

**Raleigh Water
Annual Wastewater
Collection System
& Resource
Recovery Report
2021-2022**



ENVIRONMENTAL PROTECTION:

Wastewater systems have evolved considerably from early systems in the 1800's. Although the purpose has always been to collect human waste and transport it away from urban areas to protect human health, early systems merely transported the wastewater to a nearby stream, where it was discharged. Today, wastewater systems are not only expected to protect public health, but to also protect the environment as well. In 1972, the U.S. Congress passed landmark legislation entitled the "Clean Water Act" which ensured environmental protection as a performance benchmark for all wastewater systems. Long before the passage of this act, and every day since, the protection of public health and the environment have been the operating standard of the Raleigh Water's wastewater system.

This report provides information about the performance of the three (3) wastewater treatment plants: Neuse River Resource Recovery Facility (NRRRF), Smith Creek Resource Recovery Facility (SCRRF) and Little Creek Resource Recovery Facility (LCRRF) in addition to the performance of the wastewater collection system for the period of July 1, 2021 through June 30, 2022. To learn more about the wastewater collection system or the treatment facilities, please contact Raleigh Water at 919-996-3245 or visit our web site at: www.raleigh.gov/water



Who We Are:

Scientists, Engineers, Mechanics,
Technicians, Operators



What We Manage:

123 pump stations

77,000+ manholes

2,600+ miles of sewer lines

3 treatment plants



What We Do:

Clean an average of **52 million**
gallons of wastewater for over **610,000**
people everyday

The Raleigh Water provides wastewater collection and treatment services for areas within the City's corporate limits and many areas in the City's Extraterritorial Jurisdictional area (ETJ). Raleigh Water also provides wastewater collection and treatment services for Garner, Rolesville, Wake Forest, Knightdale, Wendell and Zebulon. Temporary contracts are also in place to treat specific amounts of wastewater from the Towns of Clayton, Middlesex and Johnston County.

The wastewater collection system functions primarily by gravity flow and it consists of approximately **2,600 miles** of pipeline ranging in diameter from six inches to eight feet. Every day an average of 52 million gallons per day (MGD) of wastewater for this reporting period travels through the sanitary sewer collection system to the wastewater treatment plants.

The sewer pipes of the collection system are connected by a series of sewer manholes needed for maintenance of the collection system. Manholes in the street are level with the pavement, while manholes near streams are built higher minimize impacts during flood events. Some pipes are located above ground as well (aerial mains), particularly across streams. Ventilation is necessary at most manholes and is provided through vent holes in the lids or separate vent stacks. Although the collection system functions primarily by gravity, **125** pump stations are necessary to keep the wastewater flowing to the wastewater treatment plants. Raleigh Water also uses odor control systems on many of our pump stations and on manhole vents near public greenways to improve air quality in these areas.

In order to continually improve our sewer services, the Sewer Maintenance Division fully implemented an ISO 14001:2015 Environmental Management System (EMS). The Sewer Maintenance Division's EMS is a commitment to prevent pollution through continual improvements in environmental performance and compliance with all regulatory requirements, by identifying aspects of activities having significant environmental impacts, setting performance objectives and targets and establishing standards and training for staff, including metrics for measuring performance. These processes allow the Sewer Maintenance Division to operate the collection system in a sustainable manner while contributing to the economic, social and environmental vitality of the communities it serves. Some of the highlights of the EMS in the 2021-2022 reporting period include:

- ◆ Maintained **1.29** sanitary sewer overflows (SSOs) per 100 miles of pipe (National SSO average is 4.5)
- ◆ Cleaned **323.7 miles** (14%) of sewer line, which exceeded the Collection System Permit's annual system requirement of 10%
- ◆ Completed **100%** of annual easement inspections as required in the Collection System Permit
- ◆ Cleared **132 miles** of high priority sewer main easements



