



City of Raleigh Public Utilities Department

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Public Utilities

raleighnc.gov

MARCH 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



Raleigh Launches Resident Budget Survey

Raleigh Service Area Announcement

The Raleigh City Council and City staff invite Raleigh residents to share their views on how resources should be allocated in the City's Fiscal Year 2020 budget. Resident input is an important part of the City's ongoing effort to align City resources with community priorities.

The short survey can be completed online at budget.raleighnc.gov, in-person at the Raleigh Municipal Building located at 222 West Hargett Street, or any City of Raleigh Community Center. To have a copy of the survey mailed to you, please contact the City's Budget and Management Services Department at 919-996-4270. Responses will be collected through March 29, 2019.



Free Shred and Recycle Event for Raleigh Residents

The City of Raleigh will hold its annual "shred and recycle" event on Saturday, April 13, from 9 a.m. – Noon. Each year the City of Raleigh holds two free "shred and recycle" events: one in the spring (near Earth Day), and one in the fall to celebrate America Recycles Day. These events

provide an opportunity for Raleigh residents and small businesses to protect themselves from identity theft by disposing of confidential documents in an environmentally responsible way.

Where: Wilders Grove Solid Waste Services Facility, 630 Beacon Lake Drive, Raleigh NC

Here's what you need to know to participate in a shred and recycle event:

- Bring up to three boxes or bags of documents per person. Boxes should be no larger than "banker boxes," or about 24 inches long, 12 inches wide and 10 inches deep.
- Please only bring paper that should be shredded. Before participating in a shred event, learn about the types of paper you should shred. Most junk mail, except pre-approved credit card offers, does not need to be shredded.
- Magazines and catalogs should be recycled.
- Bring computers, TVs, phones and other electronic devices for recycling.
- Remember to remove sensitive data from hard drives and phones before recycling.
- Our staff will unload your materials and take them to the shredding truck. Heavy traffic is expected at this event and you will not be able to walk to the truck to watch your documents being shredded.

Small businesses, nonprofits, churches, and individuals are welcome to participate.

Customer Care & Billing: Applying for Leak Adjustment Credit

Residential water leaks can be costly, especially if the leak was difficult to identify, locate and/or repair. In some situations, City of Raleigh utility customers can apply for a leak adjustment credit. A leak adjustment is only intended as financial assistance to cover a portion of the excess utility charges attributed to the leak event; it is not intended to fully compensate for the excess water usage or wastewater charges.

(Continue)



Things the Residential Customer should know before applying for a leak adjustment:

- Customer is responsible for paying the entire amount billed on their City of Raleigh utility account by the due date, even if a leak adjustment has been requested. Failure to pay may result in disconnection of services.
- Customer may be eligible for a payment plan when a leak event has caused a financial hardship.
- Leak adjustment is a financial credit to the customer's utility account.
- Amount of the adjustment is a portion of the charges for excess usage attributed to the leak (determination of excess usage is based on previous usage).
- Leak adjustment calculations may cover up to a maximum of two (2) consecutive billing periods.
- Proof of leak repair is required by submitting one of the following:
 - Plumber's statement or receipt (itemized for work completed)

- Store receipt for repair parts (or other proof of repair)
- City of Raleigh Utilities Technician or licensed plumber's verification of leak (in lieu of proof of repair, for unexplained causes only)
- Limit - One (1) leak adjustment allowed per utility account in any two (2) year period.

NOTE: Homeowner insurance policies may cover damage associated with plumbing problems and leaks. Customers are advised to check with their insurance companies for additional information.

For more information or to apply for Raleigh's Leak Adjustment Credit, call Customer Care and Billing at 919-996-3245.

Public Invited to Drop-off Expired or Unneeded Medications at Four Locations on April 27

Citizens are invited to drop off unneeded or expired medications at four Raleigh pharmacies during a Prescription Medication Drop-off Event from 10 a.m. to 2 p.m. Saturday, April 27. The discarded medications will be disposed of safely.

The City of Raleigh Substance Abuse Advisory Commission and the City's Police, Public Utilities and Housing and Neighborhoods departments are sponsoring the free event to help prevent the abuse of prescription and over-the-counter drugs. The event also helps keep medications out of the water system.

Citizens can take their unneeded or expired medications to the following locations:

- Wellness Pharmacy and Compounding Center, 2601 Blue Ridge Road;

- Falls River Pharmacy, 10930 Raven Ridge Road;
- Hayes-Barton Pharmacy, 2000 Fairview Road; and,
- Josef's Pharmacy, 2100 New Bern Ave.

Many of the people who abuse prescription drugs get them from unsuspecting family and friends. Children ages 12-17 abuse these drugs more than any other illicit drug except marijuana, according to the Office of National Drug Control Policy. The Prescription Medication Drop-off Event will help keep drugs away from those who might abuse them. It also provides a safe alternative to flushing unneeded or expired medication, which could taint drinking water supplies.

Markers will be available at the event to black out personal information on prescription labels.

The City of Raleigh Substance Abuse Advisory Commission advocates for the prevention and treatment of alcohol, tobacco and drug abuse. Its members are volunteers appointed by the Raleigh City Council.

For more information, contact Cathey Ector-Cox in the City's Housing and Neighborhoods Department at 919-996-6100 or ector@raleighnc.gov.

KIDS' CORNER

Cost of Tap Water vs Bottled Water Answer

Republished with corrected calculation

[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: \$365

- Multiply \$1 by 365 days = \$365

Tap Water Answer: \$10.319

- Divide \$0.007 by 8 = \$0.000875 for 16oz of tap water
- Multiply 365 days by \$0.000875 = \$0.319
- Add \$10 for purchasing a reusable water bottle
\$0.319 + \$10 = \$10.319

Wow! In this scenario drinking bottled water is over 30 times more expensive than drinking tap water!

For more information contact:

Water.Conservation@raleighnc.gov

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