

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

JANUARY 2025

Tree Pick Up Time!

The holiday season may be over, but it's the beginning of a new journey for your natural Christmas tree. Place your undecorated tree at the curb on your regular yard waste collection day, and Solid Waste Services will pick it up.

If you don't receive yard waste pickup, you can drop off your tree at the Yard Waste Center, 900 N. New Hope Road. There, trees are ground into smaller pieces and composted in windows of three to five months.



Compost and mulch created from Christmas trees, loose leaf collection, and biweekly yard waste pickups are used throughout the city's parks system and are available for residents to purchase. Last year, the U.S. Composting Council recognized the Yard Waste Center as the Large-Scale Compost Manufacturer of the Year. When you remove all decorations and set your natural Christmas tree at the curb, you're preparing your tree to become award-winning compost!

What Will We Have on New Bern Avenue?

Transforming the Former DMV Site

The City of Raleigh is working with residents, business owners, and community leaders to plan the future of the former DMV site. This 5.88-acre lot is just one mile east of downtown on New Bern Avenue in a neighborhood with rich African American history.

What We're Doing

- Listening to the community's ideas for the site.
- Sharing how the City of Raleigh handles development projects.
- Working with a Project Working Group of community members familiar with the area.
- Ensuring we hear from many different people and perspectives.



How You Can Share Your Vision

- Come chat with staff on 1/9 and 2/13 from 11am – 1pm at the DMV Site (1100 New Bern Ave.).
- Attend a Project Working Group meeting on 1/9, 2/13, and 3/13 from 6pm – 7:30pm at Martin Street Baptist Church (211 S. State Street).
- Invite a Project Working Group member to attend your community meeting. Contact community.engagement@raleighnc.gov to schedule a Meeting in a Box session.
- Take our community survey by scanning the QR code below to shape the development and future programming of this space

We invite you to visit raleighnc.gov and search term 'DMV' to learn more or share your ideas. If you have any questions, please email us at community.engagement@raleighnc.gov.

Take Action to Stay Safe in Winter Weather

Winter weather can increase the chances of car accidents, hypothermia, frostbite, carbon monoxide poisoning, and heart attacks (caused by strenuous physical activity). Winter storms can bring extremely cold temperatures, freezing rain, snow, ice, and strong winds. When winter conditions become severe, roads and highways can become dangerous quickly, making it difficult to travel to work or school.

Here are some actions you can take to stay safe:

- To keep your home warm during the cold, use insulation; seal gaps with caulking; and apply weather stripping around doors and windows.
- Learn how to prevent pipes from freezing.
- Install and test smoke alarms and carbon monoxide detectors and use batteries for backup power.



- Gather supplies in case you have to stay home for several days without electricity, and remember to consider everyone's specific needs, such as medication.

Be prepared for winter weather at home, at work, and in your vehicle. For more information, visit [ready.gov](https://www.ready.gov) and search for "Extreme Temperatures: cold and winter weather."

Water Treatment Change: Temporary Taste and Odor Differences

Starting next month, you may notice a slight change in the taste or odor of your water. Don't worry, it's temporary and a sign of good things happening!

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. This means using chlorine-only disinfection for a few weeks instead of the usual chloramine method.

What does this mean for you? You might notice a slight chlorine taste or odor in your water during this time. It's completely safe to drink, but we understand it might be a little different. Additionally, Raleigh Water will be flushing the system to ensure a smooth transition, which could cause some temporary discoloration. No need to be alarmed! Just run the tap for a few minutes until the water runs clear.

Why the switch? This temporary change helps maintain optimal disinfection throughout the entire water distribution system. It's part of Raleigh Water's commitment to providing you with safe and high-quality drinking water.

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

We appreciate your understanding as Raleigh Water works to keep your drinking water safe and reliable!

It Matters How You Pay - You Have Options!

For payment options, visit raleighnc.gov search: payment locations. You'll find details on paying online, by phone, in person, or by mail.

Pay Online or by Phone

- Online: raleighnc.gov/utilitypay
- Phone: 888-905-3169
- Accepted methods: Visa, MasterCard, American Express, Discover, Venmo, PayPal, Amazon Pay, E-check, Bank Drafts
- AutoPay: Set up recurring payments to avoid late fees.
- In-Person: Pay at official utility payment locations for immediate account updates. **IMPORTANT:** If you make a payment at any location other than one of these official payment locations, your payment may take several days (or even weeks) to reach us. This could cost you additional late fees, or your services could be disconnected for nonpayment before we receive your payment.

- By Mail: Follow instructions on your utility bill stub to avoid delays. USPS mail delays can cause utility bills and payments to take extra time to be received. Allow for extra time when mailing payments, amounts, and/or with missing information will cause delays in processing your payment.
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Reminder: Apply for Environmental Awards Now!

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.

Nominations are evaluated based on:

- Specific criteria including innovation, creativity, and originality
- Environmental stewardship
- Leadership
- Effectiveness
- Sustainability elements (how the applicant has improved social, economic, and ecological conditions)

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.

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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