

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

FEBRUARY 2025

Lead and Copper Rule Revision Project: What Does It Mean for You?

We Care About the Health and Safety of Our Community

Raleigh Water is making sure our water supply is safe by following the U.S. Environmental Protection Agency's (EPA) updated rules about lead and copper in drinking water. Customers of Raleigh Water can be confident that their tap water meets strict EPA standards, which now include new rules to lower lead and copper levels in public water systems. It is also important to note that Raleigh Water does not have any lead service lines.

To find out more about the EPA's Lead & Copper Rule Revision and what Raleigh Water is doing to protect you (our customer), visit raleighnc.gov and search 'lead'. You can also check out our annual Water Quality Reports to see how we test the water to keep it safe for everyone.



Do You Know Your Flood Risks?

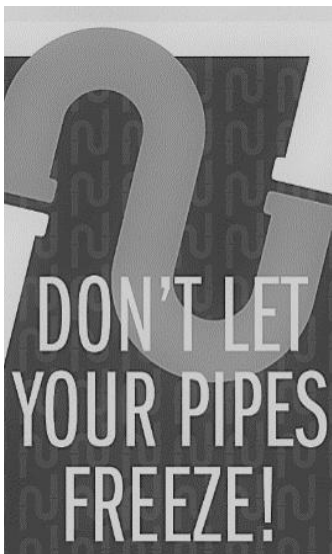
Heavy rain events can cause a rise in creek levels and street flooding. You may see flooding from these storms if you live near a creek or river (the floodplain) or in a flood-prone area. To learn about the floodplain and flood-prone areas, visit raleighnc.gov and search "Know Your Flood Risks."

For flood information about your property, visit flood.nc.gov, call the Raleigh Floodplain Team at 919-996-3777, or email floodplain@raleighnc.gov.

Don't Miss Out on Your Last Chance to Apply for Environmental Awards!

The 2025 Raleigh Environmental Awards celebrate people, businesses, and organizations leading the way in climate action and community engagement to make a positive impact and applications are being accepted until Feb. 28, 2025. **This program is open to anyone from Middle School to adult ages!**

Visit raleighnc.gov and search "Environmental Awards" to see the full list of Environmental Awards, eligibility requirements, and the link to apply or nominate your favorite environmental superhero. Along with these other award opportunities, you can also search "Project Share" to learn about the City of Raleigh's utility bill contribution program and the 'Project Share Champion for Sustainability and Water Equity' award.



Protect Our Pipes: Don't Let Them Freeze

With winter here, we want to share some friendly advice about steps that we can all take to prepare and protect our pipes. The City of Raleigh maintains 2,500 miles of water line and 2,569 miles of sewer line which provide service for Raleigh and our surrounding merger communities. For the most part, the damage caused to our water infrastructure from frozen pipes is preventable. We are thankful for all our customers who take the steps to prevent this and to protect our shared water system.

For a quick reminder:

- Drain and disconnect all outdoor hoses and supply lines to swimming pools and water sprinklers.
- Keep garage doors closed if water supply lines are in the garage.
- Keep your home heated above 55° F.
- Protect exposed water pipes by installing pipe sleeves, heat tape, heat cable or other similar materials that can be purchased at local hardware and building supply stores.
- Consider adding insulation to attics, crawl spaces and basements to maintain higher temperatures in these areas during cold weather.



Water Treatment Change: Temporary Taste and Odor Differences

From Thursday, Feb. 27, to Thursday, April 10, Raleigh Water will switch its disinfection process as recommended by the N.C. Department of Environmental Quality. It's part of Raleigh Water's commitment to providing you with safe and high-quality drinking water!

You may notice a slight change in the taste or odor of your water. This means using chlorine-only disinfection for a few weeks instead of the usual chloramine method. Don't worry, although you might notice a slight chlorine taste or odor in your water during this time, it's completely safe to drink. Just run the tap for a few minutes until the water runs clear.

You can find detailed information and water quality reports on the Raleigh Water website at raleighnc.gov/water-and-sewer/services/raleigh-water-reports.



Neighbors Helping Neighbors Through PROJECT SHARE

Every contribution makes a difference in the life of someone facing a crisis. People just like you are making contributions to help their neighbors through Project Share. Your contributions make emergency assistance funds available to qualified households experiencing financial hardship throughout the communities served by Raleigh Water. Visit Raleighnc.gov/utilitypay to schedule a monthly Project Share contribution that will be added to your utility bill or make a one-time contribution when you select One-Time Payment.

Are You Struggling to Pay Your Utility Bills?

Take these steps to avoid late fees and disconnection for non-payment

- **Make sure we have your current email address:**
Update contact information at Raleighnc.gov/utilitypay. Receive reminders when your payment plan payment and/or bill is due.

- **Arrange a payment plan:**
Visit Raleighnc.gov/utilitypay to set up a payment plan or visit Raleighnc.gov and search 'Payment Plans' for more information or email us at customercare@raleighnc.gov.
- **Do you qualify for assistance?**
We understand many customers are facing financial hardship. We offer an assistance program that may be able to 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.

Always make payments at an official payment location to ensure immediate posting: visit Raleighnc.gov and search 'Payment Locations' for official locations or visit Raleighnc.gov/utilitypay or call 888-905-3169 to make your payment.

FIND US, LIKE US, FOLLOW US



#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.



**Raleigh
Water**

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