

# YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

JANUARY 2020

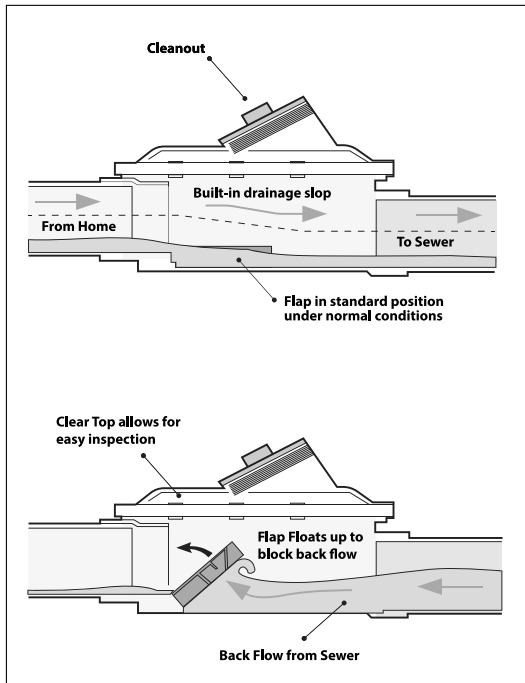
## No Ammonia in Water and Annual Flushing of Water Distribution System from February 25 to April 7, 2020

Raleigh Water will temporarily stop adding ammonia to its water treatment disinfecting process on Tuesday, February 25 at 10 a.m. The City will resume adding ammonia to the water treatment process on Tuesday, April 7 at 10 a.m.

To promote optimal disinfection throughout the water distribution system, the North Carolina Department of Environmental Quality recommends Raleigh Water and all other public water systems using chloramine disinfection switch to chlorine-only disinfection for a minimum of three (3) consecutive weeks every year or every other year. This switch to chlorine-only disinfection can produce a temporary "chlorine taste and odor" in some cases.

Raleigh Water also conducts flushing of the water distribution system during this period to hasten the change of chloramines to chlorine residual disinfectant. This flushing may cause some temporary discoloration in the water. The water is safe. However, as a precaution, customers may want to check to see if their water is discolored before laundering white clothes.

Raleigh Water conducts extensive water quality testing throughout the water distribution system to ensure our drinking water meets all State and Federal drinking water requirements, and this data can be accessed at: <http://www.raleighnc.gov/services/content/PubUtilAdmin/Articles/WaterQualityReports.html>.



## How can Property Owners Help Prevent Damage from Sewer Backups?

### Property Backwater Valve Installation and Operation

A backwater valve is a simple, gravity-flow activated check valve assembly installed on the customer's private sewer service line to prevent waste water from flowing back into the residence at the lowest plumbing fixture.

If the lowest finished floor of your house or business is lower than the nearest upstream manhole lid in the street or easement, then the property is at a HIGH RISK of damage from a sanitary sewer backup. A blockage in the sewer main beyond your sewer service line can cause sewage to flow from the main back into your service. This backup will occur at the point of least resistance, which is usually a floor drain or toilet.

### Backwater Valve Quick Facts

- The North Carolina Plumbing Code places the responsibility of installation and maintenance of the backwater valve assembly upon the homeowner.
- Raleigh Water's Sewer Maintenance Division has an aggressive sanitary sewer overflow prevention program to keep grease, roots, flushed wipes, and other unwanted materials out of the sanitary sewer system.

- Blockages and overflows in sanitary sewer mains can occur without advanced warning for many reasons including but not limited to: rainfalls, pipe failures, vandalism, illegal discharges, and/or roots.
- The City of Raleigh is not responsible for property damages due to sewer backups not caused by issues with the public main.

Standard homeowner insurance policies may not cover damages from sanitary sewer backups. If the likelihood of a sewer backup exists at the residence; additional coverage is recommended.

Please call Raleigh Water at 919-996-3245 to report excessive sewage smells, a sanitary sewer backup or overflow 24-hours a day, holidays & weekends.

