

City of Raleigh 2018—2019

Annual Wastewater Collection System Report



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The City of Raleigh is pleased to present the Annual Wastewater Collection and Treatment System Report for fiscal year 2019. As a requirement of the Collection System Permit issued by the State of North Carolina, the City of Raleigh Public Utilities Department (Department) is required to report the system performance to all of its customers on an annual basis. This report provides information about the performance of the three (3) wastewater treatment plants: Neuse River Resource Recovery Facility (NRRRF), Smith Creek Wastewater Treatment Plant (SCWWTP), and Little Creek Wastewater Treatment Plant (LCWWTP) in addition to the performance of the wastewater collection system for the period of July 1, 2018 through June 30, 2019.



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 City of Raleigh's wastewater system.

To learn more about the wastewater collection system or the treatment facilities, please contact the City of Raleigh Public Utilities Department at 919-996-3245 or visit the City's web site at: www.raleighnc.gov.

Ruffin Hall

City Manager

WASTEWATER COLLECTION SYSTEM

The City of Raleigh 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 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 and Middlesex as well as Johnston County.

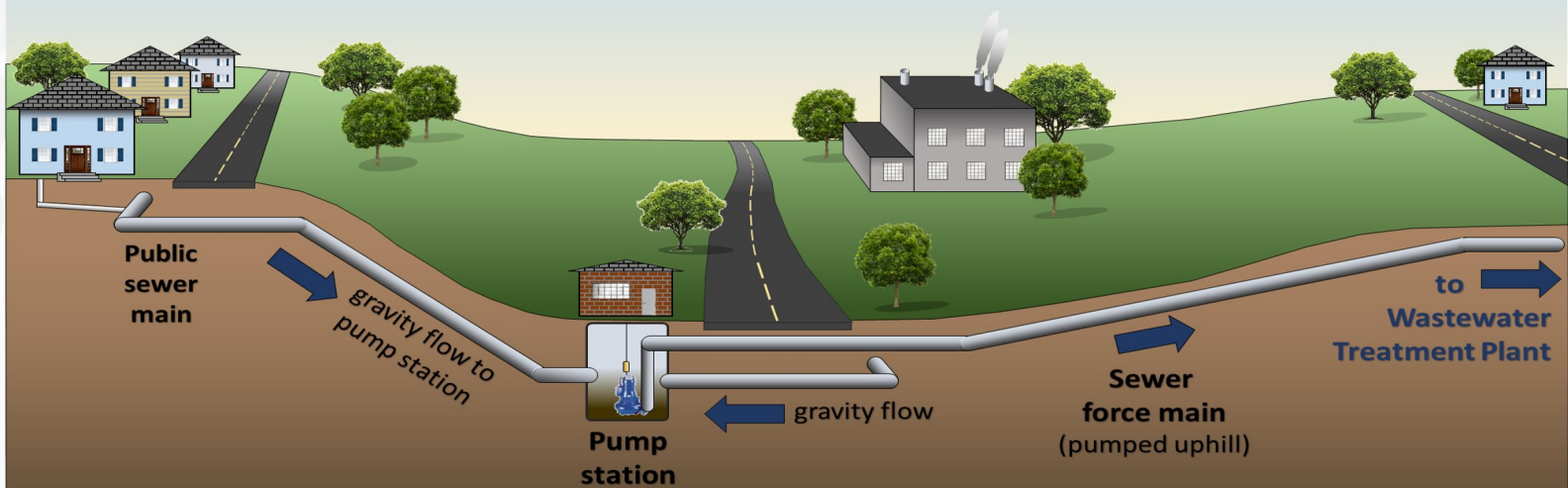
The wastewater collection system functions primarily by gravity flow and it consists of approximately 2,600 miles of pipeline ranging in diameter from six inches to six feet. Every day an average of 52 million gallons per day (MGD) of wastewater for this reporting period travels through the sanitary 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 flush with the pavement, while manholes near streams are built higher due to flood plain conditions. 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, 120 public pump stations are necessary to keep the wastewater flowing to the wastewater treatment plants. The Department also uses odor control systems on many large volume pump stations and on manhole vents near public greenways to improve air quality in these areas.

