



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

raleighnc.gov

FEBRUARY 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

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.

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, 2019 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 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>.

Protect People, Pets & Pipes in Cold Weather

The City of Raleigh Public Utilities Department urges residents to take precautions when near and below-freezing temperatures are forecasted for our area.

To avoid water pipes breaking due to the cold temperatures, residents are advised to run at least one faucet in their home or business at a thin stream. This allows water to flow through the pipes and lowers the risk of broken water lines during freezing conditions. Unlike other liquids, water expands when it freezes. When water pipes freeze, the expanding water can break the pipe, and customers can be left with a thoroughly soaked house when the pipes thaw. During periods of cold weather, the Public Utilities Department typically receives calls from customers reporting broken water pipes. When pipes break between the water meter and the home or within the home, the customer is responsible for repairs. Since Public Utilities operates and maintains the water system for the Raleigh, Garner, Knightdale, Rolesville, Wake Forest, Wendell, and Zebulon service area, it is responsible for repairing any damage in the street and up to the water meter.

To report a Water Main Break call 919-996-3245 and select option #1 to report as an emergency.

The City of Raleigh offers these additional tips on dealing with extremely cold weather:

- Insulate all outside pipes with cloth or a similar material to help prevent freezing. All piping in attics, including those to water heaters, should be protected as well.
- If you have a backflow assembly on your water service line, it, too, may freeze with very cold temperatures. Insulate the assembly properly by wrapping or covering the pipe. Do not cover the bottom relief opening on the underside at the middle of the apparatus to avoid creating other flooding problems.

(Continue)

- Commercial water customers should also wrap any fire lines in their buildings. Disconnect any outside water hoses from spigots, as water trapped inside can freeze and crack the hose.
- The City of Raleigh Fire Department advises residents to be extra careful when using supplemental heating units. Make sure all combustible materials, such as drapes or chairs, are at least three feet away from any heating unit.
- To reduce the chance of fire, avoid using flammable liquids to start fireplaces and do not leave a fireplace unattended. Most importantly, check your smoke detector to make sure it is working properly.
- If you are cold outside, your pet is too. If possible, bring outside pets indoors during cold snaps, especially at night when temperatures dip to their lowest.
- The City of Raleigh Police Department recommends that you check on neighbors and family members, including the elderly or disabled, who may be more susceptible to cold weather conditions.

For more information, contact the City of Raleigh Public Utilities Department at 919-996-3245 or publicutilityinfo@raleighnc.gov

ABOVE GROUND & BELOW... Asset Management Helps Sustain the Flow



Do You Prefer to DIY? ...Do It Yourself?

At the City of Raleigh, we understand that sometimes it just makes sense to do-it-yourself. That's why we continue to make it easy for

you to do business with us online. Simply register and sign in to your Customer Care and Billing account at <https://ubwss.raleighnc.gov/login> to DIY any of these activities:

NEW FEATURES

Start new utility service, Stop utility service, Schedule a pay plan, Access correspondence history

- Choose electronic or paper bills
- Review account information
- Make a payment
- Set up automatic payments
- Browse billing history
- Download bill copies
- Review financial history
- Update contact information
- Change password
- Contact us

New customers can complete and submit an online application to Start Utility Services by going to <https://raleighnc.seamlessdocs.com/f/CCBStart>

KIDS' CORNER

Cost of tap water vs bottled water answer

[For the math problem published in the January 2019 edition of *Your Service Connection*]

Question: 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

Bottled Water Answer: \$375

- Multiply \$1 by 365 days = \$365
- Add \$10 for purchasing a reusable water bottle
\$365 + \$10 = \$375

Tap Water Answer: \$0.319

- Divide \$0.007 by 8 = \$0.000875 for 16oz of tap water
- Multiple 365 days by \$0.000875 = \$0.319

Wow! In this scenario drinking bottled water is over 1000 times more expensive than drinking tap water!

For more information contact:

Water.Conservation@raleighnc.gov