

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

NOVEMBER 2019



**Raleigh
Water**

It's Thanksgiving! Raleigh Water is at your table

The approach of Thanksgiving provides an opportunity for gratitude and connecting with family and friends. As we take time to experience the joy of sharing a special meal, Raleigh water straight from the tap is a great addition to any table!

The Public Utilities Department, also now known as Raleigh Water, provides water-related resources to 570,000 residents. Our facilities use modern water treatment technology to process 106 million gallons of water a day. We maintain 2,826 miles of pipes and 35 pump stations, helping to ensure that only pure drinking

water reaches your home. And our elevated storage tanks hold millions of gallons of water and keep our water system functioning even when power is lost.

As you prepare to host family and friends over the holidays, just a few simple steps in the clean-up process will help us keep our shared water and wastewater systems in top shape. Cooking oil and grease should never be sent down any drain. Even when these items are washed with hot water and soap, they will cool and harden in our many miles of pipes, leading to blockages and costly repairs. By using a pan scraper or paper towel to wipe away excess oils and greases from pans and dishes before washing, you are making sure our water and wastewater systems are functioning and working efficiently for all of us. Thank you for doing your part to protect Raleigh water!

Seasonal Loose Leaf Collection Starts Tuesday, November 12!

This is a residential service provided by the Transportation Field Services Division for residents inside the Raleigh city limits. Visit the City's website at raleighnc.gov/leaf and search to find this year's schedule and program details. Residents can determine their collection zone by entering their address in Leaf Collection and Yard Waste Address Search window. The collection schedule changes each year, so check this year's schedule before putting leaves out.

Another option for leaf collection is the weekly yard waste service provided by the City's Solid Waste Services Department. Leaves must be placed in clear plastic bags, biodegradable paper bags or a permanent container no larger than 35 gallons or 75 pounds. These should be placed curbside next to your roll-out cart on your scheduled trash collection day; the limit is 15 bags.



Please don't...

- Rake or blow leaves into the street. Doing so is a hazard to public safety.
- Put leaf piles out after the truck has passed your house.
- Mix sticks, rocks, trash or anything else in with your leaves.
- Put your leaf pile near obstructions such as vehicles, mailboxes, fire hydrants, water meters or utility poles.

Please do...

- Place your leaf pile close to the curb.
- Prepare your leaf pile before crews begin work in your neighborhood.
- Keep your leaf pile free of foreign objects.
- Place your leaf pile out in the open where crews can easily reach it

We appreciate your cooperation in helping make this program a success.

For more information, please visit our leaf page at raleighnc.gov/leaf or call our leaf line at 919-996-3720.

Free Shred and Recycle Event for Raleigh Residents

Raleigh residents and small businesses will get an opportunity to protect themselves from identify theft by disposing of confidential documents at a shred event on Saturday, Nov. 16, from 9 a.m. till 12 noon. They will also be able to bring computers, TVs, phones and other electronic devices for recycling.

(continued)



Where: Wilders Grove Solid Waste Services Facility

630 Beacon Lake Drive, Raleigh NC

Here's what you need to know to participate in a shred and recycle event:

- Bring up to three boxes or bags of documents per person. Boxes should be no larger than "banker boxes," or about 24 inches long, 12 inches wide and 10 inches deep.
- Please only bring paper that should be shredded. Before participating in a shred event, learn about the types of paper you should shred. Most junk mail, except pre-approved credit card offers, does not need to be shredded.
- Magazines and catalogs should be recycled.
- You can bring computers, TVs, phones and other electronic devices for recycling.
 - » Remember to remove sensitive data from hard drives and phones before recycling.
- City staff will unload your materials and take them to the shredding truck or the container for electronic devices. Heavy traffic is expected at this event and you will not be able to walk to the shredding truck to watch your documents being shredded.

Small businesses, nonprofits, churches and individuals in Raleigh are welcome to participate.

Event Also in Spring

Each year the City of Raleigh holds two free "shred and recycle" events: one in the spring (near Earth Day) and one in the fall to celebrate America Recycles Day.

GoRaleigh Adds Bus Services to Garner, Knightdale and Rolesville

As a result of the Wake Transit Plan, GoRaleigh started three new services in October 2019. These new services 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.

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

KIDS' CORNER

Recycling Multiple Choice Answer

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

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

Wow, Raleigh recycles approximately 80 tons of single-use plastic bottles a month! That's 160,000 pounds! Often for every 3 single-use plastic bottles: 1 ends up in the recycling; 1 ends up in the landfill; and 1 ends up in a stream, river, or ocean. In this scenario Raleigh could be contributing 80 tons of single-use plastic bottles to the landfill; and 80 tons to the streams, rivers, and oceans.

You can help the environment by practicing Reduce, Reuse, and Recycle! The City of Raleigh has started a new program called **Raleigh Water freeFILL** to help reduce the amount of single-use plastic bottles used, and promote using a reusable water bottle. The Raleigh Water freeFILL program has sites across Raleigh where you can fill your water bottle for free! Just look for an establishment with the Raleigh Water freeFILL Site sticker in the window!

For more information contact:

Water.Conservation@raleighnc.gov

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



Raleigh
Water

Serving people of Garner, Knightdale, Raleigh, Rolesville,
Wake Forest, Wendell, and Zebulon