In an effort to continually improve its program 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 2018-2019 reporting period include:

- ◆ Maintained 1.42 sanitary sewer overflows (SSOs) per 100 miles of pipe (National SSO average is 4.5)
- ◆ Cleaned 297.66 miles (11%) of sewer line, which exceeded the Collection System Permit's annual system flushing requirement of 10%
- ◆ Completed 100% of annual easement inspections as required in the Collection System Permit
- ◆ Cleared 31 miles of high priority sewer main easements

How the Sewer Works



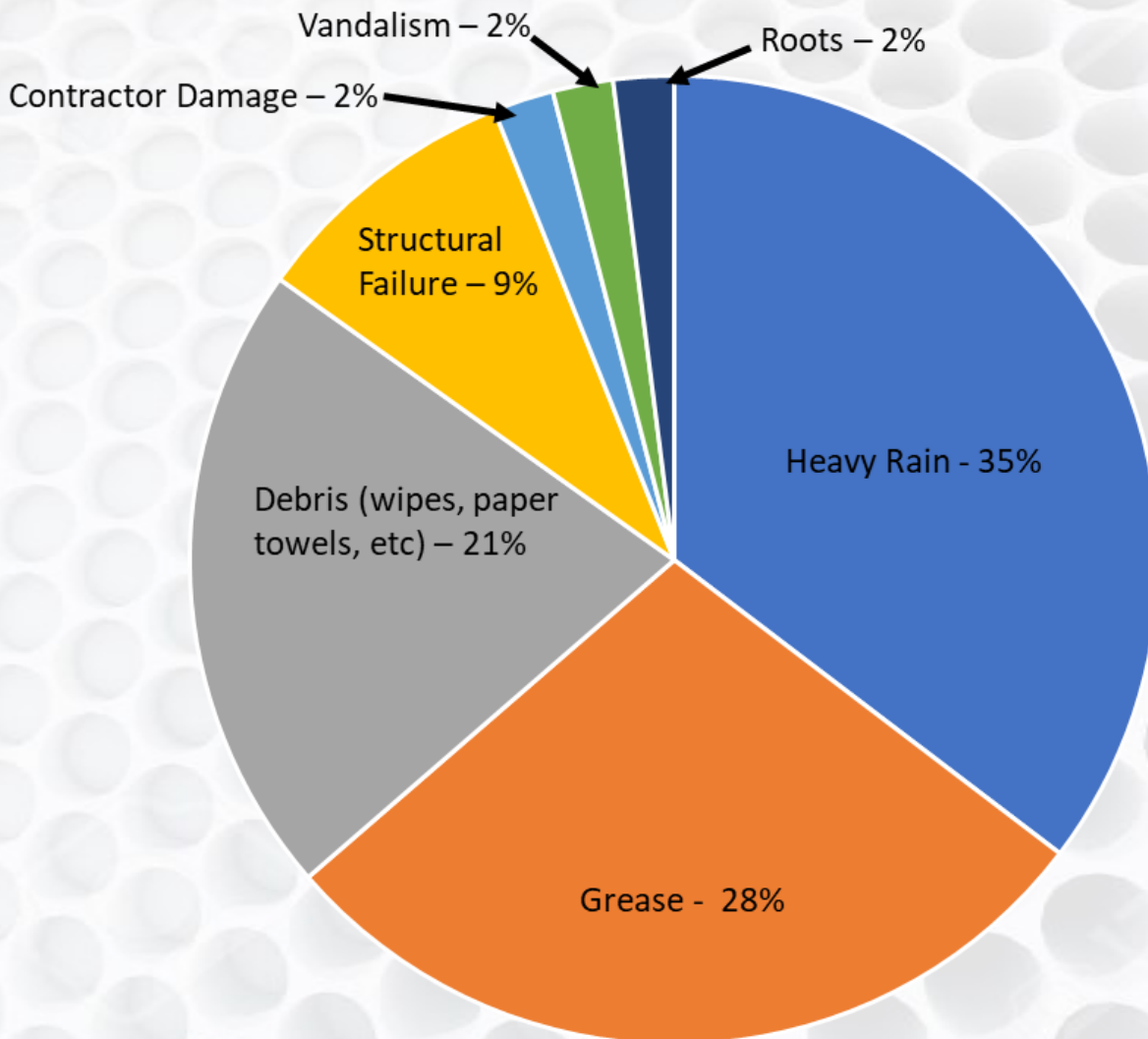
SANITARY SEWER OVERFLOWS (SSOs)

