



City of Raleigh Public Utilities Department
YOUR SERVICE CONNECTION
 Keeping You Connected To ALL Things Public Utilities

raleighnc.gov

JANUARY 2019

For questions,
 visit www.raleighnc.gov

Customer Care & Billing:
 919-996-3245 | Weekdays 7:30 am to 6 pm
 Automated Services
 24 Hours / 7 Days | Holidays & Weekends

Solid Waste & Recycling (Raleigh):
 919-996-3245 | Weekdays 7:30 am to 6 pm

Stormwater Bills (Raleigh):
 919-996-3245 | Weekdays 7:30 am to 6 pm

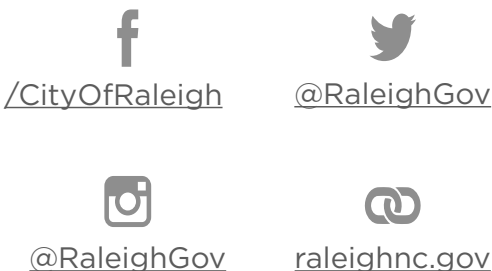
**Solid Waste, Recycling & Stormwater
 (Other Towns):**
 Call the individual Town Hall

WATER & SEWER EMERGENCIES:
 919-996-3245
 24 Hours / 7 Days | Holidays & Weekends



Information:
 919-996-3000

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#RALEIGH

How the Holidays May Affect Your Household Water Usage

With the holiday season over, don't be surprised if your utility bill indicates a water usage increase the past few weeks—especially if you entertained houseguests, hosted parties, spent extra time at home, or college students returned home during winter break. This Water Usage Estimator can help you understand how the water was used in your household over the holidays and what common activities may cause your usage to fluctuate each month. Knowing how much water is used for each activity can help to better understand your bill, to plan household expenses, and to find ways to reduce your monthly usage.

Activity		Gallons Used
Shower	5 gallons per minute. If your average shower lasts 10 minutes, you use 50 gallons per shower. Multiply the number of total minutes used in your household for showering each month by 5 gallons per minute.	
Bath	36 gallons per full tub (18 gallons per half tub). Multiply the number of baths each month by 36 gallons (or 18 gallons).	
Toilet Flush	3 gallons per flush, and the average person flushes at least 4 times daily. This is 360 gallons per person per month. Multiply the number of persons in your home by 360 gallons.	
Brush Teeth	3 gallons each time. Multiply the number of times toothbrushing is done in your household monthly by 3 gallons.	
Shave	1 gallon each time. Multiply the number of shaves by 1 gallon.	
Face/Hand Wash	1 gallon each time. Multiply the number of face/hand washings each month by 1 gallon.	
Dishwasher	16 gallons per wash. Multiply the number of times the dishwasher is used monthly by 16 gallons.	
Hand-Wash Dishes	3 gallons every minute the faucet is running. Multiply the number of minutes used for dish-washing monthly by 3 gallons.	
Clothes Washer	44 gallons per load of laundry. Multiply the number of loads of laundry washed per month by 44 gallons.	
Other Indoor Use	10 gallons per day per person, or 300 gallons per person each month. Multiply the number of persons in your household by 300 gallons.	
Outdoor Use	Outdoor use takes 6 gallons of water for every minute the hose is turned on. Multiply the number of minutes of outdoor use each month by 6 gallons.	
Dripping faucet	A faucet that drips 10 times per minute uses 1 gallon per day (30 gallons per month). Multiply the number of dripping faucets in your household by 30 gallons.	
Leaking toilet	Average use is 200 gallons per day, which is 6,000 gallons per month. Multiply the number of leaking toilets in your household by 6,000 gallons.	
Estimated Gallons Used Add the numbers in the Gallons Used column to calculate your monthly water usage.		
Estimated CCFs Used Divide the total number of gallons used by 748 to calculate your monthly water usage in CCF		

* Usage may be lower if your household has newer energy-efficient appliances.
 * 1 CCF= 100 cubic feet or 748 gallons

(Continue)

The 2019 Raleigh Environmental Awards application is open!



If you or someone you know is working to protect and conserve Raleigh's environment, apply or nominate them today. Our residents apply a variety of skills to the challenge of environmental stewardship. The Environmental Awards recognize residents of Raleigh and our utility service area who are implementing projects focused on improving the quality of our air, water, and land; installing renewable energy or ensuring energy efficiency; reducing waste and recycling; and urban agriculture and community gardens. In addition, there are several environmental arts and design competitions open to local students, including the Trashion Design Competition, Capture it! Stormwater Arts Contest Competitions, and Refill Raleigh Design Competition. Applications will be accepted until February 1, 2019. The awards ceremony will be held Thursday, April 4, 2019 at Market Hall from 6-8:30pm. The ceremony is free and open to the public. Please join us!

Questions? Contact Amy Farinelli at 919-996-4008 or Amy.Farinelli@raleighnc.gov.

No Ammonia in Water & Annual Flushing of Water Distribution System from February 26 to April 9

The City of Raleigh will temporarily stop adding ammonia to its water treatment disinfecting process on Thursday, February 26 at 10 a.m. The change in treatment is required by federal and state regulations governing the operation of the City's water system. The City will resume adding ammonia to the water treatment process on Tuesday, April 9 at 10 a.m.

In order to promote optimal disinfection throughout the water distribution system, North Carolina Department of Environmental Quality requested the City of Raleigh Public Utilities Department and all other public water systems using chloramine disinfection to consider switching to chlorine-only disinfection for a minimum of three (3) consecutive weeks every year. This switch to chlorine-only disinfection will occur from February 26 through April 9, 2018, and can produce a temporary "chlorine taste and odor" in some cases. The City also conducts flushing of the water distribution system

during this period to hasten the change of chloramines to chlorine residual disinfectant. This flushing may cause some temporary discoloration in the water. The water is absolutely safe. However, as a precaution, customers may want to check to see if their water is discolored before laundering white clothes.

The City of Raleigh Public Utilities Department conducts extensive water quality testing throughout the water distribution system to ensure our drinking water meets all State and Federal drinking water requirements, and this data can be accessed at: <http://www.raleighnc.gov/services/content/PubUtilAdmin/Articles/WaterQualityReports.html>

KIDS' CORNER

Cost of tap water vs bottled water

Using the information provided below, calculate the cost of buying one bottled water (16 ounces) per day for a year versus the cost of filling a 16 ounce bottle with tap water once every day for a year.

Given Information:

Average cost of a gallon of tap water = \$0.007

1 gallon = 128 ounces

1 gallon = Eight 16 ounce bottles

Cost of a 16 ounce bottled water = \$1.00

Cost of a reusable water bottle = \$10.00

Answers will be posted next month!

In the meantime, visit the Environmental Awards website below to learn about Refill Raleigh.

www.raleighnc.gov/environmentalawards

Refill Raleigh is a program to encourage people to use refillable water bottles. The City of Raleigh will sponsor a "Refill Raleigh Contest", which is an opportunity for middle and high school students to capture the importance of access to clean water and the use of reusable water bottles.

For more information contact:

Water.Conservation@raleighnc.gov