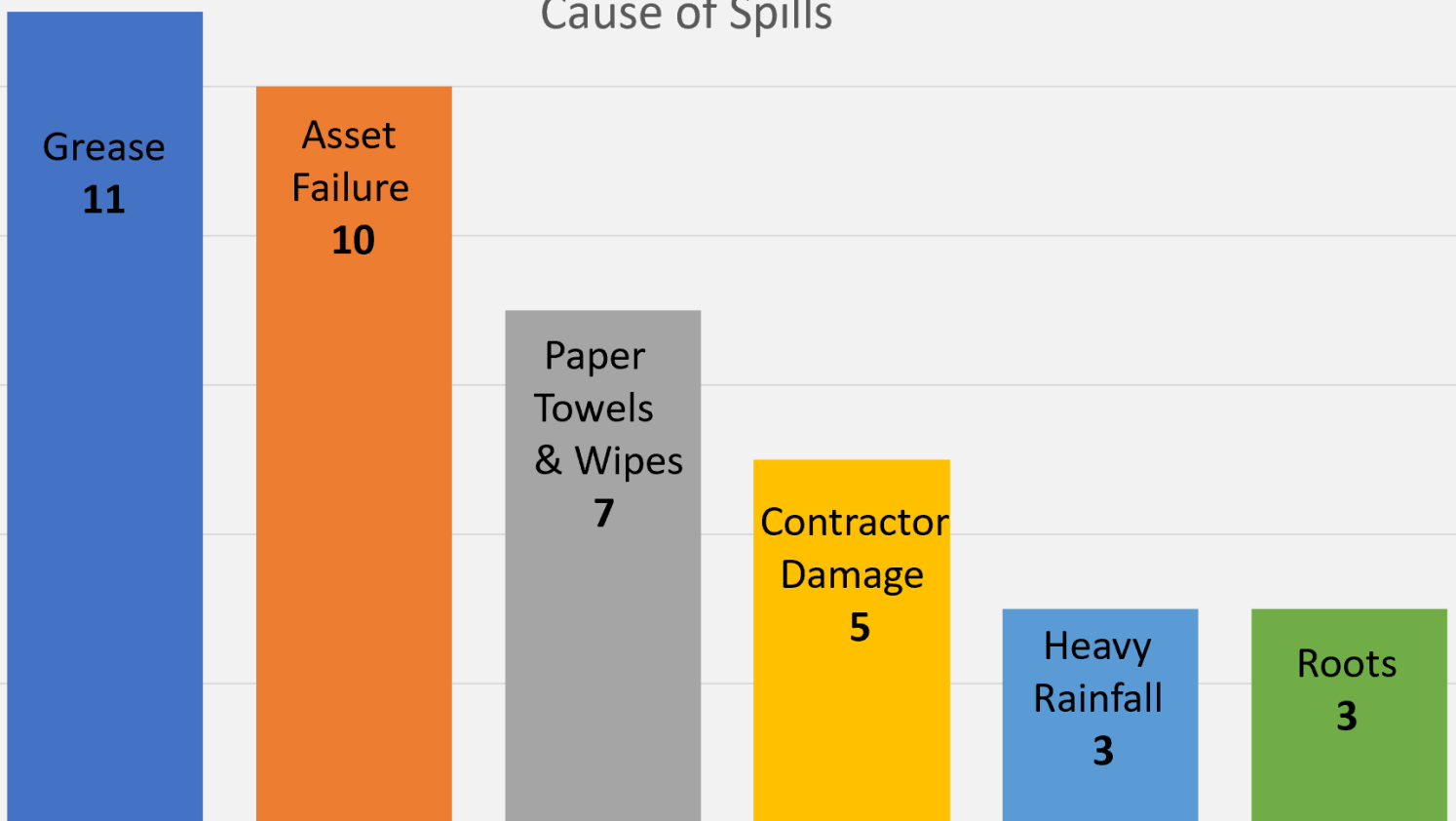
Sanitary Sewer Overflows (SSO)

Sanitary sewer overflows (SSOs) occur when blockages in the collection system cause sewage to come out of the sewer collection system, which is usually at manhole locations.

During the reporting period from July 1, 2021 through June 30, 2022, the collection system experienced 39 SSOs that were 1,000 gallons or greater or that reached surface waters of the State. Of the 39 SSO's, **almost half (18)** were caused by introducing grease and/or wipes into the sewer system rather than properly disposing of them in the trash. Raleigh Water continues to pursue its goal of reducing the number of SSO's by investing millions of dollars to replace sewer lines in poor condition, by employing a fleet of sewer flusher trucks to clear blockages and proactively maintaining lines and pumping equipment to reduce the chance of failure.

Debris can be such items as rags, paper towels, "flushable" wipes, feminine hygiene products, etc., all of which are illegal to discharge into the sanitary sewer system. Cooking grease is also not appropriate to pour down the drain as it quickly congeals underground and creates blockages. Raleigh Water has an ongoing education program to educate residents and business owners regarding the need to keep grease and other inappropriate materials out of the sewer system.

