

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

SEPTEMBER 2025

Maintaining the Stormwater System

The **Stormwater Maintenance Team** inspects and maintains storm drains, pipes, and other infrastructure within the City's right-of-way. Regular maintenance of the stormwater system prevents and minimizes street and structural flooding. The team also manages street sweeping, bridge upkeep, and loose-leaf collection during the fall and winter.

Protecting the natural functions of floodplains is equally important. Well-maintained floodplains absorb and manage excess rainfall, reducing the burden on the stormwater system while preserving vital ecosystems and providing habitat for wildlife.

Report clogged drains or pipes by calling 919-996-6446 or by visiting raleighnc.gov and searching for "Stormwater Maintenance."

Help Raleigh Prevent Pollution!

*Pollution Prevention Week is **September 15-21**, and there are many ways to prevent pollution and protect our streams, creeks, and rivers in Raleigh!*

1. Pick up and throw away litter in a garbage can.
2. Blow or sweep fertilizer back onto the grass if it gets on paved areas.
3. Compost grass and yard waste or leave it in your yard.
4. Wash cars in gravel or grassy area instead of the street.
5. Don't pour motor oil down the storm drain. Take it to the nearest auto parts store.
6. Place kitty litter or sand on outdoor chemical spills. Sweep it up and throw it away.

Visit raleighnc.gov and search "Spot, Report, and Stop Water Pollution" to learn more about water pollution and how to report it when you see it.



Transit Assistance Pass Renewal Notice

**HAVE YOU RENEWED YOUR
TAP CARD?**

The deadline to renew your
Transit Assistance Pass is
September 30, 2025

HOW TO RENEW

- Visit the GoRaleigh Station Info Booth
- Online: gotriangle.org/regional-enrollment-portal



Do you ride GoRaleigh using a TAP (Transit Assistance Pass) card?

If so, make sure to renew your card before **September 30, 2025**.

You can do this at the GoRaleigh Station Information Booth, or by visiting gotriangle.org/regional-enrollment-portal.

Call 919-485-7433 if you have any questions.

Important Update Regarding Your Water Bill

We're happy to share some good news: our new vendor is now printing water bills! We appreciate your patience during recent billing delays. Please note that standard payment policies are now back in effect. With our billing back on track, we ask that you make every effort to pay your bills promptly.

If you need a payment plan, please don't hesitate to contact Customer Care and Billing at 919-996-3245, email customercare@raleighnc.gov or visit the self-service webpage at <https://ubwss.raleighnc.gov/wss/login>. You can quickly register for our Web Self Service and conveniently view, print, and pay your bills at any time!



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".

Fire Prevention Week is Oct 5-11



The Raleigh Fire Department (RFD) is promoting the safe use of lithium-ion batteries. RFD is joining the National Fire Protection Association in educating the public about the batteries. They are the focus of the 2025 Fire Prevention Week campaign titled "Charge into Fire Safety: Lithium-Ion Batteries in Your Home." These batteries power various everyday devices such as smartphones, laptops, power tools, and e-cigarettes.

While these batteries are powerful and convenient, improper use or damage can lead to overheating, fires, or explosions. The campaign encourages everyone to buy, charge, and recycle safely and to identify which devices use lithium-ion batteries.

"This year's Fire Prevention Week campaign helps people understand how to use lithium-ion batteries safely and prevent home fires," says Lt. Lemuel Hubbard, Fire Prevention Coordinator.

Keep an eye out for more information about **Fire Prevention Week** on raleighnc.gov.

Please note a date correction from our August issue: Introducing the Raleigh Foodie Fare at Moore Square!

Location: Moore Square, 226 East Martin St., Raleigh, 27601

Date: Sundays – Sept. 21, ***Oct. 19**, Nov. 16

Time: 11 a.m. – 3 p.m.

Ages: All

Cost: FREE

FIND US, LIKE US, FOLLOW US



[/CityOfRaleigh](https://www.facebook.com/CityOfRaleigh)



[@RaleighGov](https://twitter.com/RaleighGov)



[@RaleighGov](https://www.instagram.com/RaleighGov)



raleighnc.gov

#RALEIGH



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

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