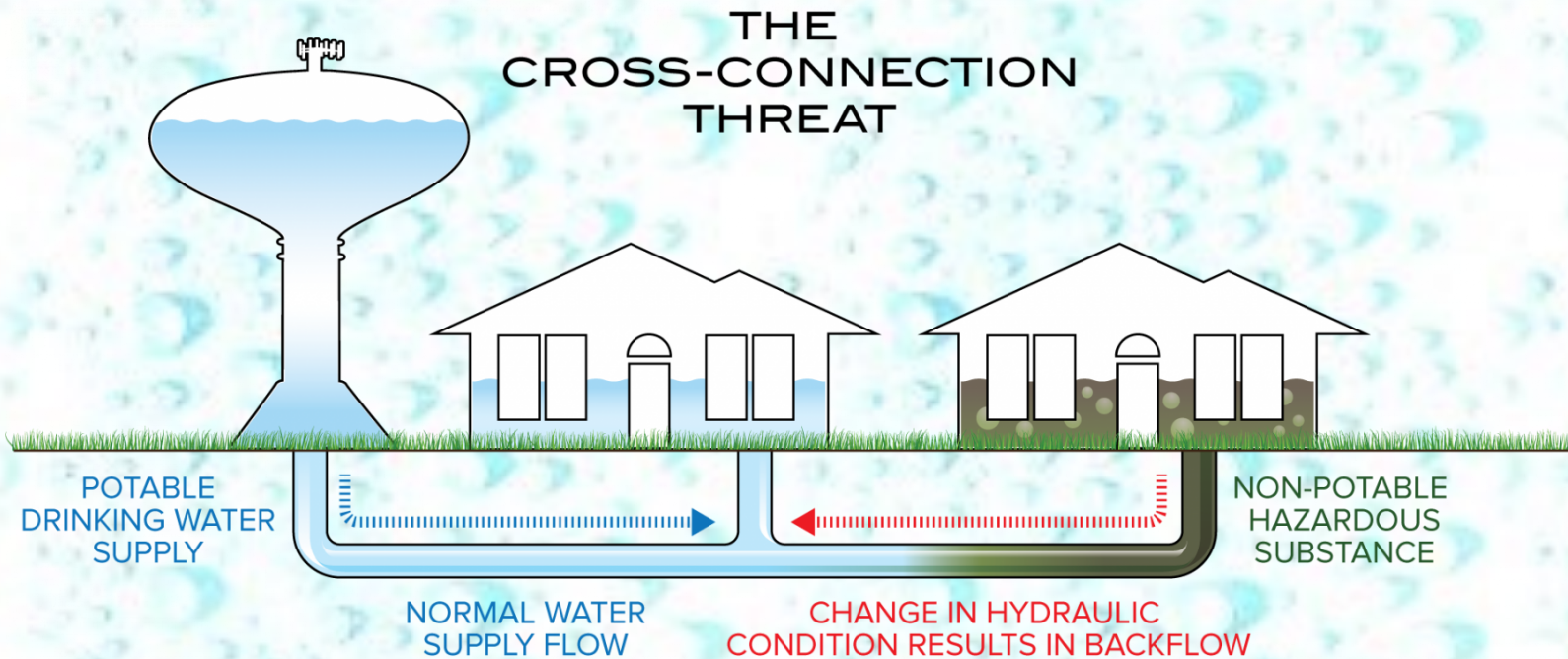
TOTAL TRIHALOMETHANES (TTHMS): A group of chemicals known as disinfection byproducts. These form when a disinfectant reacts with naturally occurring organic and inorganic matter in the water.

TREATMENT TECHNIQUE (TT): A treatment technique is a required process intended to reduce the presence of a contaminant in drinking water.

Need To Know Information

Backflow Prevention Assemblies

Backflow prevention assemblies protect the potable water supply by allowing water in only one direction to prevent potential backsiphonage of pollutants or contaminants from entering the public water supply. All commercial connections including domestic, fire and lawn irrigation are required to have a backflow assembly installed and tested annually. Every residential irrigation system is required to have a backflow assembly installed and tested every three years. The Public Utilities Department will be contacting customers with backflow assemblies to help ensure these devices are properly tested. If you would like to know more about backflow prevention, please call **(919) 996-2747**.