Cause of Spills



SSO Information

Date	Location	Estimated Vol.	Root Cause	Receiving Stream
7/8/2021	3316 ALLEGHANY DR	3300	Heavy Rain	Ground
7/15/2021	1127 MARSHALL ST	1200	Asset Failure	Pigeon House Branch
7/22/2021	KEARNEY DR, NEAR COBBLE GLEN CT, WAKE FOREST, NC 27587	2100	Asset Failure	Horse Creek
7/27/2021	2601 ADCOX PL, RALEIGH, NC 27610	3500	Debris	Unnamed Tributary to Neuse
8/5/2021	5101 GLENWOOD AVE RALEIGH NC	6300	Asset Failure	Hare Snipe Creek, Crabtree Basin
9/16/2021	1510 GRADUATE LN, RALEIGH, NC, 27606	2550	Debris	Bushy Creek
9/24/2021	917 WILLOW RUN SOUTH DR, RALEIGH, NC, 27615	1000	Roots	Mine Creek basin
10/19/2021	0 WENDELL BLVD	8000	Contractor Damage	Little S Basin
10/20/2021	120 FOREST RD, RALEIGH, NC, 27605	3600	Contractor Damage	Pigeon house basin
11/15/2021	1025 SCHAUB DR, RALEIGH, NC 27606	2880	Contractor Damage	Bushy Branch
11/15/2021	7104 BELLWEATHER CT S, RALEIGH, NC, 27615	5220	Asset Failure	Unnamed Tributary
12/1/2021	1401 WENDELL BLVD	2160	Grease	Buffalo Creek basin
12/13/2021	612 CAROLINA AVE, RALEIGH, NC, 27606	2775	Asset Failure	Simmons Branch
12/14/2021	3307 QUAIL HOLLOW DR. RALEIGH NC	900	Debris	Big Branch
12/28/2021	3201 FRIAR TUCK RD, RALEIGH, NC, 27610	250	Grease	Unnamed Tributary to Neuse
12/28/2021	2110 BLACKWOLF RUN LN, RALEIGH, NC, 27604	1525	Grease	Neuse River
1/7/2022	732 ILEAGNES RD, RALEIGH, NC, 27603	210	Grease	Walnut drainage basin
1/14/2022	PARK GLEN DR & N RALEIGH BLVD, RALEIGH, NC, 27610	1950	Roots	Ground
1/19/2022	1902 GLENWOOD AVE, RALEIGH, NC, 27608	5000	Asset Failure	Oxford Branch Tributary to Crabtree Creek
1/21/2022	2739 ROTHGEB DR	4500	Heavy Rain	Ground
1/21/2022	5532 NEUSE VIEW DR	2019	Heavy Rain	Neuse River basin
1/26/2022	2804 SYLVESTER ST, RALEIGH, NC, 27610	615	Debris	Neuse River basin
1/26/2022	621 THISTLEGATE TRL, RALEIGH, NC, 27610	15625	Debris	Private Pond
2/21/2022	FLAMINGO LN & CRISPIN CT, RALEIGH, NC, 27610	1660	Grease	Emily Babcock Lake
3/1/2022	2408 RENFROW RD, RALEIGH, NC, 27603	6000	Grease	Ground/ Naturally contained
3/4/2022	5721 BASHFORD CREST LN, RALEIGH, NC, 27606	165	Grease	Unnamed tributary Nuese river Basin
3/7/2022	GRANITE FALLS BLVD & W YOUNG ST	6450	Contractor Damage	Unnamed tributary
3/14/2022	504 HERTFORD ST, RALEIGH, NC, 27609	3375	Asset Failure	Ground
3/15/2022	FALLS OF NEUSE RD & NORTH BEND DR, RALEIGH, NC, 27609	1765	Debris	Marsh Basin
3/22/2022	12408 DUNARD ST, RALEIGH, NC, 27614	989	Grease	Richland Creek Basin/Storm drain channel
3/23/2022	724 S STATE ST	600	Debris	Storm Water Conveyance
3/23/2022	1405 W HWY 70	2720	Grease	Ground/ Self Contained
4/18/2022	5500 CROSSFIELD DR, RALEIGH, NC, 27613	2925	Roots	Sycamore Creek
4/23/2022	3019 FORESTVILLE RD	3000	Asset Failure	Neuse River
4/28/2022	11513 BURBERRY DR, RALEIGH, NC, 27614	150	Contractor Damage	Unnamed tributary (Falls Lower Basin)
5/5/2022	208 BLANCHARD ST, RALEIGH, NC, 27603	1200	Grease	Wildcat Branch
5/10/2022	1530 S GLENEAGLE DR, GARNER, NC, 27529	9550	Asset Failure	Swift Creek
6/26/2022	6600 GLENWOOD AVE, RALEIGH, NC, 27612	1905	Grease	Stormwater retention area
6/30/2022	2500 GARNER STATION BLVD	12300	Asset Failure	Unnamed tributary

