



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

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

MAY 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

## Water & Wastewater Services Rate Changes

As costs throughout the utility and industries continue to rise, Raleigh is committed to managing those costs, and operating efficiently, while maintaining a high level of service.

The Wastewater Base Charge on the utility bill will increase by 11%, resulting in a \$0.75 monthly increase in the utility bill for most residential customers. This \$0.75 monthly increase applies to all inside city limits residential customers with a 5/8" water meter, which includes almost all single-family residential customers in Raleigh, Garner, Knightdale, Rolesville and Wake Forest. Outside city limits customers will see a proportional increase.

Customers in Wendell and Zebulon have different planned increases than described above. Visit [raleighnc.gov](http://raleighnc.gov) and search 'Utility Rates' for detailed information.

Since city sales and property taxes do not fund the costs of water and wastewater services, those costs must be recovered through utility rates and fees. The 2019 rate adjustments are based on a detailed cost of service study to ensure that each utility customer pays their proportionate share of the costs to provide services. These rate adjustments will help ensure the reliability of critical services. They will also support Council's commitment to the replacement of aging infrastructure, particularly the most critical pipes whose failure would have significant social, environmental, and economic impacts.

## Solid Waste Services Rate Changes

For customers who live in the City of Raleigh, the Solid Waste Services portion of the bill will increase \$1.50 for monthly residential garbage collection. Business accounts in the City of Raleigh will also increase proportionally. For Raleigh residential customers, there will be no changes to monthly recycling or stormwater charges for the upcoming fiscal year.

Rate changes, if any, for solid waste, recycling, and stormwater charges for customers who live or do business in the Towns of Garner, Knightdale, Rolesville, Wake Forest, Wendell and Zebulon, were not available at the printing of this article.

**Rate increases described in this article were given preliminary approval by the Raleigh City Council on March 6 and will be approved in final adoption of the FY2020 budget, which takes effect July 1.**

City officials and staff recognize the financial and budgetary challenges many customers face and we remain dedicated to providing high quality water, wastewater, and solid waste services at a reasonable cost. Visit [www.raleighnc.gov](http://www.raleighnc.gov) and search 'Utility Rates' for more information.

## Raleigh Waste Wizard Delayed – UPDATE:

Raleigh Waste Wizard, the mobile and web app that puts garbage and recycling information at your fingertips, is coming! But the launch has been delayed. We look forward to announcing this new tool in late summer. Stay tuned!

(Continue)

## Project Share Raleigh's Utility Bill Contribution Program



The City is aware that some customers may be experiencing financial hardships. Fortunately, by donating to the City of Raleigh 'Project Share Contribution Program', you can help those in need.

This program is designed to provide emergency assistance funds to residents in a crisis who are unable to pay their utility bill. It is funded by customer and corporate donations.

### Why Contribute

Could you live without water? Of course not. But for people on limited incomes, this is a real possibility. When you contribute to 'Project Share', you make a difference – helping residents who are in crisis and unable to pay their utility bill.

### Ways to Contribute

1. Monthly on your utility bill by utilizing Self Service Bill Pay: <https://ubwss.raleighnc.gov/login>
2. Monthly on your utility bill by contacting us at [customer care@raleighnc.gov](mailto:customer care@raleighnc.gov) or 919-996-3245
3. [Coming soon] The option of making a one-time contribution will be available at a later date

### Funds and Contributions

Funds contributed to Project Share stay in the service area and help customers of Raleigh, Garner, Knightdale, Rolesville, Wake Forest, Wendell and Zebulon.

For more information, call our Customer Care and Billing at 919-996-3245.

## 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.

## Save Time, Money & Trees with eBill



Save time by receiving an email link to your bill as soon as it is produced. Don't wait for a paper bill to be printed, mailed and

delivered to your home. Plan ahead and pay on time.

Save money by helping reduce the costs for printing and postage, which ultimately keeps your utility costs down. No more late payments due to mis-delivered mail or lost paper bills.

Save trees by accepting electronic bills. We currently produce about 2.5 million utility bills each year. The paper used for our customers' bills, bill inserts and mailing envelopes requires the loss of about 1,000 mature trees. Help us do our part to protect the environment.

Go to <https://ubwss/raleighnc.gov/login> to enroll in eBill today.

## Convenient New Way to Pay for Downtown Raleigh Parking

Download the Passport App and use your phone to pay for parking.



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No more digging for coins.  
This is how parking should be.

1

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2

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your phone



Pay With  
Your Phone



Get Parking  
Session Alerts



Add Time  
Remotely



Raleigh

[ParkingApp.com](http://ParkingApp.com)

## KIDS' CORNER

### Multiple Choice Answer

[For the multiple choice question published in the April 2019 edition of Your Service Connection]

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**

Wow! The City of Raleigh Public Utilities Department has over 2,500 miles of water lines and over 2,500 miles of sewer lines! These two lengths combined is approximately equal to the roundtrip distance from Raleigh to Los Angeles!

**For more information contact:**

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