

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

JUNE 2025

Raleigh Water Celebrates New State-Of-The-Art Water Lab

Raleigh's Drinking Water Compliance Laboratory officially opened its doors, or rather, its beakers, to the public and press in April with a ribbon cutting ceremony. The shiny, new 15,000-square-foot facility with cutting edge technology in Wake Forest is more than just a building; it's a promise of safe, clean water for generations.



This new home will analyze samples from more than 650,000 residents across Raleigh, Garner, Wake Forest, Rolesville, Knightdale, Wendell, and Zebulon, making sure every drop is just right.

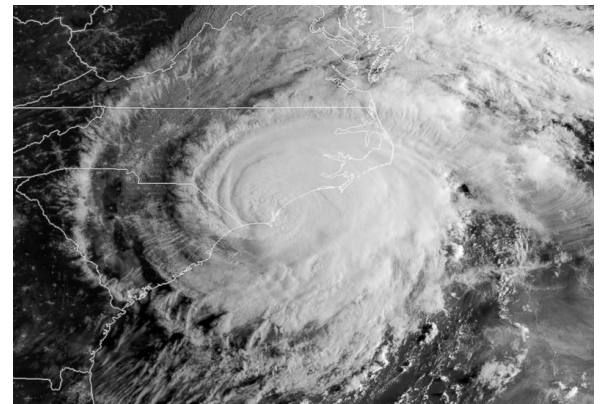
It's easy to take clean water for granted, but behind the scenes, there's a small army of dedicated folks. Keep this in mind:

- The Raleigh Water laboratory team logs roughly 38,083 miles a year, crisscrossing the region to collect samples.
- The lab checks for 71 things in drinking water and 41 in wastewater. Think of it as a very detailed health report for our taps.
- The team handle about 52,664 samples a year. That's a lot of tiny vials, and a lot of care.

Keeping our water safe is a constant, quiet effort, a little bit of everyday magic that makes life here just a little bit better.

Hurricane Season Starts Now

June 1 marks the official start of hurricane season. While Raleigh is located inland, our city can still experience impacts from tropical storms and hurricanes, as was seen during Tropical Storm Helene. Heavy rainfall, flash flooding, high winds, and power outages are all potential threats during the season.



How can I prepare for a hurricane?

1. Build an emergency kit with essentials like water, non-perishable food, medications, flashlights, and batteries. Visit raleighnc.gov and search "Ready Raleigh" for a guide.
2. Review your family's emergency plan and make sure you're signed up for local weather alerts.
3. Know your evacuation route.
4. Review your insurance coverage. **Standard homeowner's insurance does not cover flood damage.** It often takes 30 days for flood insurance to go into effect. Visit floodsmart.gov to sign up for flood insurance.

How can I protect my home?

1. Clear gutters and drains to reduce the risk of water damage.
2. Trim trees or branches that could fall on your house.
3. Secure outdoor furniture, grills, and trash bins to prevent them from becoming dangerous projectiles in high winds.
4. If possible, install surge protectors to protect electronics and consider a backup power source like a generator.

Taking these steps can minimize damage and keep your house safe when severe weather strikes. Visit raleighnc.gov and search "Know Your Flood Risk" to find more information.





Important Water and Sewer Permitting and Plan Review Process Changes

Beginning **June 1, 2025**, Raleigh Water will enhance the **water and sewer** permitting and plan review process for our merger communities: Garner, Knightdale, Rolesville, Wake Forest, Wendell, and Zebulon.

These updates aim to simplify reviews, consolidate permitting, and enhance project monitoring.

Discover more about these important updates by visiting [Raleighnc.gov](https://raleighnc.gov) and search “**Water and Sewer Development Review**”.

2024 Annual Drinking Water Quality Report is now available online

Want to know more about your drinking water? You can now view the 2024 Consumer Confidence Report, which is our annual drinking water quality summary, by clicking on <https://cityofraleighodrupal.blob.core.usgovcloudapi.net/drupal-prod/COR25/2024CCR.pdf>.

Raleigh Water is committed to providing the best drinking water we can, and our water is tested 6,000 to 7,000 times per month to ensure it meets all Federal and State drinking water standards.

This Consumer Confidence Report represents water quality data collected during calendar year 2024 and we are pleased to document that your drinking water continues to meet all drinking water standards and requirements.

If you have any questions or would like to receive a paper copy of the of the Raleigh Water 2024 Consumer Confidence Report in English or Spanish mailed to your residence, please call 919-996-3471.

What Happens to Your Recycled Plastic Bottles?

Plastic bottles are valuable materials that are recycled and reused by businesses a lot closer than you may think! Plastic bottles made of PET (Polyethylene), like those used for water, soda, vegetable oil, and soap, are used to make synthetic fibers right here in North Carolina!



Solid Waste Services takes your recyclables to the Sonoco Materials Recovery Facility, where plastic bottles are sorted into bales. Unifi, a synthetic textile company, buys the PET bales. At Unifi's Bottle Process Center in Reidsville, NC, bottles are washed and chopped into PET flake. The PET flake is taken to the REPREEVE Recycling Facility in Yadkinville, NC, where it's melted into synthetic fiber and used in clothes, rugs, car interiors, and more!

Plastic Bottle Recycling Tips:

- Keep the lid on empty bottles! Plastic caps are too small to be recycled on their own.
- Crush the air out of your plastic bottles, put the cap back on, and then recycle. Reducing the amount of air in plastic bottles helps you fit more into your blue recycling cart.
- Don't put your recyclables in a plastic bag. Plastic bags are not recyclable and can get tangled in the machinery.



Do You Have a Swimming Pool?

If you recently filled a private swimming pool, you may qualify for an adjustment to your bill. Private swimming pools that are filled one time between the months of March and October may receive an adjustment of the wastewater consumption back to the monthly average. Visit raleighnc.gov and search “**utility bill adjustment**” to apply.

Raleigh Water is aware of a bill delivery delay last month, and we are working hard to fix it. We have suspended late fees for those affected. We appreciate your patience and understanding.

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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