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 fiscal year from July 1, 2018 through June 30, 2019, the collection system experienced 37 SSOs that were 1,000 gallons or greater or that reached surface waters of the State. Of the 37 SSO's , 25 were dry weather events, which means they were not caused by excessive rainfall or a structural failure and were the result of preventable issues. The Department 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 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. The Department 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 Sanitary Sewer Overflows



SANITARY SEWER OVERFLOW DATA

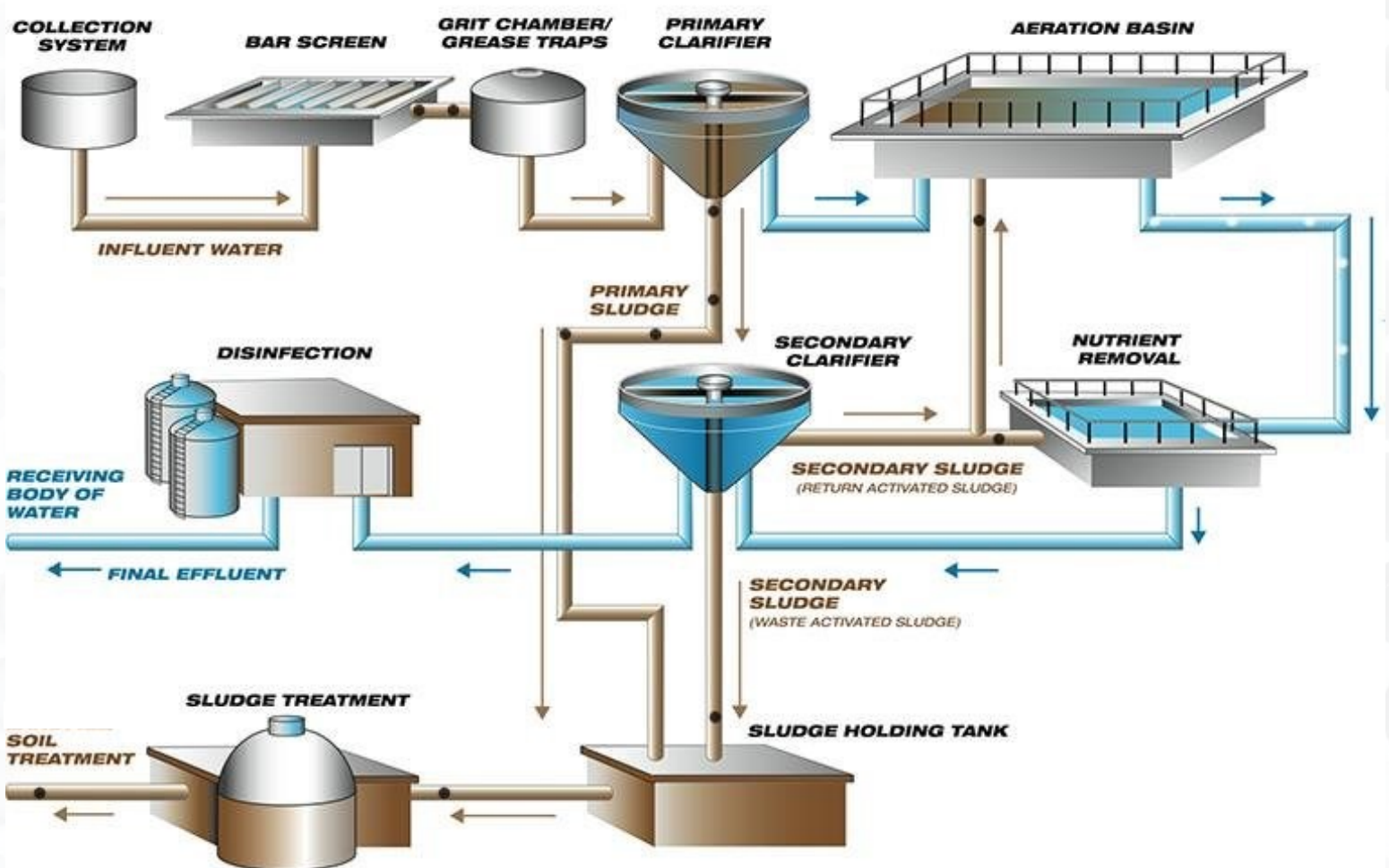
<u>Address</u>	<u>Date</u>	<u>Est Volume (GAL):</u>	<u>Receiving Stream</u>
4012 COLBY DR, RALEIGH	8/1/2018	848	Unnamed Tributary to Crabtree Creek
2806 BREWTON PL, RALEIGH	8/1/2018	2,000	Marsh Creek
609 CHARLESTON RD, RALEIGH	9/20/2018	6,091	Walnut Creek
4708 LITTLE FALLS DR, RALEIGH	10/27/2018	875	Unnamed Tributary to Big Branch Creek
8500 NEW BRUNSWICK LN, RALEIGH	11/12/2018	1,260	Mine Creek
3265 ANDERSON DRIVE, RALEIGH	11/12/2018	220,000	Big Branch Creek
556 DACIAN RD, RALEIGH	11/12/2018	291	Walnut Creek
1201 SUNNYBROOK RD, RALEIGH	11/14/2018	128,000	Walnut Creek
1551 ROCK QUARRY RD, RALEIGH	11/14/2018	138,000	Unnamed Tributary to Walnut Creek
3409 LASSITER FALLS CIRCLE, RALEIGH	11/14/2018	138,000	Crabtree Creek
800 NORTHBROOK DR, RALEIGH	11/26/2018	10,420	Stormwater Channel
1421 US 70 HWY W, GARNER	12/1/2018	3,000	Stormwater Channel
3316 ALLEGHANY DR, RALEIGH	12/3/2018	207,000	Crabtree Creek
800 HARDIMONT RD, RALEIGH	12/3/2018	18,000	Big Branch Creek