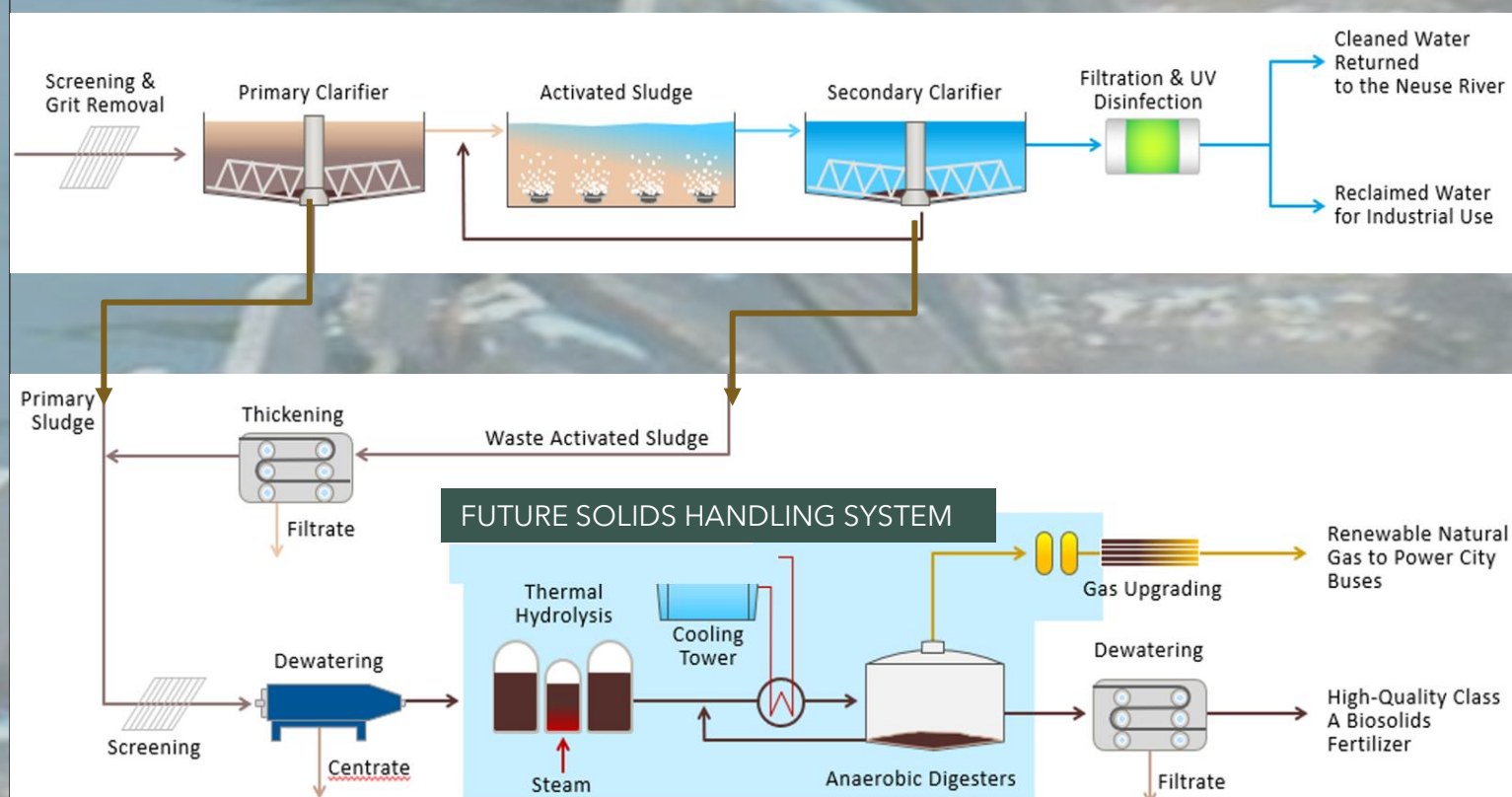


Treatment Start to Finish

The Neuse River Resource Recovery Facility (NRRRF), Smith Creek Resource Recovery Facility (SCRRF), and the Little Creek Resource Recovery Facility (LCRRF) process and treat wastewater for approximately **200,000** metered customers and a service area population of approximately **610,000**.

For our National Pollutant Discharge Elimination System (NPDES) permitted wastewater treatment facilities (NRRRF, SCRRF and LCRRF), wastewater is treated both physically and biologically. As the wastewater enters the plant it goes through the area called preliminary treatment which is a physical process to remove debris, sand, and other inorganics that can't be biologically treated. The first stage of treatment is referred to as primary treatment and is a physical process to remove the settleable and floatable organics.

