



City of Raleigh Public Utilities Department

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Public Utilities

raleighnc.gov

JULY 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



New Customer Care Call Center Hours

Beginning July 1, customer call center 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 brings benefits to the community as we focus to better serve our customers during peak call volume times.

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 raleighnc.gov/utilitypay to enroll in eBill today.

Read This Before You Touch That Water Meter

When it comes to water meters and water lines, many citizens have questions. Here are a few facts you should know...

FACT: The City of Raleigh owns the water meters. It is illegal for unauthorized persons, including licensed plumbers, to turn water on or off at the meter or to otherwise tamper with any water meter.

FACT: Water meters must be accessible. Water meters must be accessible to City of Raleigh personnel to ensure that water/sewer accounts can be serviced properly. It is the property owner's responsibility to trim, cut back, or remove any bushes, trees, plants, sod, or other objects that may cover or obstruct a water meter.

FACT: All water lines on a property, including lines that run from the water meter onto the property, are the property owner's responsibility. The property owner is responsible for maintaining, repairing and replacing all water lines on their property, including lines that run onto the property from the water meter. If there is a leak, blockage or damage to any of these lines, it is the property owner's obligation to take care of the problem.



(Continue)

FACT: After City of Raleigh personnel have disconnected a water meter, it is illegal for any unauthorized person to reconnect the meter. Per North Carolina General Statute 14-151.1, it is illegal for any unauthorized person to alter, tamper with, relocate, willfully damage, or bypass a water meter. It is illegal for any unauthorized person to reconnect a water meter after City of Raleigh personnel have disconnected it. Violators are subject to criminal charges and civil fines up to \$500.

If you are a City of Raleigh water customer and have concerns regarding your water meter, please call Customer Care and Billing at 919-996-3245 for assistance.



Courtesy of the National Association for Clean Water Agencies, NACWA | nacwa.org

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 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".

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KIDS' CORNER

For the True or False question published in the June 2019 edition of Your Service Connection.

True or False Answer

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

Our storm drains connect to stormwater pipes which drain uncleaned stormwater into streams and rivers. This is different from our sewer pipes which send wastewater to be cleaned at wastewater treatment plants.

To help keep our streams, rivers, and lakes clean remember that *Only Rain Goes Down the Storm Drain!*

For more information contact:
Water.Conservation@raleighnc.gov

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