3600 CROYDON MILL WAY, RALEIGH	12/3/2018	30,000	Unnamed Tributary to the Neuse River
3204 YONKERS RD, RALEIGH	12/5/2018	4,995,000	Marsh Creek
3308 HOLSTON LN, RALEIGH	12/7/2018	1,041,667	Crabtree Creek
1003 TOWER ST, RALEIGH	1/2/2019	9,475	Storm Drainage Ditch
800 E JUNIPER AVE, WAKE FOREST	1/14/2019	10,800	Unnamed Tributary to Smith Creek
1401 WENDELL BLVD , WENDELL	1/23/2019	48,000	Little Creek Basin Wetland
903 LORIMER DR, RALEIGH	1/25/2019	6,000	Stormwater Channel
1505 CRABTREE BLVD, RALEIGH	2/14/2019	216,000	Crabtree Creek
4413 MARRIOTT DR, RALEIGH	2/19/2019	4,725	Crabtree Creek
600 CREEKSIDE DR, RALEIGH	2/21/2019	5,760	Crabtree Creek
7320 HAYMARKET LN, RALEIGH	3/9/2019	14,250	Private Golf Pond
1604 EVERGREEN AVE, RALEIGH	4/8/2019	6,000	Stormwater Channel
3265 ANDERSON DR, RALEIGH	4/9/2019	36,000	Unnamed Tributary
1011 MARLOWE RD, RALEIGH	4/9/2019	18,000	Unnamed Tributary
3101 COMPATIBLE WAY, RALEIGH	4/10/2019	6,000	Unnamed Tributary
1390 CAPITAL BLVD, RALEIGH	4/15/2019	5,400	Stormwater Channel
4750 HARGROVE RD, RALEIGH	4/25/2019	4,800	Marsh Creek
2305 LAKE WHEELER RD, RALEIGH	5/16/2019	4,925	Contained on the surface
5012 WINTERLOCHEN RD, RALEIGH	5/19/2019	3,650	Contained on the surface
214 LOFT LN, RALEIGH	6/4/2019	2,700	Unnamed Tributary to Mine Creek
TIPTON ST, RALEIGH	6/6/2019	140	Unnamed Tributary
LEAD MINE & STRICKLAND RD, RALEIGH	6/12/2019	259,895	Unnamed Tributary
2121 VERSATILE RD, RALEIGH	6/26/2019	600	Unnamed Tributary

TREATMENT FROM 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 195,000 metered customers and a service area population of approximately 590,000.

