

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

DECEMBER 2025

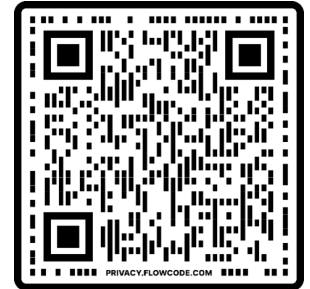
Utility Portal Launch Update

We hear you! And we're on it – working hard to answer all your calls! Thank you for your patience as we are diligently working to improve the billing registration process.

- Already registered? You can login as needed on the new Raleigh Water Self-Service site.
- Past problems registering? You will be contacted by email with more information.
- Need to make a payment? Use the "Pay as Guest" option online to make a one-time payment, pay in person downtown or at any merger community town hall, mail a check, set up bank bill pay by contacting your bank, visit any area Walmart, or call (888) 905-3169.

Have more questions? Please call (919) 996-3245 or email: raleighwaterselfservice@raleighnc.gov.

A reminder: Late fees and service disconnects are suspended until further notice.



Thank you for your patience as we work through registration delays. For the latest updates and guidance, please visit raleighnc.gov and search: billing portal



Don't Get Caught on the Naughty List: Dispose of Your Holiday Waste Correctly

The holidays are notorious in the solid waste and recycling industry as the most wasteful time of the year. The U.S. produces 25% more waste during the holidays than the rest of the year – that's equivalent to an extra one million tons headed to the landfill each week! Recycling facilities also see a huge increase in contamination. The good news is there are steps everyone can take to decrease holiday waste and ensure we recycle correctly.

Reduce wrapping waste and reuse old calendars, maps, and newspapers to wrap presents. Take inspiration from Furoshiki, the traditional Japanese method of using fabric to wrap objects. Cloths such as bandanas or scarves can be elegantly folded around gifts and reused by your gift recipient for years to come.

Reuse ribbons, bows, gift bags, and tins for present wrapping. Ribbons, bows, and string cannot go in your recycling cart.

Recycle broken-down cardboard boxes, catalogues, paper Christmas cards, wrapping paper tubes, and wrapping paper free of any non-paper additives.

Remember, Christmas lights should **NEVER** go in your recycling cart; they get tangled in Materials Recovery Facilities equipment causing delays and machinery malfunctions. Broken string lights can be dropped off at e-waste facilities found in the Raleigh Reuse app.

Trash tissue paper, Styrofoam, wrapping paper with glitter or foil additives, and gift bags made from multiple materials.

Seasonal Loose-Leaf Collection is Still Ongoing!!

The Transportation Field Services Division provides an annual leaf collection service for residents inside the Raleigh city limits. Visit the City's website at raleighnc.gov/leaf and search to find this year's leaf pickup schedule and program details. You can determine your collection zone by entering your address in the Leaf Collection and Yard Waste Address Search window. The collection schedule changes each year, so check this year's schedule before putting leaves out.

Don't forget: We're turning over a new leaf. Starting in Fall 2026, loose leaf collection is being replaced with an enhanced yard waste service.





Raleigh Water Celebrates Ribbon Cutting for Bioenergy Recovery Project

The sky was a clear blue, and the sun was bright as a crowd gathered at the Neuse River Resource Recovery Center to mark a milestone: cutting the ribbon for the Bioenergy Recovery Project.

Raleigh is fueling its future (literally) with wastewater.

This fall, Raleigh became the first city in North Carolina – and one of only a few cities in the nation – to power its bus fleet with renewable natural gas created from its own wastewater.

Every day, 50 million gallons of wastewater are treated at the Neuse River Resource Recovery Facility. Thanks to new technology, that waste is now turned into renewable natural gas (RNG). It's no small feat: this process generates enough RNG to power over 70 GoRaleigh buses every day. This process also cuts the City's biosolids in half and produces a high-quality soil conditioner.

"This project proves that we don't have to choose between protecting our planet and operating efficiently," said Raleigh Water Director Whit Wheeler. "We're taking something that used to be waste and turning it into clean energy that will fuel our city for years to come."

The Bioenergy Recovery Project is a major step towards Raleigh's goal to reduce greenhouse gas emissions by 80 percent by 2050. It also reflects more than a decade of collaboration between Raleigh Water, GoRaleigh, and the Office of Sustainability. It is a testament to how long-term collaboration can turn ambitious ideas into real progress.



Prepare Now to Avoid Frozen Pipes

Frozen water pipes are inconvenient, dangerous, and expensive. Some advance preparation now can save major aggravation later.

Before temperatures drop this winter, take steps to prevent your water pipes from freezing. The most vulnerable places are where pipes run against exterior walls and where the water service enters your home through the foundation. A few things you can do:

- Drain and disconnect all outdoor hoses and supply lines to swimming pools and water sprinklers.
- Keep garage doors closed if water supply lines are located in the garage.
- Keep your home heated above 55° F.

- Protect exposed water pipes by installing pipe sleeves, heat tape, heat cable or other similar materials that can be purchased at local hardware and building supply stores.
- Consider adding insulation to attics, crawl spaces and basements.

City Council Supports New Recovery Housing for Women and Families

City Council has approved Affordable Housing Bond funds to support a new affordable housing community called Forward Together, led by local nonprofit organization Healing Transitions

The project will create 17 new affordable units in Healing Transitions' Women's Campus designed specifically for women and mothers who have completed recovery programs and are ready to rebuild their lives. The property will include shared spaces for wellness, peer support, and family connection, like yoga and meditation rooms, children's play areas, and community gathering spaces. The site is conveniently located near public transit, grocery stores, pharmacies and schools, helping residents stay connected to the community and essential services.

For Raleigh residents, this means more than just new housing units: it's more second chances, more stability for families, and more pathways to long-term recovery and independence. The property will remain affordable for at least 50 years, helping ensure that Raleigh continues to be a place where people at all stages of life can find support and opportunity. This project is part of the City's ongoing effort to expand affordable housing options across Raleigh, especially for residents with the greatest need. Through these efforts, Raleigh is continuing to solve the affordable housing puzzle, one piece at a time.

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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