

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

APRIL 2025

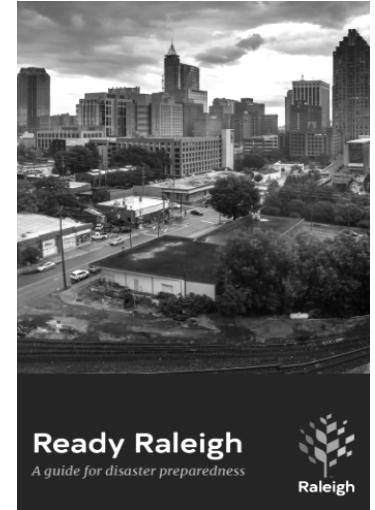
Spring Severe Weather Season is Here

Spring is severe weather season, and Raleigh is no stranger to storms and their impacts. The ingredients that go into spring storms can make them particularly strong and dangerous. Those include strong winds, frequent lightning strikes, hail, and even tornadoes.

Here are three recommendations to prepare you, your family, and your community for severe weather:

- Learn the difference between a **WATCH** and a **WARNING**. A watch means all the ingredients are in place for severe storms or a thunderstorm capable of producing tornadoes. A warning means the hazard is occurring or about to start.
- Pay attention to the sky. Warming temperatures and longer days invite us to head outside and enjoy nature. Be sure to pay attention to conditions as you are out and about. Darkening skies, increasing winds, and thunder in the distance can mean storms are not far off and could be heading towards you. Have a plan for shelter or a place to go if storms meet you outside.
- Know your local resources. Local government and media partners share weather forecast and storm outlooks to inform the community. The National Weather Service in Raleigh provides weather and watch/warning information 24 hours a day, 7 days a week. Have multiple ways to get forecast information as well as weather warnings.

The Ready Raleigh Guide is an in-depth guide for emergency preparedness information. It's available online at raleighnc.gov. Visit and search "**Ready Raleigh Guide**". The online edition of the guide, available both in English and Spanish, features thunderstorm safety and actions on pages 31-38 and tornado safety on pages 59-64.



City Connect Series: Legal Lift For Small Businesses

In Partnership with Smith Anderson

April 21, 2025 | 9:30 a.m. to 4:30 p.m. | Raleigh Convention Center

Calling all local business owners and aspiring entrepreneurs! Join us for a **FREE** event designed to empower and help you navigate common legal concerns that small businesses face every day in Raleigh.

What to Expect:

- Informative Legal Sessions, presented by Smith Anderson
- Business Accounting Session, presented by EisnerAmper
- Panel Luncheon, hosted by the City of Raleigh's Small Business Division
- Small Business Resource Exhibitors
- Opportunity for Individual Coaching Sessions

Registration is limited and on a first-come, first-served basis. Visit RaleighNC.gov and search keyword "legal lift" for more information.

Earth Day Celebration 2025

Come be a part of the Earth Day Celebration, April 25, 2025; 4 – 8 p.m. This is a great chance for residents to discover various sustainability opportunities, programs, and services that affect you. We can't wait to see you there!

Location: **Dorothea Dix Park**

Flowers Field at Dix Park, 2105 Umstead Drive, Raleigh, NC 27603

Visit raleighnc.gov and search "Earth Day 2025"





Happy Earth Month from Solid Waste Services!

Everyone knows the 3 Rs of waste diversion: reduce, reuse, recycle. **While we love recycling, reducing and reusing**

should come first! Cutting waste at the source helps conserve resources and minimize disposal.

1. Reduce waste by refusing single use items like plastic bags, plastic utensils, straws, plastic cups, and take out containers. Many single use items cannot be recycled or decompose. These items are often only used once but remain on earth forever! Just say no to single use items and bring your own bag, bottle, utensils, and food containers.

2. Reuse items like your empty jam, pickle, or sauce jars. Remove their labels, clean them, and voilà, you have an excellent container to store snacks, liquids, and items in bulk. Check **Raleigh Reuse** to see where you can drop off unwanted but reusable items like furniture, dishware, and clothing for someone else to use.

3. Recycle many items like cardboard boxes, aluminum cans, and detergent bottles. Recycling allows materials to be used to make new products, which conserves resources, energy, and generates less waste. Check **Raleigh Reuse** to see what items to recycle and play "Oak City Sort" to test your recycling skills.

** Earth Month is celebrated every April to raise awareness of environmental issues and encourage action to protect the planet.*

Restore and Protect Against Flood Damage

Outside Your Home

- Maintain proper water runoff and drainage by cleaning gutters and downspouts.
- Improve lot grading so stormwater drains away from your property.
- Reduce impervious surfaces, such as driveways and patios, by installing rain gardens, permeable pavement, and other green stormwater infrastructure.
- Install a rain barrel to collect stormwater to use later for watering.

Inside Your Home

- Move essential documents and valuables to higher areas.
- Seal the foundation and basement walls and make sure drains are clear.
- Install flood vents to prevent water pressure buildup.
- Install a sump pump to drain water away from your home and into stormwater drains.
- Use flood-resistant building materials.

Visit fema.gov and search "Know Your Risk" to learn more about protecting your home. Call Raleigh Stormwater at 919-996-3777 to request a site visit and discuss local flooding issues and advice for your property.

Need Help Paying Your Utility Bill?

We understand many customers are facing financial hardship. We offer an assistance program that may help pay your utility bill. The Utility Customer Assistance Program (UCAP) was established by the City of Raleigh for those who need a little extra help. Please visit raleighnc.gov and search "Utility Assistance" for more information.

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raleighnc.gov

#RALEIGH



**Keep it out of the drain.
No Grease!!**

CUSTOMER CARE & BILLING

Web account access: raleighnc.gov/utilitypay
Phone Payment: 888-905-3169
Email: customercare@raleighnc.gov

Phone: 919-996-3245
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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Water**

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