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 receiving stream.



TREATMENT FACILITIES

Neuse River Resource Recovery Facility (NRRRF)

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

The City of Raleigh's NRRRF did not experience any NPDES permit (NC0029033) performance violations during the past fiscal year, while treating approximately 17.9 billion gallons of wastewater. Through improvements and continued excellent operation of the facility, the NRRRF has accomplished 16 consecutive years of 100% compliance, resulting in the facility's Platinum 16 Award issued by the National Association of Clean Water Agencies. The treatment capacity was recently increased to 75 million gallons per day and the solids stabilization process will be converted from aerobic digestion to anaerobic digestion which will provide a fuel source for natural gas powered vehicles in the City's bus fleet and reduce overall biosolids volume. This project will result in a net positive energy yield of 2.12 Megawatts and is expected to be completed in 2022.



TREATMENT FACILITIES (Cont)

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 located in Wake Forest, approximately 14 miles north of Raleigh and operates with a capacity of 3.0 MGD.

The SCWWTP did not experience any NPDES permit (NC0030759) performance violations during the past fiscal year, while treating 725 million gallons of wastewater. As a result of the SCWWTP experiencing 100% compliance, it received the Platinum 14 Award, which is issued by the National Association of Clean Water Agencies for 14 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 located 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 348 million gallons of wastewater. The Little Creek WWTP has earned a fourth consecutive Gold Award as no discharge violations occurred during the reporting period. The facility has been in 100% compliance 11 out of the past 12 years.

The following table shows the permit limits and performance history of the resource recovery facilities for this past fiscal year.

2018 - 2019 Annual Report Data for Plants

Parameter	Permit Limit	NRRRF	LCRRF	SCRRF
Ammonia-Nitrogen (mg/L)	2.00/1.00/1.00	0.05	0.00	0.04
Fecal Coliform (col/100mls)	200	9.3	3.13	0.67
Biological Oxygen Demand (mg/l)	5.00	0.18	0.00	0.17
Total Suspended Solids (mg/l)	30.00	0.13	0.02	0.23
Total Phosphorous (mg/l)	2.00/1.00/2.00	1.59	0.34	0.75
Total Nitrogen (annual pounds)		Permit Limit 687,373 pounds	Permit Limit 26,660 pounds	Permit Limit 70,814 pounds
		Actual Pounds 298,466	Actual Pounds 5,011	Actual Pounds 26,077
Average Daily Flow (MGD)	60.0/2.20/3.0	48.959	0.953	1.987

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 adopted in 2003 for the Neuse River basin, reuse water has increasingly become a highly valuable tool to help municipal waste water 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 daily limit (TMDL), which translates to a total nitrogen poundage limit on an annual basis. In response, the City 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 WATER PROGRAM (Cont.)

Reuse Distribution System

The NRRRF uses reuse water for irrigation of the agricultural land that serves the facility. From July 1, 2018 to June 30, 2019, approximately 44 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 service area system also includes a reuse pipeline distribution system and an elevated storage tank. The construction of the fourth pipeline phase to North Carolina State University's Centennial Campus has been completed.

The Department 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 seven 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, 2018 through June 30, 2019.

NRRRF Bulk Reuse Flow	LCRRF Reuse Distribution Flow (includes bulk)	NRRRF Reuse Irrigation Flow	NRRRF Reuse Distribution (off-site)
109,424 gal	333,959 gal	44,583,000 gal	31,560,700 gal

No permit violations were experienced during the 2018-2019 reporting period.

Further information concerning the reuse program can be obtained by calling 919-996-3700 or by email at Water.reuse@raleighnc.gov.

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 chooses to beneficially reuse 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. This product is then beneficially reused on the City'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 for non-human uses such as animal feed.

The Neuse River facility also processes a large percentage of its biosolids into lime stabilized Class A biosolids. In this process, sludge is dewatered with belt presses and blended with lime kiln dust to produce Class A biosolids by raising the product pH and temperature. This material is marketed under the name "Raleigh Plus" and is distributed as a soil amendment to agricultural and institutional properties in the region. Interested customers should call 919-996-3700 Monday through Friday, 8 a.m. to 4 p.m.

