

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

MAY 2020

Raleigh Water Changes Rate & Disconnection Policies to Assist Customers with Water Bills During COVID-19

To help families manage utility expenses during the COVID-19 public health crisis, the City of Raleigh has taken two actions. At its April meeting, the Raleigh City Council approved a measure to help families who may be facing increased water usage at this time. For utility customers in Raleigh, Garner, Rolesville, Wake Forest, and Knightdale, the Tier 2 of the residential rate increased from a limit of 7,500 per month to 15,000 gallons per month. This temporary change will help customers avoid being charged the Tier 3 water rate, which is the most expensive.

The Public Utilities Department, now called Raleigh Water, also took action on March 12 by suspending water service disconnects due to non-payment, waiving late payment fees, and reconnecting accounts previously disconnected. Courtesy payment plans were also offered. Continuation of these actions is consistent with Governor Cooper's Executive Order Number 124, which was issued on March 31. This Executive Order requires the following:

- All disconnections of domestic residential water service for nonpayment are suspended for 60 days;
- All fees for late payment for domestic residential water service shall be suspended for 60 days;
- Information about the local government utility's payment plan options shall be publicized to customers; and
- The utility shall describe under what conditions an account will be reconnected.

Raleigh Water is compliant with this Executive Order based on the actions previously implemented on March 12. While disconnections for non-payment have been temporarily discontinued, customers are encouraged to make monthly payments to avoid accumulating large balances. Since utility account balances are only deferred at this time, customers struggling to pay their utility bill in full are urged to request a payment plan. For information regarding payment plans, please call 919-996-3245, email us at Customercare@raleighnc.gov or visit our online utility payment webpage: www.raleighnc.gov/utilitypay

Raleigh Water remains committed to providing vital water and sewer services to our customers during this event. For more information about our policies, please continue to check the City's COVID-19 webpage: www.raleighnc.gov/covid-19

Raleigh Water Continues to be Safe 2019 Annual Drinking Water Quality Report is Now Available Online

Want to know more about your drinking water? You can now view the 2019 Consumer Confidence Report, which is our annual drinking water quality report, online. It's available on our "Raleigh Water Reports" webpage, or can be accessed directly at this web address: <https://cityofraleighdrupal.blob.core.usgovcloudapi.net/drupal-prod/COR25/2019CCR.pdf>

Raleigh Water is committed to providing the best drinking water we can, and our water is tested 6,000 to 7,000 times per month to ensure it meets all Federal and State drinking water standards as required by the United States Environmental Protection Agency (EPA).

This Consumer Confidence Report represents water quality data collected during calendar year 2019, and we are pleased to document that your drinking water continues to be safe and meets all drinking water standards.

If you have any questions or would like a paper copy of the of the Raleigh Water 2019 Consumer Confidence Report in English or Spanish mailed to your residence, please call 919-996-3471.



Inspections Group Keeps Big Projects on Track, Assure Our Water Systems are Safe



As the Raleigh Water service area continues to grow, development of our shared water infrastructure will also continue to grow. There is a multi-step process to ensuring that clean drinking water and functioning wastewater removal are provided for all area stakeholders. This process is made possible through the dedication of many professionals in the Raleigh Water: Capital Improvements Management (CIP) Division. The CIP Division is responsible for the planning, design and construction of large water, wastewater and reclaimed water projects. Housed within this

Division is the CIP Inspections Group which consists of 14 inspectors who provide inspection and field management for public water and wastewater infrastructure projects through Raleigh Water's Capital Improvement Program (CIP). This group also issues general acceptance of permitted work when an infrastructure project has met all Raleigh Water standards and specifications.

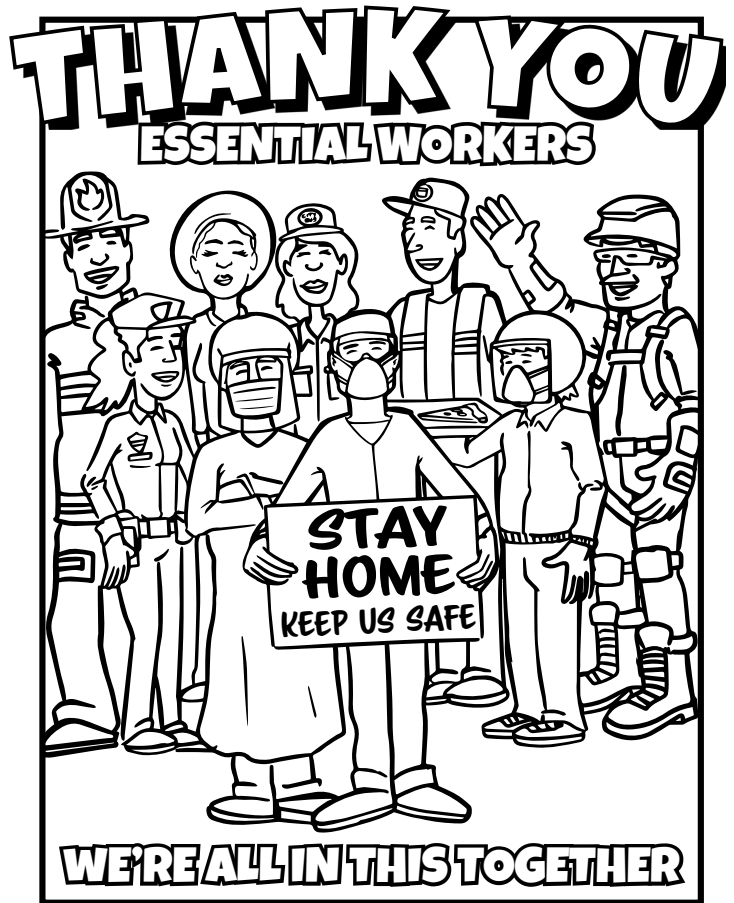
The CIP Inspections Group coordinates with the City of Raleigh Development Services Department, each of the merger communities, private developers, engineering firms, and contractors to verify that these permit standards and specifications are met during the construction process. These inspectors also assist with inspection services on coordination projects where water and sewer infrastructure are impacted by other government agencies such as the North Carolina Department of Transportation. This group also provides site inspections for new infrastructure installed as part of private development in the towns of Garner, Knightdale, Rolesville, Wake Forest, Wendell, and Zebulon.

Once a project is completed and accepted into the system, the new piece of infrastructure is made available to the utility's valued customers for use. In 2019, this group inspected the repair and/or installation of more than 50 miles of water and wastewater pipelines.

To learn more please visit the City's website at raleighnc.gov and use search term "Water and Sewer Project Inspection and Acceptance Requirements." Contact Development Services at 919-996-2500 for development within the City of Raleigh, or call 919-996-3245 for development located in one of the six other communities served by Raleigh Water.

Struggling to pay your water bill?

Set up a payment plan with us today
Call 919.996.3245 or email
CustomerCare@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*

**CENSUS
2020**

**Wake County
Counts**

**EVERYONE
COUNTS**



**MARCH
2020:**

Watch your mail for information on how to participate.

CONFIDENTIAL:
Your privacy is protected.

**Why is the
Census important?**
It determines.



FUNDING

More than \$675 billion for schools, hospitals, roads and more.



REPRESENTATION

Number of seats each state gets in the house of representatives.



**COMMUNITY
DECISIONS**

How leaders plan for the future.

wakegov.com/CENSUS #WakeCounts