The second stage of treatment is a biological process referred to as "activated sludge" in which microorganisms consume organic matter (suspended and dissolved) and convert ammonia-nitrogen to nitrogen gas through the process of nitrification/denitrification. The microorganisms are separated from the treated water by secondary clarification and returned to the biological process. In the final stage, the clarified water is filtered by sand filters and disinfected by UV disinfection before it is metered and returned to the Neuse River.



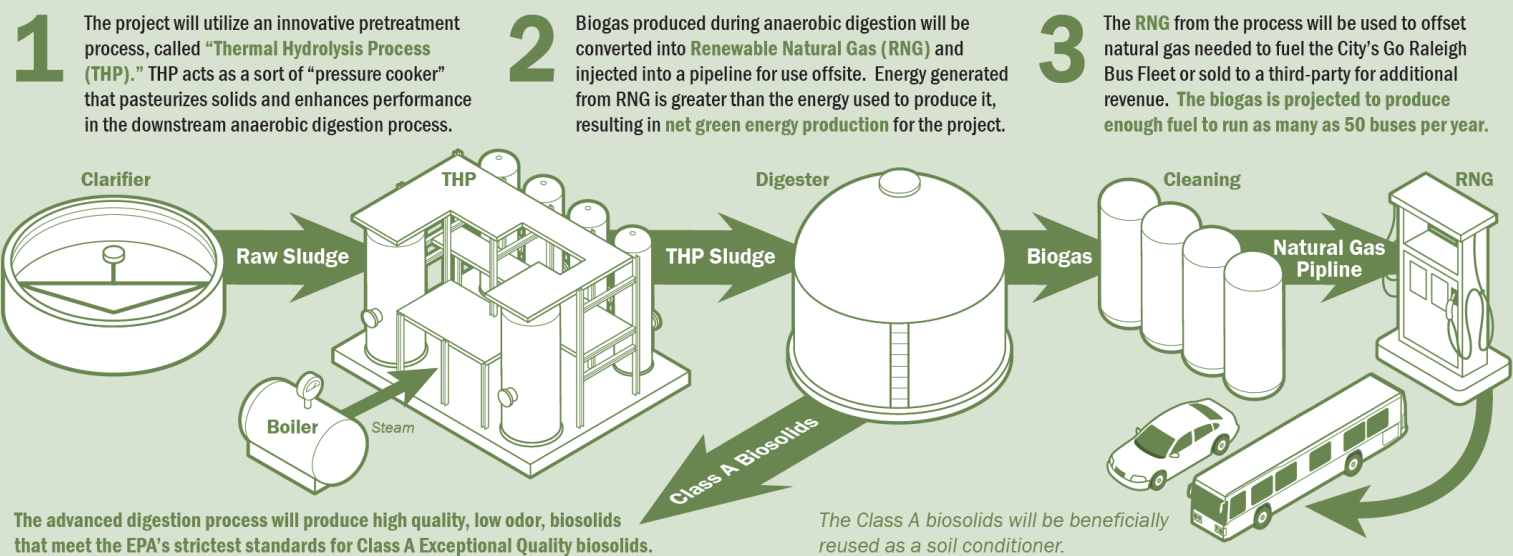
Neuse River Resource Recovery Facility (NRRRF)

Originally constructed in 1977, the NRRRF was designed to serve the City of Raleigh and surrounding communities. The facility is located approximately 12 miles southeast of Raleigh, near the Johnston County line and currently can treat up to **75 MGD**.

The NRRRF did not experience **any** NPDES permit (NC0029033) performance violations during the past fiscal year, while treating an average of 48.9 million gallons per day. Through improvements and continued excellent operation of the facility, the NRRRF has maintained 19 consecutive years of **100% compliance**, resulting in the facility's Platinum 19 Award issued by the National Association of Clean Water Agencies (NACWA). The solids stabilization process is being converted from aerobic digestion to anaerobic digestion which will provide a renewable fuel source for approximately **70** natural gas-powered vehicles in the City's bus fleet and reduce overall biosolids volume by over **50%**.

Advanced Anaerobic Digestion Process Produces Reusable Biosolids and Biogas

The Bioenergy Recovery Project will be constructed at NRRRF, the largest of the City's advanced wastewater treatment facilities. The new process, shown below, will use an advanced anaerobic digestion process to treat solids generated from all three of the City's wastewater treatment facilities.



Five Key Benefits of Bioenergy Recovery Project

The project provides multiple additional key benefits that align with the City's Strategic Plan and the City's Climate and Energy Action Plan:

Reusable Biogas	Green Energy	Regulatory Resiliency	High-Quality Biosolids	Lower Removal Costs
Green energy will allow the City to make great strides towards reducing greenhouse gas emissions and meeting its sustainability goals.	As a Green Energy Project, the City qualified for a 0% interest loan for the project, resulting in a savings of over \$25 million.	The Bioenergy Recovery Project enables the City to meet all of the EPA's strictest standards for Class A biosolids.	High-quality, low-odor biosolids reused as a soil conditioner, enhances reuse efforts with minimal impact to the environment.	An expected 48% decline in volume of solids produced by the Bioenergy Recovery Project, compared to the existing process, will greatly reduce hauling costs to remove biosolids.

