



# City of Raleigh Public Utilities Department

## YOUR SERVICE CONNECTION

### Keeping You Connected To ALL Things Public Utilities

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

OCTOBER 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

## Keep Safe this Halloween

On average, children are more than twice as likely to be hit by a car and killed on Halloween than on any other day of the year.

### Walking Tips from the American Academy of Pediatrics:

- Make sure your child can see! Masks and costumes shouldn't block vision.
- Use the buddy system. Children should trick or treat in groups, not alone.
- See and be seen. Reflective tape, flashlights or glow sticks make children visible to drivers.

Popular trick-or-treating hours are 5:30 p.m. to 9:30 p.m. so be especially alert for kids during those hours.

More tips at [BikeRaleigh.org](http://BikeRaleigh.org).



## Raleigh Water freeFILL

New program launching this month!  
Have you ever walked around Raleigh and couldn't find a place to refill your water bottle? Our new program, Raleigh Water freeFILL, was created to solve this problem! We're working with establishments across the city to create Raleigh Water freeFILL sites.

You can walk into a Raleigh Water freeFILL site and have your water bottle refilled for free! Sites include community centers, restaurants, and cafes. Sites will have a Raleigh Water freeFILL Site decal displayed at their entrance.

The goals of this program are simple:

- Reduce waste from single-use plastic water bottles
- Make it easier to enjoy Raleigh's tap water in a reusable water bottle

We hope you will benefit from this program by:

- Enjoying tap water refills when you are on the go
- Saving money: bottled water can cost up to 1,000 times more than tap water
- Staying hydrated and healthy

Our webpage is coming soon—we will update you when it's available! The webpage will include a map of Raleigh Water freeFILL locations.

For more information on the program, or if you want your business to be a Raleigh Water freeFILL site, email [freefill@raleighnc.gov](mailto:freefill@raleighnc.gov).



## 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)

**Knightsdale Route 33 (former GoTriangle KRX):**

Weekday from 6am to 9pm

The former express service will now be a local service, with additional stops within Knightsdale. The route will connect Knightsdale 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](http://www.goraleigh.org)

# Ride GoRaleigh to the State Fair!

THE N.C.  
*State Fair*  
OCT. 17-27, 2019

NCSTATEFAIR.ORG

## No traffic or parking worries: We'll drop you right at Gate #1

Buses run every 30 minutes leaving from Cary Towne Center, Triangle Town Center, Hillsborough Street, and White Oak Crossing (Garner)

**\$5 round trip**  
**Seniors half price**  
**Kids under 40" tall ride for free**



For more information, visit [GoRaleigh.org](http://GoRaleigh.org)

# KIDS' CORNER

## Recycling Multiple Choice Question

Approximately how many tons of single-use plastic bottles does the Raleigh area recycle monthly?

- A. 10 tons
- B. 40 tons
- C. 80 tons
- D. 100 tons

### Answers will be posted next month!

Recycling single-use plastic bottles is important and helps keep them out of our landfills, streams, rivers, lakes, and the ocean! Another environmental friendly option is to reduce the amount of single-use plastic bottles by using a refillable water bottle!

The City of Raleigh is starting a new program called **Raleigh Water freeFILL** to encourage people to use refillable water bottles. You can fill your water bottle for free at our Raleigh Water freeFILL sites! Sites will have a Raleigh Water freeFILL sticker in their window. For more info on the program, refer to Raleigh Water freeFILL article in this newsletter.

*For more information contact:*

***Water.Conservation@raleighnc.gov***



## 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](http://raleighnc.gov/utilitypay) to schedule monthly Project Share contributions that will be added to your City of Raleigh utility bill.

Visit [raleighnc.gov](http://raleighnc.gov) and search 'Public Utilities Capital Improvement Projects' to learn more about our current water and wastewater projects.