Continued



## Managing Our Water Infrastructure

**Safe. Clean. Trustworthy. Accessible.**

The water that comes into your home is safe, clean, and ready for use. The winter months bring a drop-in temperature and the City of Raleigh Public Utilities Department, now also known as Raleigh Water, strives to ensure that water service needs are met every day and in every way.

To make this happen, the department maintains a vast network of pipes, pump stations, and water treatment plants with the purpose of delivering water services to the residents of Raleigh, Garner, Knightdale, Rolesville, Wake Forest, Wendell and Zebulon. These pipes, pump stations, and water treatment plants, such as the Dempsey E. Benton Water Treatment Plant or the miles of unseen underground water pipes, are considered vital assets and the Asset Management Group has the goal of 'planning the right level of infrastructure improvement at the right time for reliable service.'

To accomplish this goal, the Asset Management Group collects and uses data to answer the questions of 'What will happen if an asset fails?' or 'Which assets are critical to our customers?' This team understands that the impacts of system failures can be financial, such as the cost of an emergency repair, social, such as a restaurant closing its doors because they lack clean drinking water, or environmental, such as untreated sewage being released into a creek. A series of GIS maps and software are used to find problems in the system before they have a negative impact on our customers. This team would like to stop each of these situations from happening by replacing every old pipe, but this would be extremely expensive and many of these pipes are still serviceable. In the same way that a dentist recommends a regular check-up to prevent painful and unpleasant future visits, this team completes regular system checks and corrects issues in our shared water system before they become critical.

Should you experience any water emergencies or water quality concerns, please contact us at 919-996-3245. This will help us respond to your needs quicker and we thank you for being our customer.

## Project Share: An Opportunity to Help Your Neighbors

Throughout the year, many of our customers struggle to make ends meet, including paying their utility bills. In response, Raleigh Water established Project Share, a voluntary contribution program that allows individual Raleigh Water customers and corporate partners to contribute to help residential customers facing economic hardships.

We are proud to live and work in a place where our corporate neighbors are regularly seen giving a helping hand to their local communities. The act of giving is perhaps the most important activity of all. Access to reliable public water and sewer services is critical to protecting the health of our customers and the environment.

We encourage you to join us in support of the Project Share program. Your monetary contribution will provide vital assistance to our neighbors when they need it most. 100% of every contribution is applied directly to Raleigh Utility bills for families in need, so no amount is too small.

For more information about the program, visit [Raleighnc.gov](http://Raleighnc.gov) and search for "Project Share". To contribute, make a check payable to City of Raleigh – Project Share and mail your contribution to: City of Raleigh, Attn: Raleigh Water, PO Box 590, Raleigh, NC 27602-0590.

## Raleigh Water freeFILL Website is Live!

Raleigh Water freeFILL is a new program where you can fill your bottle with tap water for free around the city at freeFILL sites.

- Visit [raleighnc.gov/freefill](http://raleighnc.gov/freefill) to learn more and to see a map of all the freeFILL sites.
- Raleigh Water freeFILL is easy to participate in! Simply use the freeFILL map to find freeFILL sites, or look for the freeFILL decal in businesses, community centers, and other facilities. Bring your bottle into a freeFILL site and either fill it at a water station or water fountain, or have it filled by staff, during their normal business hours.
- Email [freefill@raleighnc.gov](mailto:freefill@raleighnc.gov) if your organization wants to become a freeFILL site.

## KIDS' CORNER

### Multiple Choice Answer

*[For the question published in the December 2019 edition of Your Service Connection]*

Complete the sentence with the correct option below:

Water expands when it freezes.

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

If the water in a water pipe freezes and expands this can cause the pipe to break and leak water!

**For more information contact:**

**[Water.Conservation@raleighnc.gov](mailto:Water.Conservation@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 Account Services | 919-996-3245**

24 Hours / 7 Days | Holidays & Weekends

**Account Access: [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay)**

Email: [CustomerCare@raleighnc.gov](mailto:CustomerCare@raleighnc.gov)

**WATER & SEWER EMERGENCIES | 919-996-3245**

24 Hours / 7 Days | Holidays & Weekends

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*