Smith Creek Resource Recovery Facility (SCRRF)

The SCRRF was designed to serve the Town of Wake Forest and was transferred to the City of Raleigh on July 1, 2005. The plant is in Wake Forest, approximately 14 miles north of Raleigh and operates with a capacity of **3.0 MGD**.

The SCRRF did not experience **any** NPDES permit (NC0030759) performance violations during the past fiscal year, while treating an average of 2.2 million gallons of wastewater per day. As a result of the SCWWTP experiencing **100% compliance**, it received the Platinum 17 Award, which is issued by NACWA for 17 consecutive years of such compliance.

Little Creek Resource Recovery Facility (LCRRF)

The LCRRF was designed to serve the Town of Zebulon and was transferred to the City of Raleigh on October 1, 2006. The plant is in Zebulon, approximately 24 miles east of Raleigh and operates with a capacity of **2.20 MGD**.

The LCRRF did not experience **any** NPDES permit (NC0079316) violations during the past fiscal year while treating an average of 0.78 million gallons of wastewater per day. The LCRRF has earned a NACWA Platinum 7 Award with no discharge violations occurring during the past 7 years. The facility has been in **100% compliance** 14 out of the past 15 years.

The following table shows the permit limits and performance history of the resource recovery facilities for this reporting period:

Parameter	Permit Limit	NRRRF	LCRRF	SCRRF
Ammonia-Nitrogen (mg/L)	2.00/1.00/1.00	0.05	0.03	0.04
Fecal Coliform (col/100mls)	200	0.0	2.6	1.7
Biological Oxygen Demand (mg/l)	5.00	0.00	0.10	0.40
Total Suspended Solids (mg/l)	30.00	0.00	0.00	0.60
Total Phosphorous (mg/l)	2.00/1.00/2.00	1.22	0.27	0.19
Total Nitrogen (annual pounds)		Permit Limit 687,373 pounds	Permit Limit 26,660 pounds	Permit Limit 70,814 pounds
		Actual Pounds 283,085.48	Actual Pounds 6,814.65	Actual Pounds 32,818.45
Average Daily Flow (MGD)	60.0/2.20/3.0	48.925	0.784	2.231

Reuse Water Program

Reuse or reclaimed water [used interchangeably] is defined in North Carolina as effluent from a wastewater treatment plant that is treated to an exceptional high level. Traditionally, reuse or reclaimed water has been utilized primarily to replace potable water in applications where non-potable water is sufficient such as golf course irrigation and industrial cooling towers. Following the severe droughts of 2002, 2005 and 2007, the construction of a reuse water system was an important part of the City's overall strategy to reduce potable water demand and improve drought resilience. This benefit remains a critical element of the City's future drinking water supply plans, as there is also potential to use direct potable reuse water at the Dempsey E. Benton Water Treatment Plant to augment current drinking water resources.

However, due to a Federally promulgated nutrient management strategy implemented in 2003 for the Neuse River basin, reuse water has increasingly become a highly valuable tool to help municipal wastewater treatment facilities comply with these rules. The Neuse River nutrient management strategy strictly limits nutrient (total nitrogen) discharges from wastewater point sources such as the Neuse River Resource Recovery Facility. The City of Raleigh was allotted a total nitrogen allocation, or total maximum discharge limit (TMDL), which translates to a total nitrogen poundage limit on an annual basis. In response, the Raleigh Water upgraded its treatment facilities to comply with the requirements and has been a national leader in nitrogen removal performance.

The ongoing expansion of the reuse system is also a crucial part of this effort, as it diverts treated wastewater and the associated nitrogen poundage from being discharged to the Neuse River.



Reuse Distribution System

The NRRRF uses reuse water for irrigation of the agricultural land that serves the facility. From July 1, 2021 to June 30, 2022, approximately 45 million gallons of reuse water was used to irrigate cropland.