Want to Know More? Take a Tour!

If you are interested in learning more about water treatment, or you have a class which could benefit from seeing how water is treated firsthand (generally high school or college level students are recommended), the City of Raleigh Public Utilities Department offers tours of our Dempsey E. Benton water treatment plant located in Garner, NC. To submit a tour request form, go to www.raleighnc.gov and search for "water treatment plant tour" or call **(919) 996-3471** to get more information.

See a Water Problem?

Please call the City of Raleigh Public Utilities Department to report an unusual taste or odor with your tap water, a water main break or sanitary sewer backup or overflow. To report a main break or sewer backup/overflow, please call **(919) 996-3245**. Thank you for your help!



City of Raleigh Public Utilities Department

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Public Utilities

raleighnc.gov

JUNE 2019

For questions,
visit www.raleighnc.gov

Customer Care & Billing:

919-996-3245 | Weekdays 7:30 am to 6 pm
Automated Services
24 Hours / 7 Days | Holidays & Weekends

Solid Waste & Recycling (Raleigh):

919-996-3245 | Weekdays 7:30 am to 6 pm

Stormwater Bills (Raleigh):

919-996-3245 | Weekdays 7:30 am to 6 pm

**Solid Waste, Recycling & Stormwater
(Other Towns):**

Call the individual Town Hall

WATER & SEWER EMERGENCIES:

919-996-3245
24 Hours / 7 Days | Holidays & Weekends



Information:
919-996-3000



Hours of Operation Change for Customer Care Call Center to Provide Better Service

The Customer Care Call Center will change operating hours effective July 1, 2019. Representatives will be available to answer calls each Monday, Tuesday, Wednesday and Friday from 8 a.m. to 5:30 p.m., and each Thursday from 9 a.m. to 5:30 p.m. This change will bring benefits

to the community as we focus resources to better serve our customers during the hours of peak call volume and meet the evolving needs of our customers.

For account access 24 hours-a-day, 7 days-a-week, including weekends and holidays, automated services will continue to be available by calling 919-996-3245 and online. Visit <https://ubwss/raleighnc.gov/>. Login to enroll in eBill today.



SunFest: Raleigh's Annual Celebration of Sunflowers!!!

SUNFEST @ DIX PARK!

Save the Date...

Saturday, July 13, 2019
from noon to 8 p.m.

The 2018 Annual Drinking Water Quality Report is now available ONLINE!

Public Utilities 2018 Consumer Confidence Report

Thanks to a change in policy, the United States Environmental Protection Agency (US EPA) and the North Carolina Public Water Supply Section now permits this report to be made available online rather than being mailed. It is estimated this change will save the City of Raleigh approximately \$50,000 per year in mailing and printing costs, as well as allowing for a more informative and expansive report.

In 2018, laboratory staff analyzed Raleigh's drinking water over 6,000 to 7,000 times per month for contaminants such as trace metals, petroleum products, pesticides and bacteria. The City of Raleigh Public Utilities Department is pleased to document that the drinking water meets all Federal and State standards as required by the US EPA.

Please go to www.raleighnc.gov/content/PubUtilAdmin/Documents/CCR.pdf to view the 2018 report and learn more about your drinking water. This report contains important information about the source and quality of your drinking water. To receive a Spanish version, or

(Continue)

if you would like a paper copy of the 2018 Consumer Confidence Report mailed to your residence, please call 919-996-3471.

For more information about how the City of Raleigh maintains the safety of your drinking water and to view reports from previous years, go to www.raleighnc.gov and search "Public Utilities Reports".



Five Ways to Stay Safe During a Hurricane

During hurricane season, Raleigh can receive nearly 20 inches of rain, which is likely to cause flooding. This happens during storms when a lot of rain falls in a short period of time with heavy winds. While there are many flood control measures (i.e.: lowering the water level of lakes prior to a storm and making sure stormwater infrastructure is functioning properly) in place throughout the city to prevent significant flooding, floods cannot be completely prevented, especially in areas directly surrounding creeks and other waterways.

Here are five tips from Raleigh Stormwater to help you weather-the-storms of hurricane season:

1. Place sandbags in areas where water may enter your home;
2. Cover your windows and glass doors with plywood to protect against high winds;
3. Move furniture and other valuables to higher ground;
4. Have your emergency plan and kit ready; and,
5. Leave your home if your neighborhood is evacuated.

