

# YOUR SERVICE CONNECTION

## Keeping You Connected To ALL Things Raleigh Water

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

MAY 2025



### International Compost Awareness Week

Twenty-five percent of the waste America throws in landfills is organic materials like food scraps and yard waste that could instead be composted. Composting hastens nature's recycling process and creates nutrient-rich soil gardeners refer to as "black gold". When organic materials end up in landfills they cannot properly decompose and emit methane (CH<sub>4</sub>), a greenhouse gas 30x more potent at trapping heat in our atmosphere than carbon dioxide (CO<sub>2</sub>). Instead of throwing your food waste in the garbage, create a compost pile by mixing carbon rich materials like leaves, sticks, and paper napkins with your nitrogen-rich food scraps like fruits, vegetables, and grains.

**May 4-10 is International Compost Awareness Week!** Celebrate by starting your own home compost pile to make nutrient-rich soil for your garden. If you cannot start your own pile at home, you can drop food scraps off for free at Wake County Convenience Centers #2, #4, and #7 where they are picked up by Compost Now. Composting allows you to reduce your garbage, save money on soil, and helps the planet!

### Raleigh Water Job Fair 2025

Do you enjoy being part of a team or making a positive impact every day? Raleigh Water is looking for dedicated individuals to help improve and maintain the City of Raleigh's water quality and infrastructure. If you're ready to make a difference, we're hiring!

**Bring your resume to the Raleigh Water Job Fair:**

3324 Lake Woodard Drive, Raleigh NC

May 16, 8:30 a.m. – 4:00 p.m.

May 17, 10 a.m. – 2:00 p.m.

Can't visit with us during the job fair? No worries! Check out our job postings any time by going to [Raleighnc.gov](https://www.Raleighnc.gov) and searching "careers and jobs".



### May is National Bike Month

**National Bike Month** is celebrated annually in communities from coast to coast. It is a chance to showcase the many benefits of bicycling — for work, fun or fitness — and to encourage more people to try it. Raleigh's free bike month events encourage riders, novice or experienced, to enjoy all that bicycling has to offer.

There are so many bike-friendly events being offered during the month of May around Raleigh! For more bike events near you, visit [raleighnc.gov](https://www.Raleighnc.gov) and search: "Bike Month".

### Understanding Raleigh Water: Explore Our New Video Library!

Raleigh Water is excited to share a new resource: a video gallery featuring helpful information about Raleigh Water services. You'll find short, informative videos like our new "Lifecycle of Water" video. Each one covers a range of topics, from understanding sewer blowbacks to navigating customer responsibilities.

These videos are a great way to quickly and easily grasp some of the more complex issues we encounter. You can find our new gallery by typing "Raleigh Water Video Gallery" in the search section at [Raleighnc.gov](https://www.Raleighnc.gov). Or you can check out our latest video on YouTube by typing "**Raleigh Water: Lifecycle of Water**" in the search field.





# Mobile Carwashes in Your Neighborhood

Are you getting your car washed in your neighborhood? Use these helpful tips to make sure soapy water doesn't end up in storm drains and in our streams.

- Wash vehicles on grass or gravel areas.
- Block storm drains with a berm or mats if washing on the street.
- Don't clean any engines or vehicle parts.
- Never put soap or other chemicals down the storm drain!

If you have a mobile carwash near your home, please let us know. We can make sure soapy water and other pollution doesn't get into the stormwater system.

Visit [raleighnc.gov](http://raleighnc.gov) and search "Water Pollution" to help us Spot, Report, and Stop Water Pollution! You can report water pollution by emailing [IllegalDischarge@raleighnc.gov](mailto:IllegalDischarge@raleighnc.gov) or calling 919-996-3940.

# Purchasing Flood Insurance

Homeowners and business insurance policies do not cover losses from floods or flood damage. **Flood insurance policies must be purchased separately to protect valuable assets, such as a home, business, and possessions.** There is a 30-day waiting period for a policy to become effective.

FLOOD ZONE	LEVEL OF FLOOD RISK	INSURANCE
X	Moderate to Low	Highly Recommended
AE	Moderate to High	Required

- Properties in **Flood Zone X** are highly recommended to carry flood insurance. Residents who are insured in Zone X file approximately 40 percent (%) of flood insurance claims.
- Properties in **Flood Zone AE** must carry flood insurance if they have a federally backed mortgage.
- **Renters** are encouraged to purchase flood policies to protect personal property with contents coverage.

When flood insurance is purchased, keep a record of the policy and an itemized list of furnishings, clothing, and valuables in a safe place, such as a safe deposit box. Take photos and document receipts of your items. Call your agent or broker immediately if you suffer flood damage.

To obtain a flood zone determination or learn more about flood insurance, call the Raleigh Floodplain Management Group at (919) 996-3777, email [floodplain@raleighnc.gov](mailto:floodplain@raleighnc.gov), or visit [Floodsmart.gov](http://Floodsmart.gov).

# Make Life Easier with E-Bill

Are you signed up for E-Bill? Here are some of the many **advantages:**

- receive email notification with your bill details
- receive reminders when your bill and/or payment plan payment is due
- receive and view your bill instantly
- no mailing delays
- reduce paper waste – no more paper cluttering the house
- If you need a paper copy of your bill, you can print it from our self-service site, [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay)

**Sign up for ebill today by visiting [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay)!**

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[raleighnc.gov](http://raleighnc.gov)

## #RALEIGH



## 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.



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