

# YOUR SERVICE CONNECTION

## Keeping You Connected To ALL Things Raleigh Water

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

NOVEMBER 2024

### Restore and Protect Against Flood Damage

With recent significant weather events and flooding that has happened in many areas of the state, here are some reminders to help protect and maintain your property, while always remembering to focus on safety first in the event of an emergency!

#### Outside Your Home:

- Maintain proper water runoff and drainage by cleaning gutters and downspouts.
- Reduce impervious surfaces, like driveways, and patios, by installing rain gardens, permeable pavement, and other green stormwater infrastructure.
- Install a rain barrel to collect stormwater and to use for watering later.

#### Inside Your Home:

- Move essential documents and valuable to higher areas.
- Seal the foundation and basement walls and make sure drains are clear.
- Install a sump pump to drain water away from your home and into stormwater drains.
- Use flood-resistant building materials.

Visit [fema.gov](https://www.fema.gov) and search “Know Your Risk” to learn more about protecting your home. Call Raleigh Stormwater at 919-996-3777 to request a site visit and discuss local flooding issues and advice for your property.



### Bio-energy Recovery Project: Powering City Buses

An innovative wastewater project and process is underway at the City of Raleigh. The new wastewater treatment process will reduce overall wastewater byproducts by 50%. This reduction requires less energy and will create a new system that will produce biogas, a green energy product. This process will capture and convert biogas into renewable natural gas. This project will use renewable natural gas to power more than 70 Raleigh city buses. By increasing the production of green energy, the City is moving towards the reduction of greenhouse gases and meeting its sustainability goals.

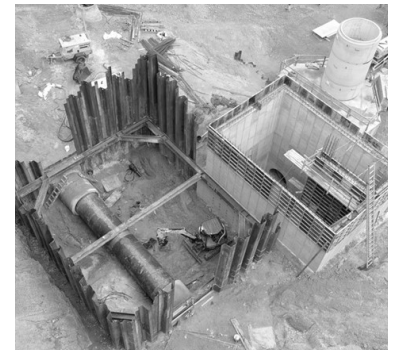
For more information, visit [raleighnc.gov](https://raleighnc.gov) and search “Bio-energy Recovery Project”.

### Streamlined Sewer Capacity Studies: A Hassle-Free Process for Developers

#### New Webpage & Portal Enhance Efficiency

Developing in Raleigh? The City's new Sewer Capacity Study webpage offers a one-stop shop for developers and engineers. Access user-friendly tools to simplify the study process:

- **Effortless Data Access:** No more email hunts! Keep your inbox organized and avoid potential delivery issues. The portal provides clear instructions for requesting sewer data directly from our team.
- **Standardized Template:** Save time and ensure completeness with our handy template for structuring your study. Get clear expectations on review and approval times. Our team can access and review your study more efficiently.
- **Streamlined Submission:** Ditch email attachments! Upload your completed study directly through the Permit and Developmental Portal for faster processing and easier tracking.



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## Questions? We're Here to Help!

Contact our dedicated staff at [water.review@raleighnc.gov](mailto:water.review@raleighnc.gov) for assistance. Together, let's ensure a smooth and efficient sewer capacity study process, fostering a sustainable and reliable wastewater infrastructure for Raleigh.

## You Asked; We Built It!

Complete your service request for start, stop, or transfer services online! It only takes a few minutes and do it at your convenience 24/7. Just a quick reminder to submit 5 business days in advance. Go to [raleighnc.gov](http://raleighnc.gov) and search "utility online services".

### Make Life Simpler and Easier with E-Bill

Are you signed up for E-Bill? Here are some of the many advantages: **email notification with bill details, receive and view your bill instantly, no mailing delays, quick link to payment, reduce paper waste, and no more paper cluttering the house.**

### Here's how it works:

- Receive an email each month
- Includes bill information – amount due, due date, link to view the bill & to make a payment.
- No longer receive paper bills.
  - » However, if a paper copy is needed, it can be printed from the self-service site, [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay).
- For more information about ebill, visit [raleighnc.gov](http://raleighnc.gov) and search "E-Bill".

### Are You Struggling to Pay Your Utility Bills?

*Take these steps to avoid late fees and disconnection for non-payment:*

#### Make sure we have your current email address

- Update contact information at [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay)
- Receive reminders when your bill and/or payment plan payment is due

#### Arrange a payment plan:

- visit [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay) to set up a payment plan or
- visit [raleighnc.gov](http://raleighnc.gov) and search "payment plans" for more information or contact us at [customercare@raleighnc.gov](mailto:customercare@raleighnc.gov)

#### Do you qualify for assistance?

- visit [raleighnc.gov](http://raleighnc.gov) and search "utility assistance" for more information or contact us at [customercare@raleighnc.gov](mailto:customercare@raleighnc.gov)

#### Always make payments at an official payment location to ensure immediate posting

- Visit [raleighnc.gov](http://raleighnc.gov) and search "payment locations" for official locations or visit [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay) or call 888-905-3169 to make your payment

## Get Monthly Updates from Solid Waste Services!

Solid Waste Services has officially launched "Talking Trash" a monthly newsletter all about waste in Raleigh. Subscribers will receive seasonal waste reduction tips, the latest SWS news, and links to helpful sustainability resources. Read the latest edition from October – and learn about the hazards of improperly disposed batteries and grease!

Sign up for the "Talking Trash" newsletter by visiting [raleighnc.gov](http://raleighnc.gov) and searching "email alerts" and checking the box under the "Solid Waste Services News and Events" topic.



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#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.



**Raleigh  
Water**

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Wake Forest, Wendell, and Zebulon