

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

DECEMBER 2022

Seasonal Loose Leaf Collection is Under Way!

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.

Please Do:

- Place your leaf pile close to the curb.
- Prepare your leaf pile before City crews begin work in your neighborhood.
- Keep your leaf pile free of sticks, rocks, or other items.
- Place your leaf pile out in the open where crews can easily reach it.

Please Don't:

- Rake or blow leaves onto the street. Doing so is a hazard to public safety.
- Put leaf piles out after the collection truck has passed your house.
- Mix sticks, rocks, trash, or anything else in with your leaves.
- Put your leaf pile near obstructions such as vehicles, mailboxes, fire hydrants, water meters or utility poles.



Looking for Optional Methods for Leaf Disposal?

You can also dispose of leaves using the biweekly yard waste service provided by the City's Solid Waste Services Department. Place leaves in your City-provided bright green yard waste cart and/or biodegradable paper bags. Place cart and prepared bags curbside on your scheduled yard waste collection day; the limit is 15 bags per pickup.

We appreciate your cooperation in helping to make this program a success! For more information, please visit raleighnc.gov/leaf or call our leaf line at 919-996-3720.

Garner & South Raleigh Commuters Take Note:

South Person Street Closed for Extensive Water Project

Commuters, especially those traveling from the Town of Garner, should be aware of a current street closure that will have a major impact on traffic entering the City of Raleigh from the south. South Person Street, between Hoke Street and Martin Luther King Jr Blvd, is closed for a water and sewer project. This major capital improvement project will replace aging infrastructure to assure continued reliable drinking water and sewer services.

Construction has already begun and is expected to last for approximately three months. Drivers who enter the City of Raleigh from the south using Hammond Road should expect delays. This includes travelers on I-40, Route 70, and Timber Road.

You can stay safe by slowing down in work zones and following all traffic detour signs. Detour for this closure will be Hoke Street over to Garner Road then over to Martin Luther King Jr Blvd and then back onto South Person Street. Paying close attention to construction and detour signs will help get you and our crews home safely. We appreciate your continued patience.

For more information, visit our website at raleighnc.gov and search 'State Street Water and Sewer Improvements Project'



It's Time to LIGHTEN UP, RALEIGH

The daylight hours are getting shorter and shorter. Stay safe by ensuring you're visible to others in the dark mornings and evenings

Lighten Up, Raleigh is an annual safety campaign brought to you by Commute Smart Raleigh. It encourages residents to lighten up by wearing reflective clothing, carrying flashlights, and practicing safe bicycling rules when it is dark outside so that motorists and others can see you.

Claim a free flashlight or bike light at the GoRaleigh Station ticket booth at 214 S. Blount Street in downtown Raleigh during regular operating hours, while supplies last.

To learn more, go to raleighnc.gov/commutesmart.

Are You a Landlord?

Don't forget to sign up for our convenient Landlord Revert Program to save time and money! This is a billing option specifically for landlords, management companies, apartment complexes and rental agencies to provide continuous services at their properties. Services will automatically default to your account when a tenant stops his/her account.

- No wait time for service connection
- No additional costs for this program
- Immediate service availability for new tenants
- \$50 new service fee is waived for landlords

Go to raleighnc.gov and search "landlord utility billing program" for more information and to enroll.

Recycle Your Christmas Trees!



After the holiday, you may be wondering what's the best way to dispose of your live Christmas tree! Raleigh Solid Waste Services (SWS) offers a great option that helps protect the environment and creates useful products for your yard come springtime. Instead of going to the landfill, the trees are brought to the Yard Waste Center where they are processed into mulch.

Between December 26, 2022, and February 1, 2023, Raleigh residential garbage customers are encouraged to leave their live Christmas trees at the curb on their designated yard waste collection day. SWS personnel will pick up the trees during regular yard waste collection. Trees will be processed and turned into mulch products at the Raleigh Yard Waste Center. Please note, all decorations and lights must be removed before being placed curbside and trees can be left on the ground. Artificial trees and live trees with decorations will not be collected.

The Gift of Protecting Our Pipes!

This is the season of gift giving. We give gifts and receive them from family and friends. Some gifts are welcomed and bring great joy. Other gifts leave us scratching our heads and annoyed. One gift that is sure to please everyone this season is safe and clean Raleigh drinking water. One way to make sure that this gift can be accessed by all is to keep *fats, oils, and grease* out of our shared water system. It is important to remember that these items should never be poured down any drain as they will harden and cause damage to our water infrastructure.

We here at Raleigh Water enjoy the gift of partnership with our valued customers who take a few easy steps to help us protect our thousands of miles of water and sewer pipes. These steps include scrapping leftover *fats, oils, and grease* into a sturdy container before placing that container in the garbage. Also, if disinfectant wipes are used to clean up during any holiday activities, they should only be placed in the garbage after use. Never introduce used disinfectant wipes, or wipes of any kind, into our shared water system as they will combine with *fats, oils, and grease* to cause blockages. Blockages in the system can require costly repair. An expensive repair is a 'present' that no one wants to receive.

The partnership between Raleigh Water staff and our wonderful customers who help ensure that these repairs are infrequent is truly a gift for all seasons. Thank you for taking these steps to protect our pipes!

To learn more about partnering with us to protect our pipes, please visit: raleighnc.gov and search 'Sanitary Sewer Overflows.'



**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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