

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

FEBRUARY 2026

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

Raleigh Water will perform its annual water disinfection changeover starting in late February. This essential maintenance might cause a slight, temporary change in the taste or smell of your tap water, but it's a routine process that ensures the continued safety and quality of your drinking water.

From Thursday, February 26 at 10 am to Thursday, April 2 at 10 am, Raleigh Water will switch its disinfection process as recommended by the N.C. Department of Environmental Quality. This means using chlorine-only disinfection for a few weeks instead of the usual chloramine method.

What does this mean for you? You might notice a slight chlorine taste or odor in your water during this time. It's completely safe to drink, but we understand it might be a little different. Additionally, Raleigh Water will be flushing the system to ensure a smooth transition, which could cause some temporary discoloration. No need to be alarmed! 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.

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.

Get In-Person Support

Have questions or need help navigating the new portal? Join us at an upcoming, in-person, community help session:

Wednesday, Feb. 11 | 4 pm – Tarboro Road Community Center

Additional Drop in sessions – stop in anytime between the hours below and our team will be available to assist you

February 11–12 (10 am – 3 pm) and February 18–19 (10 am – 3 pm) – Millbrook Exchange Community Center

February 11–12 (10 am – 3 pm) and February 18–19 (10 am – 3 pm) – Biltmore Hills Community Center

IMPORTANT NOTICE:

Late Fees & Disconnections will resume on March 2.

Key Account 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.
- Bank Draft vs. AutoPay: Bank Draft refers to payments arranged with your bank that are directly withdrawn from your bank account. The new portal should not affect your automatic bank drafts. AutoPay refers to accounts set up on the previous Raleigh Water portal that automatically pay the utility bill; you need to sign up again for AutoPay in the new billing portal.
- 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.

We're Here for You!

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



Pullen Park Amusements Temporarily Closed February – March

Beginning February 2, 2026, Raleigh Parks will begin a major shoreline improvement project at Lake Howell.

During the first phase of the project (February 2–March 31), all Pullen Park Amusements will be fully closed to ensure visitor safety and allow construction crews access around the lake. This includes all attractions, amenities, playgrounds, and picnic shelters.

Pullen Aquatic Center, Pullen Community Center, and tennis courts will remain open.

Project Overview

Over the years, the concrete shoreline walls and railings around Lake Howell have deteriorated and begun to lose their structural stability. To protect this well-loved area, this project will include:

- Demolition and replacement of nearly all existing shoreline walls and railings, including the island wall
- Installation of new, sustainable shoreline walls
- Reconstruction of adjacent concrete paths to improve safety and accessibility

What About the Water and Fish?

During the week of January 12, fish were relocated to the upper ponds and will return to Lake Howell after construction. During the week of January 19, the lake was drained for safe shoreline work.

Why This Work Matters

Thank you for your patience as we make important improvements at Pullen Park. This work will strengthen the lake's shoreline, improve safety and accessibility, and help preserve this beloved park for years to come.



AI Pilot Program: Raleigh on the Move

We've all been there. Nothing matches the frustration of sitting at a red light when no one is coming the other way.

City staff are working to change that. A pilot program is underway using AI to improve signal timing and safety.

Pilot

The City has more than 200 traffic cameras throughout Raleigh.

During the pilot phase of the program, the AI system can analyze data from about a dozen cameras. The City doesn't store the video or collect identifying information.

Potential

"If we can perfect and scale the pilot, we can provide our timing engineers with real-time, accurate data so they can improve signal timing," says Jed Niffenegger, Transportation Manager. "This can result in a monumental amount of cost savings in both time and fuel."

For example, a corridor such as Capital Boulevard carries 60,000 vehicles per day. A 1 percent improvement in timing for a two-mile section with six signals could save tens of thousands of dollars per day. IT Manager Jim Alberque and Niffenegger emphasize this could be very beneficial to a growing city like Raleigh.

As traffic increases, the answer isn't always to widen the road. Many corridors still have plenty of capacity. Often, the problem with moving traffic is the intersections. This will help maximize what we have. As the program and technology are fine-tuned, it will likely be used in other cities across the country. As for that red light frustration? This AI technology could lead to less gridlock and safer intersections.

Share the Love and Make a Difference

For the month of Valentines, give the gift of giving by donating to Project Share!

Raleigh Water is sharing a way that you can lend a hand to your neighbors and those in your own community. Please consider contributing to the City's "Project Share" program. Every penny of these contributions provides emergency funds to customers who are unable to pay their utility bill, and the program is funded solely by contributions from customers and businesses. For those struggling to pay, your support can truly make a difference in their lives!



You can contribute monthly on your utility bill or make a one-time contribution. For more information, visit raleighnc.gov and search 'Project Share'.

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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