The reuse system has bulk reuse water loading stations at the Neuse River Resource Recovery Facility and Little Creek Resource Recovery Facility . “Bulk” distribution of reuse water allows certified landscape contractors or citizens to obtain reclaimed water at no cost if that person will transport and responsibly use the reclaimed water for approved purposes. The location of the bulk reuse facilities are as follows:

- Neuse River RRF - 8500 Battle Bridge Road, Raleigh, NC*
- Little Creek WWTP - HWY 39 (behind the Mudcats Stadium), Zebulon, NC*

The Raleigh Water service area system also includes a reuse pipeline distribution system and an elevated storage tank. Reuse water is provided to North Carolina State University for use at their physical plant for non-potable demands. Raleigh Water also operates the Zebulon service area reclaimed water distribution system, which takes treated effluent from the Little Creek Resource Recovery Facility and provides the product to six permitted customers through **21,400 linear feet** of distribution pipe and a **250,000 gallon** elevated storage tank.

The following chart shows the total amount of reuse water distributed by the various reuse systems for the reporting period of July 1, 2021 through June 30, 2022.

NRRRF Bulk Reuse Flow	LCRRF Reuse Distribution Flow (includes bulk)	NRRRF Reuse Irrigation Flow	NRRRF Reuse Distribution (off-site)
1,615,183 gal	51,757,072 gal	26,144,000 gal	273,481,200 gal



Biosolids Program

Sludge is a by-product of all wastewater treatment plants. Biosolids are defined as treated, stabilized sludge and are produced at two of the City's wastewater treatment plants. The City beneficially reuses these biosolids by processing them into products that can be utilized by local farmers, landscapers and homeowners on both public and privately owned land. Close monitoring of these biosolids product constituents, environmental conditions and the utilization of extensive pretreatment methodologies allow the city to ensure that these products are safe for their intended use.

Putting Biosolids to Work

The sludge from the Smith Creek Resource Recovery Facility is discharged into the city's sewer collection system and is recovered and processed into biosolids at the Neuse River Resource Recovery Facility. The Little Creek Resource Recovery Facility solids, and a portion of the solids produced at the Neuse River facility, are processed into a Class B biosolids product. Once the Bioenergy Project is complete, we will transition entirely to a Class A biosolids product and this will be beneficially reused on the NRRRF's farm and by local farmers as a fertilizer on agricultural crops. The nutrients in the biosolids are taken up by the crops, which are then harvested and sold to agricultural markets. Further information concerning the biosolids program can be obtained by calling 919-996-3700 or by email at Biosolids@raleighnc.gov.

Environmental Management Systems

An Environmental Management System integrates environmental considerations into day-to-day decision making and operations. It is also used for improving organizational performance over time. All of our Resource Recovery Facilities are 14001:2015 certified facilities.

The Environmental Management System is re-verified by an independent third-party auditor. Re-verification occurs every three years with surveillance audits of the program conducted annually. This re-verification certifies the Neuse River Resource Recovery Facility has an effective emergency management system that:

- Supports continual improvement of environmental performance
- Meets regulatory compliance obligations
- Uses good management practices, and
- Creates meaningful opportunities for public participation.



Internal and Interim Audits

Internal audits help identify strengths and weaknesses of the environmental management program and allow for opportunities to improve the system. Seven internal audits were conducted in 2021 on Communications, Competence & Awareness, Internal Audit, Management Involvement, LCRRF EQ Basin Operation, Resource Recovery Maintenance (CityWorks), and SCRRF Sulfate Receiving to verify that these processes were functioning effectively and as intended. Findings identified during these audits were addressed through the corrective action process.

The ISO 14001:2015 EMS requires the environmental management system is re-verified every three years with annual surveillance audits conducted in the years between re-verification audits. The third-party surveillance audit was conducted in early March 2022. There were no nonconformances or opportunities for improvement resulting from the audit.

If you would like more information on the Environmental Management System or the audit, please contact Emily Fentress at 919-996-3680 or emily.fentress@raleighnc.gov

Regulatory Compliance:

- ☐ 100% regulatory compliance by NRRRF, LCRRF, & SCRRF
- ☐ All City's biosolids contractors achieved 100% compliance with City contract requirements.
- ☐ Contractor activities include hauling, spreading, and composting. Routine observations are performed by City staff to ensure contractor adherence to applicable regulations.
- ☐ All biosolids produced and distributed met all EPA 40 CFR 503 compliance requirements
- ☐ NRRRF, SCRRF, and LCRRF received Platinum awards from the National Associations of Clean Water Agencies (NACWA) for 100% regulatory NPDES compliance.
- ☐ Received recertification of ISO 14001 EMS

FY22 Objectives & Initiatives:

- ☐ Meet or exceed regulatory compliance obligations across Utility operations
- ☐ Improve Resource Recovery safety training within each program
- ☐ Improve Safety Data Sheet folder structure to better serve staff
- ☐ Improve electronic land application files, including field boundaries and buffers/setbacks
- ☐ Reduce energy intensity (plants)
- ☐ Reduce energy intensity (pump stations)
- ☐ Implement process optimization program that establishes process specific KPIs to track operational efficiency and performance
- ☐ Improve resiliency at remote pump stations
- ☐ Improve on site environment to attract pollinators and continue status as "Bee City USA"
- ☐ Streamline preventive maintenance process to improve efficiency and provide cross-training opportunities
- ☐ Improve efficiency related to out-of-service equipment

Four objectives and initiatives have been completed; the remaining six objectives will be continued into FY23.

