



City of Raleigh Public Utilities Department

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Public Utilities

raleighnc.gov

SEPTEMBER 2019

For questions,
visit 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



Information:
919-996-3000

Customer Alert regarding Private Company Solicitations for Water and Sewer Line Protection Services

Residents in our service area (Garner, Knightdale, Raleigh, Rolesville, Wake Forest, Wendell, and Zebulon) often receive solicitation letters concerning purchasing protection coverage for water and sewer lines on their property. These mailings are worded in a way that the offer appears to be a collaborated effort between the company and the City of Raleigh and/or other local municipalities. Please be aware that these solicitations are not endorsed, nor are the companies contracted by the City of Raleigh to offer water or sewer service line insurance coverage on the City's behalf.

If you have further questions regarding the validity of these types of mailings, please contact:

- City of Raleigh, Public Utilities Communications Office at 919-996-3473
- NC Department of Justice, Office of the Attorney General at 919-716-6400

Check out a company with the Office of Attorney General's Consumer Protection Division at 1-877-5-NO-SCAM before you do business with them.

Utility Customer Alert: Residents Should Be Aware of Private Solicitations for Water Sampling

A number of private companies continue promoting sale of water filtration systems and in their materials include the term "water sampling kit" and indicate "Urgent Community Water Test". Please be aware that these promotional activities are not issued by nor endorsed by the City of Raleigh.

Customers should be aware that accurate water quality sampling requires very specific collection and handling protocol, as well as a laboratory certified by North Carolina to run industry accepted test methods. To learn more about NC certified laboratories, please visit the State of North Carolina Environmental Quality website at deq.nc.gov.

The City of Raleigh Public Utilities Department conducts thousands of water quality analyses throughout the year to ensure the drinking water you receive meets or exceeds all Federal and State drinking water regulations. It should also be noted that Raleigh's drinking water is considered "soft" with a measured hardness usually under 30.00 milligrams/liter as CaCO₃, and therefore should not require a "water softener" system. In comparison, water with a hardness of 120.00 milligrams/liter as CaCO₃ or above is considered "hard". To read the latest Raleigh Water Quality Report, visit the City's website at raleighnc.gov and use search term: water quality report.

If you are a City of Raleigh water customer and have concerns regarding water quality such as discoloration or an unusual taste or odor, please call the Public Utilities Customer Service Center at 919-996-3245.

GoRaleigh Extends Bus Services This October!



As a result of the Wake Transit Plan, GoRaleigh is scheduled to provide 3 new services starting **October 13, 2019**. These new services will provide transit opportunities for Garner, Knightdale, and Rolesville.

Garner Route 20 (former GoTriangle 102): Weekday from 5:30am to 12:30am

The former express service will now be a local service, with additional stops within Garner. It will connect Garner to the GoRaleigh Downtown Station.

(Continue)

Knightdale Route 33 (former GoTriangle KRX): Weekday from 6am to 9pm The former express service will now be a local service, with additional stops within Knightdale. The route will connect Knightdale to the New Hope Commons Shopping center for transfer opportunity to multiple routes.

Rolesville Route 401 (New Service for Rolesville): Weekday for Peak Hours Only The new service will connect Rolesville with Triangle Town Center and the Wake Tech Northern Campus, which will provide additional transfer opportunities to both GoRaleigh and GoTriangle routes.

To learn more about these new routes and other transit services, visit www.goraleigh.org

Neighbors Helping Neighbors Through PROJECT SHARE

Every Contribution Makes a Difference in the Life of Someone Facing a Crisis

People just like you are making contributions to help their neighbors through Project Share. Your contributions make emergency assistance funds available to qualified households experiencing financial hardship throughout the communities served by Raleigh Water. Go to raleighnc.gov/utilitypay to schedule monthly Project Share contributions that will be added to your City of Raleigh utility bill.

When You Need a Little More Time, It Only Takes a Little Time

ON SATURDAY NIGHT...

8:12 p.m.

You realize you missed sending your utility payment to the City of Raleigh.

8:13 p.m.

You jump up and down and exclaim three times, "Oh no! How did I let this happen?"

8:14 p.m.

You run to a faucet to check if the water is on. You exhale in relief and dry your hands.

8:15 p.m.

You check your wallet and bank balance, but there isn't enough to pay the bill now.

8:16 p.m.

On your smartphone or pc, you go to raleighnc.gov/utilitypay and log in.

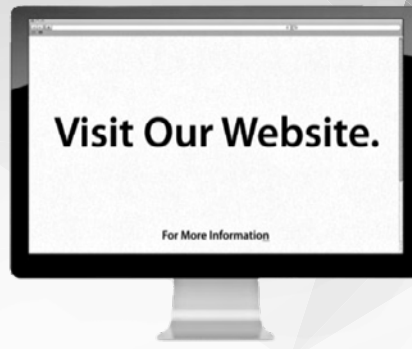
8:17 p.m.

You select Pay Plan from the menu and choose the details that best fit your budget. DONE!

8:18 pm

Relax! No worries now, you have the extra time you needed to make that payment...and it only took a few minutes of your time.

Set your own Pay Plan online, in private, within your budget, anytime...in just a little time.

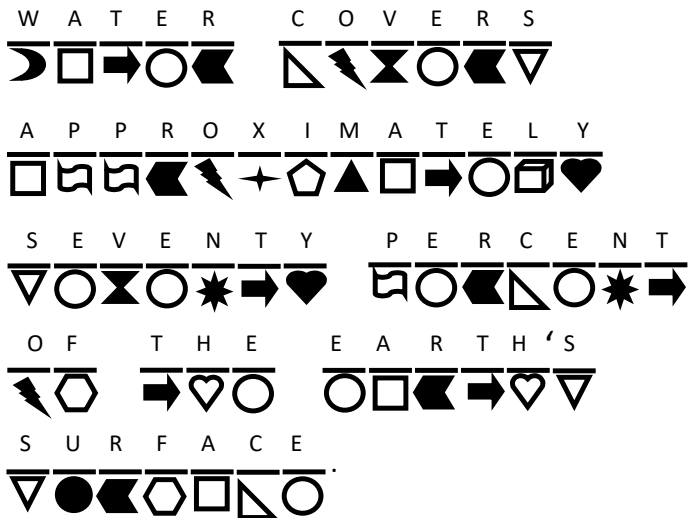


Visit raleighnc.gov and search 'Public Utilities Capital Improvement Projects' to learn more about our current water and wastewater projects.

KIDS' CORNER

Secret Message Puzzle Answer

[For the puzzle published in the August 2019 edition of Your Service Connection]



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
★	☼	☐	■	◀	▼	➡	●	⊗	☾	✦	♥	⊕

Wow, that is a lot of water! Approximately 97% of the Earth's water is found in oceans; this water is called salt water. Approximately 3% of the Earth's water is freshwater, which is located in many places such as glaciers, ice caps, lakes, rivers, streams, underground, and the atmosphere.

For more information contact:

Water.Conservation@raleighnc.gov

