

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

FEBRUARY 2020



Flushable Wipes are Not so Flushable...

Did you know that baby wipes may specify that they are flushable, but they should not be put into our wastewater system? This also includes adult wipes, cleaning wipes, medical wipes, etc. In fact, The only paper product that should be flushed is TOILET PAPER. It is the only paper designed to break down as it travels through the wastewater treatment process. This is how Raleigh Water rolls!



City of Raleigh Hosts Earth Day 2020 at Dorothea Dix Park on April 18

In recognition of the 50th anniversary of Earth Day, City of Raleigh Stormwater Management Division, Raleigh Water, Solid Waste Services, Parks, Recreation and Cultural Resources Department, and Office of Sustainability will host a family-friendly celebration of environmental action and education at Dorothea Dix Park on April 18, from 11 am – 7 pm.



The festival will bring the community together to:

- CELEBRATE the 50th Anniversary of Earth Day and the Raleigh Environmental Awards
- LEARN how the City and Community Partners are creating a more sustainable Raleigh
- TAKE ACTION by pledging to volunteer and make personal changes to support the environment

More details and parking information will be available at www.raleighnc.gov

REMINDER: No Ammonia in Water and Annual Flushing of Water Distribution System through April 7, 2020

Raleigh Water temporarily stopped adding ammonia to its water treatment disinfecting process on February 25. 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.

Flushing of the water distribution system still also take place 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: <https://cityofraleighdrupal.blob.core.usgovcloudapi.net/drupal-prod/COR25/AnnualFinishedWaterQualityReport.pdf>

Continued





A QUICK GLANCE AT RALEIGH WATER ASSETS

WATER RESERVOIRS

3



WATER & WASTEWATER TREATMENT PLANTS

2 WATER TREATMENT
3 WASTEWATER TREATMENT



MILES OF PIPE

4,600



ELEVATED WATER TANKS

26



PUMP STATIONS

130



MISC. ASSETS

HYDRANTS. METERS
VALVES & MANHOLES



WWW.RALEIGHNC.GOV

KIDS' CORNER

Map Activity

The Neuse River is the source of our drinking water. The City of Raleigh pumps water from Falls Lake, a man-made lake on the Neuse River, then treats the water before sending it to our customers! There are many other towns and cities that use the water from the Neuse River. These towns and cities are marked by numbers on the map below. Try to guess the names of these towns and cities below by filling in the blanks!



1. M T I D
2. L S R O
3. K O
4. W R
5. H C

Answers will be posted next month!

For more information contact:

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

Email: 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

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