For more flooding information, visit and search "Flood Hazard Information". The Federal Emergency Management Agency (FEMA) also offers a helpful emergency preparedness checklist at fema.gov



Water & Wastewater Services Rate Changes

As costs throughout the utility and industries continue to rise, Raleigh is committed to managing those costs, and operating efficiently, while maintaining a high level of service.

The Wastewater Base Charge on the utility bill will increase by 11%, resulting in a \$0.75 monthly increase in the utility bill for most residential customers. This \$0.75 monthly increase applies to all inside city limits residential customers with a 5/8" water meter, which includes almost all single-family residential customers in Raleigh, Garner, Knightdale, Rolesville and Wake Forest. Outside city limits customers will see a proportional increase.

Customers in Wendell and Zebulon have different planned increases than described above. Visit raleighnc.gov and search "Utility Rates" for detailed information.

Since city sales and property taxes do not fund the costs of water and wastewater services, those costs must be recovered through utility rates and fees. The 2019 rate adjustments are based on a detailed cost of service study to ensure that each utility customer pays their proportionate share of the costs to provide services. These rate adjustments will help ensure the reliability of critical services. They will also support Council's commitment to the replacement of aging infrastructure, particularly the most critical pipes whose failure would have significant social, environmental, and economic impacts.

KIDS' CORNER

True or False?

In the Raleigh area, water that goes into the storm drain is cleaned before it is released into streams and rivers.

- A. True
- B. False

The answer will be posted next month!


For more information contact:

Water.Conservation@raleighnc.gov

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raleighnc.gov

#RALEIGH

Consumer Confidence Report (CCR) Certification Form

Water System Name: City of Raleigh

Water System No.: NC 03-92-010 Report Year: 2018 Population Served: ~600,000

The Community Water System (CWS) named above hereby confirms that all provisions under 40 CFR parts 141 and 142 requiring the development of, distribution of, and notification of a consumer confidence report have been executed. Further, the CWS certifies the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the primacy agency by their NC certified laboratory. In addition, if this report is being used to meet Tier 3 Public Notification requirements, as denoted by the checked box below, the CWS certifies that public notification has been provided to its consumers in accordance with the requirements of 40 CFR 141.204(d).

Certified by: Name: Edward Buchan Title: Sr. Utilities Analyst

Signature: Ed Buchan Phone #: 919 996 3471

Delivery Achieved Date: 6/1/19 Date Reported to State: 6/25/19

☐ The CCR includes the mandated Public Notice for a monitoring violation (check box, if yes)

Check all methods used for distribution (see instructions on back for delivery requirements and methods):

- ☐ Paper copy to all US Mail ☐ Hand Delivery ☐
- ☐ Notification of Availability of Paper Copy (other than in the CCR itself)
- Notification Method _____ (i.e. US Mail, door hanger)
- ☒ Notification of CCR URL:
<https://www.raleighnc.gov/content/PubUtilAdmin/Documents/CCR.pdf>
- Notification Method monthly bill insert (i.e. on bill, bill stuffer, separate mailing, email)
- ☐ Direct email delivery of CCR (attached? or embedded? _____)
- Notification Method _____ (i.e. on bill, bill stuffer, separate mailing)
- ☐ Newspaper (attach copy) What Paper? _____ Date Published: _____
- Notification Method _____ (i.e. US Mail, on bill, bill stuffer, door hanger, a postcard dedicated to the CCR, or email)

☒ "Good faith" efforts (in addition to the above required methods) were used to reach non-bill paying consumers such as industry employees, apartment tenants, etc. Extra efforts included the following methods:

- ☒ posting the CCR on the Internet at
URL <https://www.raleighnc.gov/content/PubUtilAdmin/Documents/CCR.pdf>
- ☐ mailing the CCR to postal patrons within the service area
- ☐ advertising the availability of the CCR in news media (attach copy of announcement)
- ☐ publication of the CCR in local newspaper (attach copy)
- ☐ posting the CCR in public places such as: (attach list if needed) _____
- ☐ delivery of multiple copies to single bill addresses serving several persons such as:
apartments, businesses, and large private employers
- ☐ delivery to community organizations such as: (attach list if needed)