How You Can Help!

Raleigh Water is committed to protecting the quality of the Neuse River and the environment. The water returned to the Neuse River from the NPDES permitted wastewater treatment plants is of higher quality water by most parameters than the water in the river itself.

While grease continues to be a significant cause of sanitary sewer overflows in the sewer collection system, you can help Raleigh Water reduce the number of overflows by following these simple steps:

- ❑ *Collect grease, fats and oils from cooking in a container and dispose of it in the garbage instead of pouring it down the drain.*
- ❑ *Place a wastebasket in each bathroom for the disposal of solid waste, disposable diapers, baby wipes, disinfecting wipes, condoms and personal hygiene products. These products **DO NOT** belong in the sewer system.*

Wastewater collection systems are designed to handle *only* three things: used water, human body waste and toilet paper. It is very important to keep all foreign materials, such as grease and other household debris from entering the system, as these can cause blockages. Most sewer backups occur between the house and the City's sewer main. The property owner is responsible for correcting this problem.

Many disinfecting wipes and baby wipes are touted as disposable, and some are even labeled as flushable, but both contribute to sanitary sewer overflows (SSOs) throughout the sanitary sewer system. Their cloth-like material doesn't break down in the sanitary sewer system like toilet paper but rather blocks sewer lines and clogs pumps throughout the system, which increases maintenance and repair costs. Please help the city reduce costs and protect the environment by disposing of these items in the trash rather than in the sewer system.

Managing unused or expired medications is a safety and an environmental concern. Proper disposal will prevent medications from entering soil and groundwater. Where available, take unwanted or expired medications to a local collection site. The following link includes medication drop locations:

<http://www.wakegov.com/humanservices/publichealth/Pages/dropbox>

Property owners are responsible for the care and maintenance of service lines from their homes or businesses to the sanitary sewer mains in the street. The Raleigh City Code also prohibits property owners from planting trees, shrubs and other vegetation on sewer lines and easements, covering manholes, erecting fences or permanent structures on sewer lines and easements, or damaging sewer lines in any manner.



Paper towels



Cigarette butts



Disposable diapers



**Wipes
(Baby or flushable)**



**Feminine hygiene
products**

Report Sanitary Sewer Overflows (SSOs) Water Main Breaks

To report a sanitary sewer backup, overflow or a water main break please call Raleigh Water at **919-996-3245** (24/7). Thanks for your help!

\$50 SSO Reward Program

The City of Raleigh has a Sanitary Sewer Overflow (SSO) Reporting Reward Program. In this program, concerned citizens who are the first to notify the City of an SSO that they observe are rewarded monetarily with a **\$50** check. By promptly reporting the overflow, the City is able to minimize the impact of the overflow to the environment. Although the Public Utilities staff frequently inspect the sanitary sewer collection system every day, with 2,500 miles of sewer mains in the City's service area to maintain, the City certainly needs the help of customers and citizens to find and report these problems when they occur.

Illegal Dumping Reward Program - \$5,000 Reward

Raleigh's service area currently has approximately 2,000 Food Service Establishments (FSEs) that generate grease and that are required to install grease interceptors. The Department is concerned that some of this wastewater from these grease interceptors is being illegally dumped into the sanitary sewer system. Grease and other materials illegally dumped can lead to sanitary sewer overflows (SSOs), which are a public health, environmental and regulatory concern. Reporting a problem or an illegal dumping incident could earn you a **\$5,000** reward if you are the first to notify the Public Utilities Department of a confirmed illegal dumping incident. To report anything suspicious or a suspected illegal dumping incident, contact the City of Raleigh Public Utilities Department at 919-996-3245 (24/7).



Property Manager Grease Management Kit

If you reside in an apartment or condo community, make sure your property manager is aware of our Grease Management Kit, which is available to any multi-family community in our service area. The kit is free of charge and includes grease pan scrapers, universal can lids (for grease storage), brochures and informational thumb drives that can be distributed to residents. Keeping grease out of the drain not only can help prevent SSO's in the sewer system, but can also help keep facility plumbing clear and avoid expensive plumbing bills. More information is available at our website or call 919-996-2334:

<https://raleighnc.gov/services/content/PubUtilAdmin/Articles/SanitarySewerOverflows.html>