



# City of Raleigh Public Utilities Department

## YOUR SERVICE CONNECTION

### Keeping You Connected To ALL Things Public Utilities

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

AUGUST 2019

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

**Customer Care & Billing:**  
919-996-3245 | M T W F 8:00 am - 5:30 pm  
TH 9:00 am - 5:30 pm  
Automated Services  
24 Hours / 7 Days | Holidays & Weekends

**Solid Waste & Recycling (Raleigh):**  
919-996-3245 | M T W F 8:00 am - 5:30 pm  
TH 9:00 am - 5:30 pm

**Stormwater Bills (Raleigh):**  
919-996-3245 | M T W F 8:00 am - 5:30 pm  
TH 9:00 am - 5:30 pm

**Solid Waste, Recycling & Stormwater  
(Other Towns):**  
Call the individual Town Hall

**WATER & SEWER EMERGENCIES:**  
919-996-3245  
24 Hours / 7 Days | Holidays & Weekends

Online Account Access,  
visit [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay)



Information:  
919-996-3000

## Customer Care Center New Hours for Better Service

On July 1, 2019, Raleigh Water's Customer Care Center hours of operation were changed to meet the evolving needs of our customers. More resources are focused to answer calls to 919-996-3245 during peak volume times to improve the quality of the customer experience we provide. Representatives are now available 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. to answer your calls.



For around-the-clock automated access to account balance information and to make a payment, customers can continue to call 919-996-3245. Customers can also go to [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay) any time to conveniently manage their utility accounts and payment options.

## Utility Customer Assistance Program (UCAP) & Project Share

This year, funding from UCAP and Project Share will be available to help economically distressed customers by providing emergency assistance funds to qualified residents in the Raleigh Water service area. Wake County Human Services is partnering with us again to administer the program and perform the applicant eligibility screening process.

UCAP (Utility Customer Assistance Program) was started in 2017. The municipalities of Garner and Rolesville are joining the City of Raleigh again this year to fund UCAP specifically for their residents.

Project Share is a new customer assistance effort, funded by customer and corporate contributions and we are currently seeking program funding. Project Share funds

will aid residential utility customers in crisis throughout the service area of Raleigh, Garner, Knightdale, Rolesville, Wake Forest, Wendell and Zebulon.

Eligibility screening will begin in the Fall of 2019. To qualify for assistance, customers must personally visit Wake County Human Services at the Swinburne Center, 220 Swinburne St., in Raleigh. Customers who qualify may receive up to, but no more than, a total of \$240 per fiscal year. Funds are applied directly to the qualified customers' utility accounts. The program will end when this year's funds are depleted.

For more information or to make monthly contributions to Project Share, go to [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay). You can also speak with a representative to learn more about this financial assistance program by calling 919-996-3245.

## Neighbors Helping Neighbors Through PROJECT SHARE

Can you give a helping hand to your neighbors who are experiencing financial hardships through a monthly contribution to Project Share? No amount is too small – every contribution will make a difference in the life of someone facing a crisis. Please go to [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay) to schedule monthly contributions that will be included in your monthly utility bill from the City of Raleigh.

(Continue)

# raleighnc.gov/utilitypay

## It's Not Just For Payments Anymore


- Register for online account access
- Enroll in eBill
- View/download current bill
- Review account information
- View/download correspondence
- Browse billing history
- Download bill copies
- Start new utility service
- Stop utility service
- Schedule contributions to Project Share
- Make a one-time credit card payment
- Schedule recurring automatic payments
- Review financial history
- Update contact information

Watch for upcoming announcements about more online features coming soon!



Take the Easy Route –  
[raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay)

**convenient,  
dependable**



**eBill**

A Smart Way To Receive  
Your Bill

**Visit:**  
<https://ubwssraleighnc.gov/>

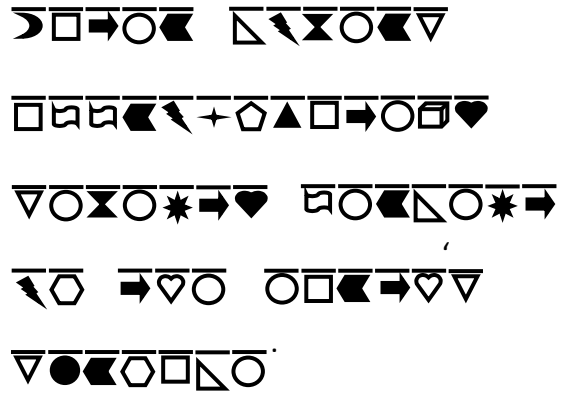
**Sign In or Register**  
Select: "E-Billing" from Menu  
Agree to Terms & Conditions

**Click:**  
"Sign Me Up"

## KIDS' CORNER

### Secret Message Puzzle

Use the secret code below to decode the sentence.



Secret code:

A	B	C	D	E	F	G	H	I	J	K	L	M
□	⊗	△	+	○	◇	☺	♥	◇	☾	□	▲	
N	O	P	Q	R	S	T	U	V	W	X	Y	Z
★	↖	☐	■	◀	▽	➔	●	⌚	☾	+	♥	+

Answers will be posted next month!

For more information contact:  
[Water.Conservation@raleighnc.gov](mailto:Water.Conservation@raleighnc.gov)

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