



# City of Raleigh Public Utilities Department

## YOUR SERVICE CONNECTION

### Keeping You Connected To ALL Things Public Utilities

[raleighnc.gov](http://raleighnc.gov)

APRIL 2019

For questions,  
visit [www.raleighnc.gov](http://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

## Keep Fats, Oils and Grease (FOG) Out of the Kitchen Drain

When FOG enters the sanitary sewer collection system, it congeals and hardens over time, making it a toxic substance for the system. If enough builds up and restricts the wastewater flow, it will eventually cause a blockage, which could lead to sanitary sewer overflows.

### What are some sources of FOG?

Meat Scraps Baking Goods, Oil / Sauces Lard / Shortening, Coffee / Creamer Dressings  
Food Scraps Dairy Products, Condiments Meat Fat Drippings

Sanitary sewer overflows are costly to repair. As a property owner, it is your responsibility to maintain the sanitary sewer connection from your house up to where it connects to the City's sanitary sewer system. When you experience a sanitary sewer back up, it can be a traumatic experience. Here are some tips to consider preventing grease related backups.

- Scrape or wipe grease and food scraps into a sealable container or trash bin
- Collect liquid cooking oils in an oil recycling container
- Prepare foods with minimal amounts of FOG
- Do not pour grease down drains
- Do not wash griddles, pots or pans with water until all the oil and grease has been removed
- When draining fats from cooking bacon or other meats place in a collection container
- Disposing of grease in a sealed container in your regular household trash is acceptable

### COOL IT | CAN IT | TRASH IT

**Fast Facts:** The Environmental Protection Agency (EPA) estimates that at least 10,350-36,000 sanitary sewer overflows occur per year in the USA, with approximately 47% of the backups being grease related.

For more information, visit [www.raleighnc.gov](http://www.raleighnc.gov), or contact the Public Utilities Department at 919-996-3245.



### Raleigh Service Area Announcement

## Raleigh Waste Wizard Coming in May

### New Online Tool Answers Garbage and Recycling Questions

Ever forget if your recycling day is this week or next? Do you wonder whether single-serve coffee pods should go in the trash or in the recycling cart?

Raleigh Waste Wizard is the tool you've been waiting for! Raleigh Waste Wizard will be available on the City of Raleigh website beginning in May. Simply type in your Raleigh address and Raleigh Waste Wizard tells you your garbage and recycling pick-up schedule. Or type in an item like "coffee lid" or "pizza box" and Raleigh Waste Wizard shows you a picture of the item and tells you how to recycle or dispose of it.

(Continue)

Ever wish you had a reminder every other week that it was time to put out your recycling cart? Raleigh Waste Wizard will do that, too! Raleigh Waste Wizard gives you the option to sign up for reminders about garbage, recycling, and yard waste pick-up via email, phone, Twitter, or text. Don't have a smartphone? Raleigh Waste Wizard works for all residents, with or without smartphones or computers. A landline or cordless phone can be used to receive alerts and reminders. It's also your one-stop spot for holiday-related scheduling changes and local disposal guidelines.

Making information about City services available online provides instant access to answers and helps reduce cost and protects the environment by cutting back on paper use.

You can find Raleigh Waste Wizard on the City of Raleigh's website at [raleighnc.gov](http://raleighnc.gov), beginning in May.

## Convenient New Way to Pay for Downtown Raleigh Parking:

### Download the Passport App and Use Your Phone to Pay for Parking

Park. Pay and be on your way!

The new Passport Parking app is an easy, more convenient option for drivers to pay for and keep track of their downtown Raleigh parking. Just look for a space marked "Passport" and you can manage everything from your phone. Traditional forms of payment such as credit card and coins will still be accepted at the pay stations.

Other benefits of the Passport Parking app include:

- Extend parking sessions remotely (up to the maximum allotted time);
- Get reminders when a parking session is about to expire;
- Keep track of all parking history;
- Receive email receipts; and,
- Get updates and alerts.

For more information, please visit [www.raleighnc.gov](http://www.raleighnc.gov) and search 'Passport'.

## Repair Toilet Leaks: Fix That Running Toilet

Johnny the Running Toilet's mission is to make sure City of Raleigh water customers know what steps they can take to prevent leaks at home, as well as what they can do to help conserve water resources.

**JOHNNY**  
The Running Toilet



Public Utilities Mascot

Not only will a running toilet drain your bank account, but it has a negative impact on the environment. According to the U.S. Environmental Protection Agency (EPA), a faucet that leaks at a rate of one drop per second can add an extra 3,000 gallons per year to a water bill, enough to fill three fire trucks.

It is important to know what causes a running toilet, and how to fix it.

When you hear running water from your toilet after you flush, that means your toilet is leaking. There are two main

causes for a leaking toilet; an ineffective flush valve system or a fill valve problem.

After a period of time, your flapper or flush valve ball can begin to deteriorate and become defective. When this occurs, water begins to leak around the toilet. This can often be difficult to detect as the leaking is silent, so if you notice a jump in your water bill it is important to call a specialist right away. A problem with your fill valve, or ball lift can occur when the shut-off valve does not completely close, or the float is placed too high. This results in a continuous flow of water. If you are experiencing a running and leaking toilet, you will most likely need your flapper valve or flush valve replaced.

For more information visit [raleighnc.gov](http://raleighnc.gov) and search 'fix a leak'.

## MOVING? Start or Stop your City Utility Services Online

When preparing for a move you have lots to do, but we can help by saving you a little time. Quickly submit an online request with the address(es) and date(s) to start and/or stop your City of Raleigh utilities (water, sewer, stormwater and solid waste services) using this link <https://ubwss.raleighnc.gov/login>. You will receive an email that confirms your request has been received and processed.

For more information, visit [www.raleighnc.gov](http://www.raleighnc.gov), or contact Customer Care & Billing at 919-996-3245.



Parks, Recreation and Cultural Resources  
[www.raleighnc.gov](http://www.raleighnc.gov)

The City of Raleigh  
Parks, Recreation and Cultural Resources  
Department

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## KIDS' CORNER

### Multiple Choice Question

The approximate total length of all of the City of Raleigh Public Utilities Department's water and sewer lines is approximately equal to the roundtrip distance between Raleigh and which city?

- A. Atlanta, GA
- B. Chicago, IL
- C. Charlotte, NC
- D. Los Angeles, CA

**The answer will be posted next month!**

**For more information contact:**

**[Water.Conservation@raleighnc.gov](mailto:Water.Conservation@raleighnc.gov)**