

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

DECEMBER 2019



Avoid Frozen Pipes

Frozen water pipes are inconvenient, dangerous and expensive. Some advance preparation now can save major aggravation later.

Before temperatures drop this winter, take steps to prevent your water pipes from freezing. The most vulnerable places are where pipes run against exterior walls and where the water service enters your home through the foundation. A few things you can do:

- Drain and disconnect all outdoor hoses and supply lines to swimming pools and water sprinklers.
- Keep garage doors closed if water supply lines are located in the garage.
- Keep your home heated above 55° F.
- Protect exposed water pipes by installing pipe sleeves, heat tape, heat cable or other similar materials that can be purchased at local hardware and building supply stores.
- Consider adding insulation to attics, crawl spaces and basements to maintain higher temperatures in these areas during cold weather.

City Offers Free Curbside Grease Collection Through the Holidays

Raleigh Residents Only

The City of Raleigh is offering its seasonal curbside grease collection service from Nov. 1, 2019, through Jan. 15, 2020. Raleigh residents and places of worship may dispose of used cooking grease and cooking oil free of charge by calling 919-996-3245 to schedule a pick-up. Grease collection will be on the same day as customers' regular garbage pick-up. Used cooking grease should be placed in clear plastic containers, sealed, and labeled "used cooking oil" before being placed curbside by 7:30 a.m. on garbage pick-up day.

Grease down the drain is a top cause of sewer overflows. When people dispose of cooking oil and other fats in sinks and toilets it enters the sewer system and can cling to pipes and congeal with other waste not meant to be flushed, like wipes and diapers. So-called "fatbergs" form, blocking pipes and causing sewer overflows.

Grease collected from Raleigh residents and places of worship will be converted to biofuels, a renewable source of energy used to power vehicles, heat homes, and cook food.

The free curbside grease collection program is a joint effort between the City and Key Energy. The program is offered during the holiday season when households tend to generate more cooking grease. To schedule a grease collection, contact the City's Customer Care Center at 919-996-3245 and select Option 2.



Please Label Used Cooking Oil

Raleigh's Hydrant and Pipe Tapping Teams Take First Place at Annual State Water Conference

The 99th North Carolina American Water Works Association and Water Environment Association (NC AWWA-WEA) Annual Conference was held November 3-6, 2019, at the Raleigh Convention Center. Highlights of the conference were the annual Pipe

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Tapping event and a new competition, Hydrant Hysteria. During the fast-paced competitions, teams work against the clock to assemble a fire hydrant, or tap a cement-lined, ductile iron pipe and install a water service. The competition mirrors challenges that our crews face in the field.

Hydrant Hysteria

For the inaugural Hydrant Hysteria competition, the Raleigh Public Utilities Department, also known as Raleigh Water, took 1st place in the men's and women's categories. Raleigh's 'Hydrant Slammers' men's team members are Kyle Grinstead (Coach), John Colpitts (Assembler), and Donald Auteri (Assembler). Raleigh's 'Her-ricanes' women's team members are Charley Lovelace (Coach), Meriam Manuel (Assembler), and Briana Rodriguez (Assembler).

In the men's competition, Union County placed 2nd and the Town of Apex placed 3rd; in the women's competition, Union County placed 2nd.

Pipe Tapping

The goal of the pipe tapping competition is to drill a hole and tap by hand into a pressurized main, insert a corp stop, connect it to a copper line and run it to a meter stop 10 feet away as fast as you can. This simulates a long water service to a house.

Raleigh Water took 1st place in the men's and women's categories. Members of the men's 'Raleigh Tapping 101' team are Blake Bartholomew (Coach), Jeremy Isgrigg (Copper man), Sam Earp (Crank man), and Chad Phelps (Feed man). The Union County 'Shockers' men's team placed 2nd. Members of the Raleigh Water women's 'Pretty Tough Tappers' team are Lesa Carr (Coach), Shannon Picket (Copper woman), Tara Meyers (Crank woman), Elizabeth Worner (Feed woman). The Raleigh Water pipe tapping teams secured a spot to compete in the 2020 National AWWA competition held June 2020 in Orlando, Florida.

Raleigh Water also placed 2nd in the Best Tasting Tap Water in NC competition, with the City of Durham taking 1st place.



NC AWWA-WEA operates jointly as the NC Section of the American Water Works Association, and the NC Member Association of the Water Environment Association, and is dedicated to providing water and wastewater education, training, and service to protect North Carolina public health and the environment. To find out more, visit www.ncsafewater.org.

KIDS' CORNER

Multiple Choice Question

The winter season has arrived! Humans wear coats when they are cold. What does water do when it is cold?

Complete the sentence with the correct option below:

Water _____ when it freezes.

- A. shrinks
- B. stays the same
- C. expands
- D. turns into steam

Answers will be posted next month!

For more information contact:

Water.Conservation@raleighnc.gov

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CUSTOMER CARE & BILLING | 919-996-3245

M T W F 8:00 am – 5:30 pm
TH 9:00 am – 5:30 pm

Automated Account Services | 919-996-3245

24 Hours / 7 Days | Holidays & Weekends

Account Access: raleighnc.gov/utilitypay

Email: CustomerCare@raleighnc.gov

WATER & SEWER EMERGENCIES | 919-996-3245

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CUSTOMER CARE responds to inquiries and requests for all Public Utilities' services and billing throughout the Raleigh Water service area; and in Raleigh only, Solid Waste/Recycling services and Stormwater billing.



**Raleigh
Water**

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