

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

MARCH 2025



Yard Waste Center to Remove Garbage and Recycling Bins

The closure will go into effect March 1, 2025

The City of Raleigh's Yard Waste Center at 900 N. New Hope Road is permanently closing its garbage and recycling drop-off center. The dumpsters will be removed on March 1, prohibiting residents and municipal partners from disposing of garbage and recycling waste at the Yard Waste Center.

There are many alternate drop-off sites for disposing of your garbage, recycling, e-waste, hazardous waste, and construction waste, including multiple Wake County Convenience Centers. Find the closest drop-off site in the Raleigh Reuse Web Tool and App by searching for your item in the Waste Wizard. Visit raleighnc.gov and type in "Raleigh reuse web tool and app" for more information.

**Note: The Town of Rolesville released their Solid Waste calendar for 2025. The Town provides bi-weekly yard waste collection and GFL provides weekly curbside garbage and recycling collection. To view the 2025 Solid Waste calendar, visit rolesvillenc.gov and search "public works solid waste".*

Electric Vehicle Chargers at City Parks

Solar-powered chargers are available at three Raleigh parks

The Office of Sustainability and Raleigh Parks have partnered to bring solar-powered electric vehicle (EV) chargers to Raleigh. Park visitors can use these chargers during park hours at the following parks:

- Anderson Point Park
- Brier Creek Park
- Carolina Pines Park



These solar-powered EV chargers are mobile and may occasionally be moved around to areas of the city that currently do not have EV charging infrastructure. This reduces the need for expensive electrical site work and helps the City better understand where to prioritize installing future permanent EV charging infrastructure. Raleigh purchased two of the chargers by using federal funds made available through the American Rescue Plan, also known as ARPA. Additionally, the City was awarded one solar charger from the U.S. Department of Energy's Energy Efficiency and Conservation Block Grant.

Benefits of Solar-Powered Chargers

Increasing clean energy and making EV charging accessible in Raleigh are high-impact strategies in Raleigh's Community Climate Action Plan. The plan aims to reduce community-wide greenhouse gas emissions (GHG) 80 percent by 2050, address equity, and build community resilience to the impacts of climate change. Transportation and energy use are the top source of greenhouse gas emissions in Raleigh, so efforts to make our vehicles and energy sources more sustainable matter!

Solar-powered EV chargers contribute to a sustainable community in several ways. The solar chargers can serve as a power source during emergencies and severe weather events. *Remember: the weather impacts charging speed. It may take longer to charge your EV when it is particularly cold or hot.

Solar is a renewable form of energy that also helps us reduce GHG emissions. Powering EVs with solar can help people drive around the city with a much smaller environmental impact than a gas-powered vehicle. The solar charger also provides shade for your vehicle which reduces your air conditioning needs on a hot summer day! Increasing EV charging access in the community can make owning an EV more accessible for all Raleigh residents and visitors. Everyone should have access to clean transportation options, and EVs can save you money in the long run.



Do You Have a Leaky Toilet?

Be sure to repair running toilets to save money!

A running toilet may not seem like a big deal, but according to the American Water Works Association, toilets are responsible for approximately 27 percent of the water used in homes daily. If there's a leaky toilet in your house, you could be losing up to 200 gallons of water daily and paying double or triple your normal cost.

When you hear running water from your toilet after you flush, that means your toilet is leaking. If you are experiencing a running and leaking toilet, you most likely need the flapper valve or flush valve replaced. Some leaks can be difficult to detect as the leaking is silent. So, if you notice a jump in your water bill, it is important to check your toilets and address the problem right away.

For more information, visit raleighnc.gov and search 'fix a leak'.

What are Neighborhood Services Funds?

Neighborhood Services Funds support projects planned by you and your neighbors to benefit your community. We encourage you to create proposals that use resources wisely and strengthen your relationships. Learn more about the funding sources available below!

There are three (3) categories your neighborhood can benefit from:

1. Neighborhood Enrichment Funds – General Projects/Events
2. Neighborhood Arts Funds – Visual and Performing Art Projects/Events
3. Neighborhood Climate Action Funds – Projects/Events Benefitting the Environment

Funding Levels

Each funding source has two (2) levels:

Level ONE

Open to neighborhood-based organizations, like homeowners' associations, and groups of individuals and families who want to work on a project together without forming an organization.

- Maximum funding level is \$250.
- Applicants do not have to provide a matching amount.

Level TWO

Open only to organizations on the Raleigh Neighborhood Registry. Many kinds of neighborhood-based organizations can be on the Registry, including neighborhood and homeowners' associations, garden clubs, and Community Watch groups.

- Maximum funding level is \$1,000.
- Neighborhood groups must provide a match of at least 50 percent of the costs of a project.

Funding is available July 1 – June 30 each year (funding is limited and awarded on a first come-first served basis). Your application must be submitted at least six weeks prior to the start of the project.

For more information, visit raleighnc.gov and search "neighborhood funding".

Raleigh's Sanitary Sewer System

Its' Most Important Resource: People!

As our sewer system changes and improves, it's becoming more challenging to keep everything running smoothly and to stop Sanitary Sewer Overflows (SSOs). A big part of Raleigh Water's plan for improvement isn't only about the pipes and technology; it's also about our fantastic staff and the community we serve.

Our teams are vital for making sure the sewer system works well. Every team member has an important role in spotting and fixing potential problems, including SSOs. Ongoing training for our workers is essential for keeping the sewer system in good shape and preventing SSOs. Today's sanitary sewer systems are complex and rely on advanced technology, data analysis, and better management practices. This means we need a team that is well-prepared and ready to face new challenges. Our commitment to staff training is important for meeting both current and future needs.

The community is our strongest partner in preventing SSOs. How people manage fats, oils, and grease can have a big effect on the health of our sanitary sewer system. We work hard to raise awareness and provide clear guidelines on how to dispose of these materials correctly. Our educational programs aim to inform the public, encourage action, and promote responsible behaviors that help protect our shared sanitary sewer system.

Together, we are building a future where our sanitary sewer system can effectively support a growing population while ensuring public health and protecting the environment. For more information about this important system, along with how you can help protect it, please visit raleighnc.gov and search "sanitary sewer overflows".

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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