The final process utilized at the Neuse River facility is to ready its sludge for beneficial reuse through additional processing. A private firm receives a portion of the dewatered primary sludge and produces a Class A biosolids product in the form of compost. Once regulatory requirements are met, the compost is distributed to the public as a soil amendment and growing media.

Further information concerning the biosolids program can be obtained by calling 919-996-3700 or by email at Biosolids@raleighnc.gov.

Environmental Management Systems

The biosolids Environmental Management System (EMS) at the Neuse River Resource Recovery Facility was first verified through the independent third party process in December of 2006 to become a National Biosolids Partnership (NBP) certified agency, making the biosolids program at the plant an accredited model program. The following year the biosolids EMS earned the designation of Platinum Level Certification. The Platinum Level designation represents the highest achievement of biosolids management and environmental stewardship. Subsequent audits continue to verify that the system meets NBP expectations and requirements for maintaining certification.



BIOSOLIDS PROGRAM (Cont.)

To coincide with its biosolids EMS, the NRRRF implemented an ISO 14001 EMS for the wastewater treatment operations at the plant. In February of 2014, the NRRRF received ISO 14001:2004 certification for its wastewater EMS; NRRRF was recertified in 2017 to the upgraded ISO 14001:2015 standard. The results of the third party audits are available by contacting Emily Fentress, Utilities Coordinator at Emily.Fentress@raleighnc.gov or calling 919-996-3680.

2018 Biosolids Program Annual Report

The biosolids program at the Neuse River Resource Recovery Facility (NRRRF) is continuing to improve through the use of an EMS approach to managing the program. Some of the highlights of this year's program include:

Regulatory Compliance:

- ◆ 100% regulatory compliance by NRRRF, LCRRF, & SCRRF
- ◆ All of the 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 and SCRRF received a Platinum award and LCRRF received a Gold award from the National Associations of Clean Water Agencies (NACWA) for 100% regulatory NPDES compliance
- ◆ Received continuation of ISO 14001 and National Biosolids Partnership (NBP) EMS certification

FY 2019 Targets & Objectives

- ◆ Completed 80% of established objectives and targets
- ◆ Continued to FY 2020
 - Eliminate potential pollutant sources on NRRRF plant site

FY 2020 Objectives and Targets

- ◆ Improve citizens' perception of nuisance odors
- ◆ Increase Industrial Pretreatment interaction and integration with Development Services, Code Enforcement, and CIP
- ◆ Eliminate potential pollutant sources on NRRRF plant site
- ◆ Reduce energy intensity
- ◆ Improve control and management of potential pollution sources from Rolesville STEPs
- ◆ Optimize nutrient deferment
- ◆ Implement measurable process control KPIs
- ◆ Maintain 100% regulatory compliance/certifications for all Resource Recovery Division facilities

Internal and Interim Audits

Internal audits help identify strengths and weaknesses of the environmental management program and allow for opportunities to improve the system. Six internal audits were conducted in 2018 on Competence, Awareness, & Training; Fecal Coliform Sampling & Analysis; Internal Audits Process; Maintenance Program; Management Involvement; and Pretreatment Operating Procedures to verify that these processes were functioning effectively and as intended. Findings identified during these audits were addressed through the CAPA (Corrective and Preventive Action) process.

To meet the requirements of a certified EMS, the National Biosolids Partnership requires the City's biosolids environmental management system be re-verified every five years and conduct interim audits annually in the years between the re-verification audits. The ISO 14001:2015 EMS requires the system be re-verified every three years with annual surveillance audits conducted in the years between re-verification audits. Audits for both systems are conducted simultaneously every year. During this year's audit, six minor nonconformities and seven opportunities for improvement were identified. Nonconformities were addressed through the CAPA process.

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.



HOW YOU CAN HELP!

The City of Raleigh 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 when it was removed for drinking water treatment from Falls Lake.

While grease continues to be a significant cause of sanitary sewer overflows in the sewer collection system, you can help the City of Raleigh Public Utilities Department 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.

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.



HOW YOU CAN HELP! (cont.)

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.aspx>



REPORT SANITARY SEWER OVERFLOWS (SSOs) AND WATER MAIN BREAKS:

To report a sanitary sewer backup, overflow or a water main break please call the City of Raleigh Public Utilities Department 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).