

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

OCTOBER 2025

CC&B Billing Portal Rollout

Coming Soon: A New and Improved Raleigh Water Self-Service Customer Billing Portal

Hello, Raleigh Water customers! We're excited to announce we're rolling out a brand new, upgraded customer billing portal this November. Our goal with the new "Raleigh Water Self-Service" portal is to make managing your accounts faster, smarter, and more secure than ever before.

With this new portal, you'll be able to pay your bill, update your information, and request services anytime, from anywhere. Plus, we're adding a new "My Request" feature directly within the portal, so we can better track your requests. We're also making it easier for customers with multiple accounts. You'll now be able to group, nickname, and share your accounts.

What You Need to Know

- Autopay users must re-enroll. If you currently use autopay, you need to sign up for it again in the new portal before your next payment is due.
- Talk to an expert in person. We'll be hosting community events in November where you can get hands-on assistance with the new portal and have your questions answered.
- Multiple Options to Pay. We know everyone has a different way they like to pay bills, so we've kept your options open! You can still send a check in the mail, pay in person at our downtown Raleigh office, or even at your local Walmart. Whatever is easiest for you works for us.

We're Here to Help!

We know you might have questions, and we're ready to help. Keep an eye out for more details regarding the community events. You can also visit RaleighNC.gov and search 'billing portal' for more information. Email RaleighWaterSelfService@raleighnc.gov with questions about the update. We're looking forward to this exciting new change and can't wait for you to experience the updated portal!

You don't have to re-register right away, but keep in mind that creating your new account on November 12 (or soon after) will ensure a seamless experience when you're ready to make a payment. Don't worry, you can still make one-time payments without logging in for now.

Attend a Budget Listening Session!



Share your thoughts on next year's City budget!

We're hosting several budget listening sessions (in person and virtual) between October 1-16. All the details are available at RaleighNC.gov, search "**budget input**". If these dates have passed and you'd like to submit feedback, please complete our survey by **November 30**.

Scan this QR code to link to the survey.

Dispose of Pumpkins the Right Way!

What's really spooky this Halloween season? The fact that **1.3 billion pounds of pumpkins end up in landfills annually!** When pumpkins rot in landfills, they emit methane (CH₄), a gas 25 times more potent than carbon dioxide (CO₂). Follow these steps to make the most of your gourd, divert waste, and benefit the earth long after Halloween.

- When carving a jack-o-lantern, save the seeds you scoop out and roast them for a nutritious snack.
- Use your hollow pumpkin as a biodegradable pot by filling it with soil and a plant.



- Jack-o-lanterns make excellent additions to your home compost, but be sure to remove any candle wax, paint, or glitter that won't biodegrade.
- If you do not have a home compost, bring your undecorated pumpkins to a Wake County Convenience Center compost drop-off site. Cut up your pumpkin to allow as many pumpkins to fit in the compost carts as possible. Find the closest compost drop off site in Raleigh Reuse's Waste Wizard by searching "pumpkins" or "food scraps".
- Some farmers accept pumpkins as treats for their livestock; go to <https://pumpkinsforpigs.org/donation-sites> to see if a farm near you accepts them.



You're Invited to Raleigh's 2025 GIS Day Celebration

City of Raleigh Museum

Wednesday, November 19 | 8:30 AM-Noon

Join the City of Raleigh's Information Technology Department for an exciting morning of exploration, innovation and discovery at 2025 GIS Day at the City of Raleigh Museum. This **free event on November 19, from 8:30 a.m. - Noon** is perfect for anyone curious about the powerful impact of GIS on our community.

What's GIS, and Why Does It Matter?

Geographic Information Systems (GIS) help us better understand the world around us. This tool helps us understand and visualize information based on location. It is like a smart map that can do more than just show you where things are. It can also tell you what's happening there, how things are connected, and help people make better decisions.

Discover how state and local governments use GIS to tackle everyday challenges and explore cutting-edge GIS technologies. Questions? Contact us at gisday@raleighnc.gov.



Raleigh Launches iAccess to Improve ADA Parking and Accessibility

The City of Raleigh has launched a new iAccess online survey tool, a first-of-its-kind program to improve on-street parking accessibility in downtown Raleigh. Using the iAccess online survey, people can give feedback about the

accessibility of downtown parking spots. This includes things like how easy it is to park, access to sidewalks, and how convenient was the space to their destination.

As part of this new program, the City installed new signs at around 28 AFA parking spaces downtown. Each sign has a QR code that connects directly to the iAccess survey. Anyone who uses these spaces can scan the code and leave feedback in real time. This program is the first of its kind in Raleigh, and it shows the city's strong commitment to inclusion. By listening to real feedback from the community, Raleigh hopes to better understand the needs of people with disabilities and make downtown easier for everyone to use.

Water Meters & Hydrants: Keep them Clean and Seen

Hi neighbors, we have a quick but important reminder!

We know that yard work and landscaping can get away from us, but it's important to remember that city crews need clear access to water meters, hydrants, and other utility connections.

As stated in Raleigh Municipal Code Section 8-2012, you are not allowed to damage, obstruct, or hide any part of the city's water or sewer system, along with a 3 ft clearance around and above all fire hydrants. This rule helps our Raleigh Water teams to carry out maintenance and repairs and to react swiftly in case of an emergency.

We want to work with you to keep things running smoothly, so please be sure these areas are clear. Failure to do so could result in a \$500 civil penalty. Thanks for helping us keep our community safe!

For more Information, visit raleighnc.gov and search "Water Meters".

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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