

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

MARCH 2026



Raleigh Water Earns Top Scores for Financial Strength

Raleigh Water just received a "perfect score" from the experts. Two top credit rating agencies, Moody's and S&P Global, have once again given the City's water system the highest possible rating: **Aaa/AAA**. After **139 years of service**, Raleigh Water continues to be a model of stability. These reports confirm that the utility is well-prepared for upcoming financial shifts, thanks to a history of disciplined fiscal planning.

Why These Ratings Matter to You

Think of a credit rating like a personal credit score, but for a city. Because Raleigh Water has a "triple-A" rating, it can borrow money at the lowest possible interest rates. This saves millions of dollars when the City builds new pipes, water plants, or repair projects. These savings are passed on to customers through reliable service and better long-term value.

"Maintaining these top-tier ratings reflects our dedication to being good stewards of public funds," said **Raleigh Water Director Whit Wheeler**. "By securing the best possible financing rates, we ensure that our investments in the City provide lasting benefits for everyone we serve."

What the Experts Noticed

The agencies didn't just look at the bank account. They looked at how the utility is run.

"Strong ratings are more than just numbers," said **Steve Balmer, Raleigh Water's administration manager**. "They represent confidence in our ability to plan strategically and deliver reliable water services for generations to come."

The reports highlighted five big reasons for the top-tier score:

Smart Planning: Timely updates to rates and steady growth in the area.

Plenty of Water: Enough supply and treatment power to handle our growing region.

Low Debt: A healthy balance between what the city owes and what it earns.

Expert Management: Strong leadership and clear goals for the future.

A Strong Local Economy: A diverse mix of local businesses that keeps the region stable.

Looking Ahead

With these high marks, Raleigh Water is ready to keep investing in the Triangle. By keeping costs low, the City can continue building the infrastructure needed to provide clean, reliable water for generations to come.

Utility Portal Update: We're Here to Help!

Thanks for your patience as we continue improving the new Raleigh Water Self-Service portal. We are committed to supporting you through this transition and want to ensure you have the tools and information needed to manage your account successfully.

Important Notice: **Late Fees & Disconnections resume March 2**, along with normal billing operations.

Key Reminders

- **Need to pay your bill?** Feel free to use the "Pay as Guest" option online, visit a local payment location (including Walmart), mail a check, or call (888) 905-3169.
- **AutoPay Note:** For those who previously used AutoPay with the old portal, it is necessary to register again on the new portal. Keep in mind, with late fees and suspensions resuming on March 2, please verify your balance due for this month, particularly if recent payments have not been made.
 - » Once the new AutoPay is active, it will draft the full outstanding balance on the next due date, including any past due charges if they were not previously paid.
- Need help to pay a larger than normal outstanding balance? Visit the new Raleigh Water Self-Service portal or contact our team to arrange a payment plan.

We're Here for You!

If you have questions, please reach out to our team: Phone: (919) 996-3245 or Email: raleighwaterselfservice@raleighnc.gov.



Reminder: Annual Flushing of Water Distribution System from February 26, 2026, to April 2, 2026



Raleigh Water is performing its annual water disinfection changeover starting from 10 am on Feb 26 to 10 am April 2.

What does this mean for you? You might notice a slight chlorine taste or odor in your water during this time when Raleigh Water uses a chlorine-only disinfection process for a few weeks instead of the usual chloramine method. Additionally, Raleigh Water will be flushing the system to ensure a smooth transition, which could cause some temporary discoloration. It's completely safe to drink, 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.

You can find detailed information and water quality reports at raleighnc.gov/water-and-sewer/services/raleigh-water-reports.

Changes are coming to Bulky Load Pickups on April 1

The City of Raleigh offers Bulky and Special Load collections for items like furniture and appliances that are unsuitable for donation and too large to fit in a garbage cart.

Starting April 1, each Bulky load pickup will cost \$35 and there is no limit on the number of Bulky pickups.

For more specific guidelines, please visit raleighnc.gov and go to the Solid Waste Services page and click on the "Bulky, Special, and e-waste collection" services tab.

| Type of Pickup | Cost | Items Accepted |
|----------------|------------------------|---|
| Bulky | Starting April 1: \$35 | Items that can be disposed of in the landfill, but are too large to fit in a garbage cart like furniture, household goods, etc. |
| Special | \$70 | Yard waste, household appliances, excess bags of garbage, etc. |
| e-Waste | Free | Small household electronic item with a plug. Items like computer monitors, TVs, toasters, microwaves, etc. |

Annual Heirloom Plant Sale

Celebrate Earth Day at Mordecai Historic Park and get your herb, vegetables, and flower gardens started for the season!

Heirloom varieties of plants will be on sale at great prices. All plants are started from seed by the Mordecai Historic Park gardeners. Plants will include tomatoes, peppers, squash, herbs, and much more.

Gardeners will be on hand to answer questions and provide more information about the garden and grounds at Mordecai Historic Park! For questions or more information, please call 919-996-4364.

Mordecai Historic Park

Friday and Saturday, April 24 - 25

8:30 a.m. - 2 p.m.

All ages Cost: \$3 - \$5 per plant



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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