



City of Raleigh Public Utilities Department

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Public Utilities

raleighnc.gov

JUNE 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



Hours of Operation Change for Customer Care Call Center to Provide Better Service

The Customer Care Call Center will change operating hours effective July 1, 2019. Representatives will be available to answer calls each Monday, Tuesday, Wednesday and Friday from 8 a.m. to 5:30 p.m., and each Thursday from 9 a.m. to 5:30 p.m. This change will bring benefits

to the community as we focus resources to better serve our customers during the hours of peak call volume and meet the evolving needs of our customers.

For account access 24 hours-a-day, 7 days-a-week, including weekends and holidays, automated services will continue to be available by calling 919-996-3245 and online. Visit <https://ubwss/raleighnc.gov/>. Login to enroll in eBill today.



SunFest: Raleigh's Annual Celebration of Sunflowers!!!

SUNFEST @ DIX PARK!

Save the Date...

Saturday, July 13, 2019
from noon to 8 p.m.

The 2018 Annual Drinking Water Quality Report is now available ONLINE! Public Utilities 2018 Consumer Confidence Report

Thanks to a change in policy, the United States Environmental Protection Agency (US EPA) and the North Carolina Public Water Supply Section now permits this report to be made available online rather than being mailed. It is estimated this change will save the City of Raleigh approximately \$50,000 per year in mailing and printing costs, as well as allowing for a more informative and expansive report.

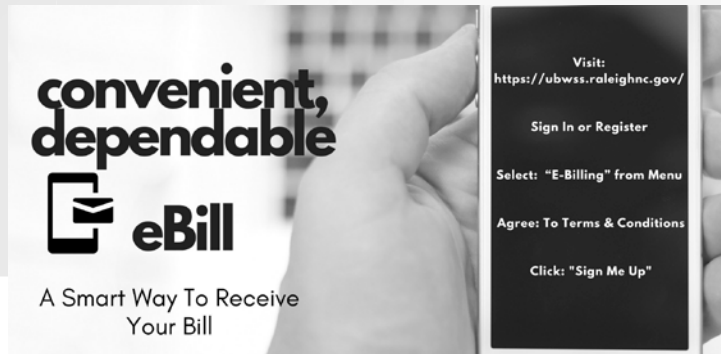
In 2018, laboratory staff analyzed Raleigh's drinking water over 6,000 to 7,000 times per month for contaminants such as trace metals, petroleum products, pesticides and bacteria. The City of Raleigh Public Utilities Department is pleased to document that the drinking water meets all Federal and State standards as required by the US EPA.

Please go to www.raleighnc.gov/content/PubUtilAdmin/Documents/CCR.pdf to view the 2018 report and learn more about your drinking water. This report contains important information about the source and quality of your drinking water. To receive a Spanish version, or

(Continue)

if you would like a paper copy of the 2018 Consumer Confidence Report mailed to your residence, please call 919-996-3471.

For more information about how the City of Raleigh maintains the safety of your drinking water and to view reports from previous years, go to www.raleighnc.gov and search "Public Utilities Reports".



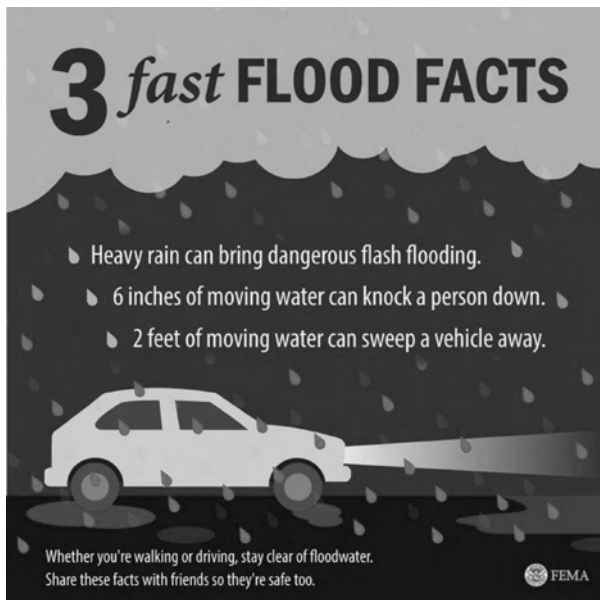
Five Ways to Stay Safe During a Hurricane

During hurricane season, Raleigh can receive nearly 20 inches of rain, which is likely to cause flooding. This happens during storms when a lot of rain falls in a short period of time with heavy winds. While there are many flood control measures (i.e.: lowering the water level of lakes prior to a storm and making sure stormwater infrastructure is functioning properly) in place throughout the city to prevent significant flooding, floods cannot be completely prevented, especially in areas directly surrounding creeks and other waterways.

Here are five tips from Raleigh Stormwater to help you weather-the-storms of hurricane season:

1. Place sandbags in areas where water may enter your home;
2. Cover your windows and glass doors with plywood to protect against high winds;
3. Move furniture and other valuables to higher ground;
4. Have your emergency plan and kit ready; and,
5. Leave your home if your neighborhood is evacuated.

For more flooding information, visit and search "Flood Hazard Information". The Federal Emergency Management Agency (FEMA) also offers a helpful emergency preparedness checklist at fema.gov



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 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.

KIDS' CORNER

True or False?

In the Raleigh area, water that goes into the storm drain is cleaned before it is released into streams and rivers.

- A. True
- B. False

The answer will be posted next month!

For more information contact:

Water.Conservation@raleighnc.gov

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