

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

AUGUST 2025

Beat the Heat and Stay Safe

It's hot. It's humid. In other words, summer in central North Carolina. Temperatures lately have hit the mid to upper-90s, and coupled with inevitable summer humidity, the heat is potentially dangerous. Take these steps to not only stay cool but to stay safe.

Extreme Heat

The heat poses the greatest risks to those older than 65 or younger than four years. Also, people with existing medical conditions and those without access to air conditioning are at greater risks during extended heatwaves.

- Stay indoors in air-conditioned spaces as much as possible and limit exposure to the sun.
- Dress in loose-fitting, lightweight, and light-colored clothes that cover as much skin as possible.
- Stay hydrated.
- Recognize heat-related illnesses.
- Find public spaces for relief during heatwaves if you don't have access to air conditioning at home.

Tips for Pets:

- Don't leave pets unattended in parked vehicles in warm weather.
- Try to avoid walking during peak heat hours and remember that asphalt can get extremely hot!

Water Safety

Taking a dip in the pool or lake is a great way to stay cool as it heats up outside. But please remember to be safe. Water presents its own set of hazards requiring diligence and paying close attention.

Raleigh Water Sun Tea Recipe:

It's time to take advantage of all those summertime rays and make some sun tea!

What you'll need:

- A large glass container
- Tea bags (any flavor or brand of tea you prefer)
- Sweetener (if you prefer your tea sweet – it could be honey or sugar)
- Raleigh Water – because we want it to taste good!

Fill your jar up with water and depending on the size of your container use roughly 8 tea bags per gallon of water. Then unwrap your tea bags and place them in the water. Now put the lid back on the jar and set it in the direct sunlight. This will usually take about 2-3 hours. (Here's the win – the hotter the temperature outside the less time it takes for the tea to steep.) **Enjoy!**



For Our Amazing Educators and Child Advocates!

Are you looking for a fun and interactive way to bring science to life for your students or the children you work with? We at Raleigh Water would love to visit your classroom or organization to chat about the fascinating lifecycle of water, or explore other cool, kid-friendly science topics!

We believe learning should be an adventure, and we're eager to spark some curiosity and make new connections in our community. If you're interested in having us stop by for a chat or a hands-on activity, email us at Kimberly.Holmes-Iverson@raleighnc.gov.





Save the Date!

The Engage Raleigh Expo is Sept. 13! Our theme for this year is "One Community – Many Generations."

Join us at this FREE event and meet your neighbors, local groups, and leaders. Find out why community engagement matters, how you can get involved, and fun ways to make a difference in your community.

When? Saturday, Sept. 13, 9 a.m. to 2:30 p.m.

Where? McKimmon Center, 1101 Gorman Street, Raleigh, NC 27606
Exhibitors can register online now! Attendee registration opens Aug. 4! For more info visit: raleighnc.gov, and search the term: "Engage Raleigh Expo".

Introducing the Raleigh Foodie Fare at Moore Square!



Spend your Sunday discovering the best in local food and handmade goods at the Raleigh Foodie Fare, a new daytime market experience at Moore Square.

Curated by MAKRS Society in partnership with Raleigh Parks, this free and family-friendly event blends Raleigh's vibrant food scene with its creative maker community.

Enjoy:

- 20+ food trucks offering brunch and lunch fare
- 40+ local artists and vendors
- Live music in the park
- Craft coffee from Elevated Coffee
- Non-alcoholic drinks from Umbrella Dry Bar
- Beer from Brewery Bhavana

Bring a picnic blanket, grab your favorite bites, and enjoy a relaxing Sunday in the heart of downtown Raleigh!

Location: Moore Square, 226 East Martin St., Raleigh, 27601

Date: Sundays – Sept. 21, Oct. 18, Nov. 16

Time: 11 a.m. – 3 p.m.

Ages: All

Cost: **FREE**

Be Prepared for Hurricane Season

Hurricane Season runs from June 30 to November 1. Learn how you can prepare for it!

Before

Before a hurricane, make sure you have the right supplies and have taken the correct precautions.

- Build an emergency kit: drinking water, batteries, flashlights, food for three days, medications, and first aid kit (remember your pets, too).
- Keep your phone charged, car fueled and have extra cash on hand.
- Turn off utilities and propane tanks.

During

If a hurricane watch or warning has been issued, there are several actions you should take:

- If told to evacuate, do so immediately. Listen for current emergency information and instructions.
- Do not walk, swim, or drive through flood waters. Turn around, don't drown! Heed Flood Warning Signs posted in flood-prone areas.

After

- Check on friends and neighbors.
- Listen to authorities for information and special instructions.
- Be careful during clean-up. Wear protective clothing and work with someone else.
- Avoid wading in flood water, which can contain dangerous debris. Underground or downed power lines can also charge the water.
- Watch for fallen power lines and trees. Do not go near a fallen power line (assume it's live)! Report them to Duke Energy at 800-452-2777.
- Report trees that have fallen on streets and sidewalks to the City by calling 919-829-1911.

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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