

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

OCTOBER 2024

Imagine a Day Without Water:

Protecting Raleigh's Precious Resource

Imagine waking up to a world where the taps run dry. No morning shower, no coffee brewing, no clean water for brushing your teeth. Hospitals struggle to sterilize instruments, restaurants can't prepare meals, and schools are forced to close their doors. This isn't a scene from a dystopian novel; it's a stark reality faced by millions around the globe.

Imagine a Day Without Water, a national day of action on October 17, is celebrating its 10th anniversary this month. The day serves as a reminder that water isn't just a commodity; it's the lifeblood of our communities.

Raleigh Water uses this day to celebrate its vital role in securing this vital resource. More than 630,000 residents in the City of Raleigh as well as the neighboring towns of Garner, Knightdale, Rolesville, Wake Forest, Wendell, and Zebulon rely on the department's dedication to provide clean drinking water. Our team manages infrastructure, operates state-of-the-art water treatment plants, and constantly strives for sustainability.

Despite our significant investments in recent years to modernize our water system, the aging infrastructure can still pose challenges. While natural events occasionally disrupt service, more common issues arise from aging pipes, valves, and other components. Our dedicated utility crews work tirelessly, around the clock, to identify and repair these issues, ensuring a reliable water supply for our community.

To address this issue, Raleigh Water has dedicated more than half of its **Capital Improvement Program (CIP)** budget to infrastructure upgrades. This ongoing investment demonstrates our commitment to building a resilient and sustainable water system.

We're incredibly grateful for the dedication and expertise of our plant operators, water distribution teams, wastewater treatment professionals, customer care representatives, and meter technicians. Their tireless work ensures a continuous supply of clean water, safe wastewater treatment, and exceptional customer service for our community!

Contribute to our community:

Project Share Program: Help those in need by contributing to this initiative. Contact City of Raleigh Customer Care or call 919-996-3245.

Receive support: Utility Customer Assistance Program (UCAP) - Apply for financial assistance to help cover your water bill. Contact Customer Care or call 919-996-3245.

Help protect our environment: Raleigh Rainwater Rewards Program - Earn incentives for installing green stormwater infrastructure. Contact Raleigh Stormwater to learn more.

Stay connected: Follow Us! Stay updated on events and opportunities by following @Raleigh_Water on X (formerly known as Twitter) and Facebook.



Looking for Something Fun this Halloween?

Join Our 'Transportation and Treats' Raleigh Transportation Community Event

Date: Wednesday, October 30 | **Time:** 4 p.m. - 7 p.m.

Location: Marsh Creek Community Center, 3050 N New Hope Road, Raleigh
Free Event - Fun for all ages!

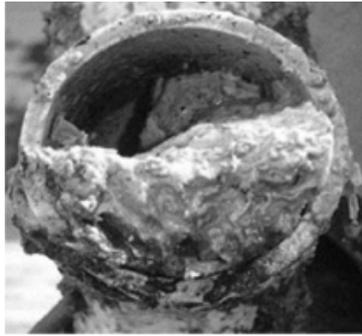
Dress up in your Halloween best and come explore the world of Raleigh's Transportation! Enjoy face painting, games, and meet Transportation staff. Try out e-scooters, tour an electric bus, and see cool vehicles.

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Don't miss out on the chance to win a grand prize and enjoy FREE treats!

For more info., visit raleighnc.gov and search "Transportation and Treats". See you there!



Protect Your Pipes from This Scary Sight!

Cooking with family and friends is one of the best ways to pass the time as the weather cools and we get ready for the holiday season. Although these can be fun times full of wonderful memories, they can

also produce some items that should remain out of the drain. Fats, Oils, and Grease (FOG) from cooking should never be poured down any drain. As these substances move through our many miles of shared sewer system, they will cool and cause scary damage. Even hot water and soap are not enough to stop them from resulting in costly blockages that will cause sewer backups and overflows. When you take the step of wiping away excess fats, oils, and grease into a can or other sturdy container before disposing of it in the trash, you take a big step in protecting our shared sewer system from terrifying repairs.

To learn more about partnering with us to protect our pipes, please visit raleighnc.gov and search 'Sanitary Sewer Overflows.' Together, we can keep our waterways clean and our sewer lines flowing smoothly! Keep FOG out of the flow.

Emergency Preparedness is an Everyday Activity

This Guide Helps You Prepare for Emergency Situations

Emergency situations, extreme weather, and other disasters can occur and leave you with little time to respond. The City of Raleigh has created a useful guide to help you prepare yourself, your home, your community, and your neighborhood for emergency situations. **The Ready Raleigh Emergency Preparedness Guide** helps residents be connected to the emergency alerts and information, be prepared with emergency kits and household action plans, and be informed about what kinds of impacts they can expect from emergency situations. Disaster preparedness can save lives, reduce injuries, and save property. The time to prepare is now, and this guide can help you get there! The guide includes checklists for completing your emergency kit, templates to collect all your necessary information in one place, and information about how you can work with your neighbors to build more connected and resilient communities.

For more information, visit raleighnc.gov and search "Emergency Preparedness—Ready Raleigh Guide".



Bond Referendum – Public Library

On November 5, 2024, Wake County residents will vote on a bond referendum that includes building

Rolesville's first public library, as of right now, Rolesville is the only municipality in Wake County that doesn't have a public library.

The bond referendum allocates \$13.3 million to build the library. It is part of a bigger plan across Wake County to expand and enhance local libraries.

To stay up to date on the latest happenings in the Town of Rolesville, including the FREE family-friendly Fall Funfest event on October 26, subscribe to the bi-weekly NewsBlast and the Mayor's Newsletter by going to rolesvillenc.gov and clicking on "Sign Up for Notifications" at the top.

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
- reduce paper waste and no more paper cluttering the house

Here's how it works:

You will receive an email alert each month that includes your bill information (such as amount due and due date) with links to view the bill and to make an online payment. You will no longer receive paper bills through the mail. If a paper copy is needed, it can be printed from our self-service site, raleighnc.gov/utilitypay.

For more information about E-Bill, visit raleighnc.gov and search "E-Bill."



**Keep it out of the drain.
No Grease!!**

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.



**Raleigh
Water**

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