

# YOUR SERVICE CONNECTION

## Keeping You Connected To ALL Things Raleigh Water

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



JANUARY 2026

### Utility Portal Update: We're Here to Help!

Thanks for your patience as we continue improving the new Raleigh Water Self-Service portal. We're working hard to support you every step of the way!

- **Already registered?** You can log in anytime at the new portal.
- **Had trouble registering?** We'll be reaching out by email with next steps.
- **Need to pay your bill?** Use the "Pay as Guest" option online, visit a local payment location (including Walmart), mail a check, or call (888) 905-3169.

Have questions? We're here for you!

(919) 996-3245 | [raleighwaterselfservice@raleighnc.gov](mailto:raleighwaterselfservice@raleighnc.gov)

**Reminder:** Late fees and service disconnections are still suspended until further notice. Please note once your newly set up AutoPay is active, it will immediately begin processing new charges. Any charges due before your upcoming due date or past due amounts will be included automatically starting with your next billing cycle.

### Build Responsibly to Reduce Flood Risk

#### Before You Build:

- Check local floodplain regulations and permitting requirements.
- Confirm your Base Flood Elevation (BFE) and build above the minimum elevation standards.
- Select flood-resistant materials for foundations, walls, and utilities.
- Plan site grading to ensure water drains away from structures.



#### During Construction:

- Anchor mechanical, electrical, and HVAC equipment above expected flood levels.
- Install compliant flood openings to safely relieve hydrostatic pressure.
- Use reinforced connections to improve structural stability during high-water events.
- Protect utility lines and fuel tanks from flotation and water damage.
- Document all elevation and construction details for future flood insurance needs.

Residents and developers are encouraged to visit the City of Raleigh's Planning and Development Department website to learn about development and improvement requirements. Visit [fema.gov](http://fema.gov) and search "Building Responsibly" for more guidance and best practices.

### City Council Votes to Extend Two-Hour Free Parking Program

The Raleigh City Council voted to extend the two-hour free parking program through June 30, 2026.

Council previously approved continuing the pilot initiative in five City-owned downtown parking decks through December 31, 2025, and has now authorized an additional extension through June 2026.

"The extension of the two-hour free parking program provides the opportunity to continue a program that has received overwhelmingly positive feedback from visitors and businesses in our downtown," said Assistant Director of Transportation Kenneth Richie. "This also provides continued opportunity to partner with our downtown stakeholders in shaping a parking experience that promotes and enhances the safety and vibrancy of downtown Raleigh."





A survey conducted by the Downtown Raleigh Alliance revealed that 88 percent of community respondents are more likely to visit downtown due to the free parking initiative. Additionally, 91 percent of storefront businesses report a positive impact on business health, while 95 percent of the community and 97 percent of storefronts support making the program permanent.

#### Participating Parking Decks:

- Blount Street Deck (314 Blount Street)
- City Center Deck (429 S. Wilmington Street)
- Moore Square Deck (233 S. Wilmington Street)
- Municipal Building Deck (201 W. Morgan Street)
- Wilmington Street Station Deck (117 S. Wilmington Street)

After the initial two-hour free period, standard parking rates will apply. The City encourages users to take advantage of this opportunity to enjoy downtown Raleigh's shops, restaurants, and cultural attractions.

#### Raleigh Parks Volunteer Program

Looking to find a new way to become more involved this year? Make a difference in your community by volunteering with Raleigh Parks! Assist with landscaping, coaching, special events, the Adopt-A-Trail program, and other opportunities. There are many ways for individuals, groups, students, and businesses to contribute to our quality programs and facilities.

For more information, go to [raleighnc.gov](http://raleighnc.gov) and search "parks volunteer".

#### Revision to Requirements for Ductile Iron Pipe Use in the City of Raleigh Sewer System

Raleigh Water has recently noticed a pattern of wear and structural issues with Ductile Iron Pipe (DIP) used in parts of our sewer system. Even with special linings and coatings, this type of pipe doesn't always hold up well over time, especially in areas with higher levels of hydrogen sulfide or naturally corrosive soils. Unfortunately, this can lead to more frequent maintenance, service disruptions, and unexpected repair costs.

To improve the long-term reliability of our system, we took a fresh look at other pipe materials. Non-ferrous options like PVC and HDPE have consistently performed better in sanitary sewer environments, offering greater durability and better value over time. Because of this, we're updating our requirements: **ferrous materials will no longer be used** for new or replacement sanitary sewer installations, except in the specific situations outlined by Raleigh Water.

Thank you for taking the time to stay informed. We appreciate your partnership as we continue building a safer, more reliable, and more sustainable sewer system for everyone in Raleigh.

Visit [Raleighnc.gov](http://raleighnc.gov) and search "Public Utilities Design Manual".

#### Marsh Creek Park to Welcome Urban Farm Expansion: New Partnership with Raleigh City Farm

A new urban farm is taking root at Marsh Creek Park. In a new partnership with Raleigh City Farm, the City is supporting community enrichment, agricultural education, and food access as part of Raleigh Parks' commitment to creating healthy, vibrant spaces for all.

The expansion will transform 1.5 acres of Marsh Creek Park into a thriving urban farm hub. Planned features include a central growing space and teaching garden, building on the park's existing raised beds, pollinator gardens, and edible landscaping. Additional enhancements will include an outdoor prep and teaching area to support educational and community programming, as well as a pay-what-you-can farmstand and refrigerated truck to help distribute fresh food across the city.

Raleigh City Farm, a nonprofit urban farm founded in 2011 in downtown Raleigh, will bring its expertise and mission to "connect and nourish the community through regenerative agriculture" to this new site. The partnership reflects shared goals to address food insecurity, support local food systems, and provide hands-on learning opportunities in Raleigh's public spaces.

To celebrate the project and engage with the community, Raleigh Parks and Raleigh City Farm invite the public to **Gather and Grow: Urban Farm Open House on Thursday, March 19, 2026**, at Marsh Creek Park. Attendees can tour the site, meet staff from both organizations, and learn about upcoming volunteer opportunities.



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

#### CUSTOMER CARE & BILLING

Web account access: [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay)  
Phone Payment: 888-905-3169  
Email: [customercare@raleighnc.gov](mailto: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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