

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

JUNE 2020

Commercial Customers: Be Sure to Flush Your Pipes Before Reopening Your Building or Facility

When buildings are vacant or operating at significantly reduced capacity for a week or more, it can result in poor water quality within the internal plumbing of the building. To ensure proper water quality is maintained within the facility, it is recommended the internal plumbing is thoroughly flushed before the building is opened to employees and customers.

Consider the following steps when flushing your facility:

1. Flush all faucets (remove faucet aerators, if possible) for at least 10 minutes.
2. Flush cold water first. Then flush hot water until it reaches its maximum temperature.
3. Follow manufacturer recommendations to flush water fountains, hot water tanks, hot water recirculating loops, ice makers, dishwashers, humidifiers, and cooling towers.
4. A final flush is recommended in the 24 to 48 hours before a building officially reopens.

Flushing pipes is a precaution that should be taken after any facility shutdown. More guidance is available from the Centers for Disease Control (CDC) at cdc.gov and the Environmental Science, Policy & Research Institute (ESPRI) at esprinstitute.org.



How Much Water Do You Use? New Water Usage Calculator Available Online

Ever wonder how much water you use in your daily activities? Any idea how many gallons you use every time you...

- run the dishwasher?
- take a shower?
- water the lawn?

Our new online Water Usage Calculator (raleighnc.gov/water-calculator) takes away the guesswork. The Raleigh Water calculator helps you gauge how much water your household uses

each month. It's a quick and easy way to see the impact regular activities like flushing the toilet or taking a bath have on your water bill. You can also learn the impact of a running toilet or leaky faucet. Figures provided are estimates based on averages. We hope you find the calculator helpful!

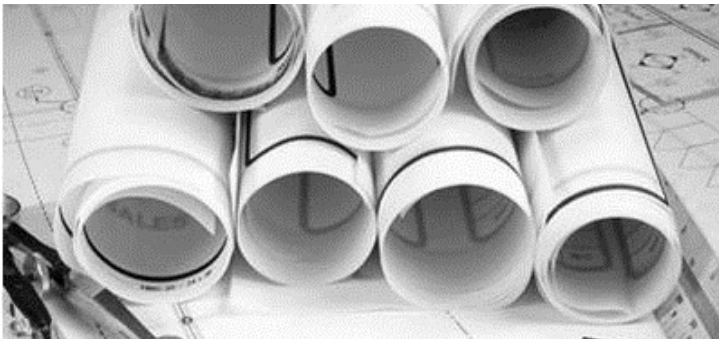
Struggling to pay your water bill?

For more information, visit www.raleighnc.gov/utilitypay or call 919-996-3245.

Keeping Our Water System Safe So You Don't Have to Worry

Raleigh Water's Development Review Group houses a team of engineers who protect the water and sewer systems by ensuring that all new connections meet the necessary minimum requirements for safe operation. When our shared water infrastructure needs extending; plans, designs, and connection processes are reviewed to ensure compliance with all applicable codes, regulations, and material standards. Services -- from preliminary planning to issuing connection permits and acceptance -- are provided for public and private projects in Garner, Knightdale, Raleigh, Rolesville, Wake Forest, Wendell, and Zebulon. The Development Review Group works with our customers on projects big and small that cover single-family homes to large-scale multi-use developments. Items reviewed are as simple as adding an irrigation service to a house or as complicated as plans for new infrastructure associated with large development projects and water system repairs. These reviews help ensure that new portions of our shared water system are constructed out of good materials that will be safe for use by our customers and friendly to the environment in a way that can be maintained for an estimated lifespan of 75 – 100 years and are in full accordance with state and federal laws.





Coordinating and collaborating are a big part of connecting to our shared water system. Certain connection issues that may stem from growth to our water infrastructure can require the collaboration of this group with other City of Raleigh departments, other local and state government development offices, Customer Care & Billing, Contractors, and Raleigh Water customers seeking to connect to our water system.

If you own property within Raleigh Water's service area, you can contact the Development Review Group with questions related to water, sewer and reuse service availability, potential development/redevelopment of your property, and fees related to connection to the water, sewer and/or reuse systems.

If you are thinking of constructing a new service (irrigation services, adding sewer to a water account etc.) we can help walk you through the process. You can also find important information about new water system connections by visiting the City's website at raleighnc.gov and using the search term: "Public Utilities Water and Sewer Connection Process."

You can also email the team at UtilitiesReview@raleighnc.gov.

It's Time for Census 2020!

Participating in the 2020 Census is a civic duty – like voting – that is good for you and your community!

Everyone Counts for the 2020 Census, which began on April 1 and continues through August 14.

It's easier than ever.

- You can complete the census online at <http://www.2020census.gov> or by phone at 844-330-2020. It only takes a few minutes and getting an accurate Census count is vitally important, now more than ever

Census data is used by everyone – all one million-plus Wake County residents!

- All twelve municipalities in Wake County use census data to decide where to build schools, libraries, & parks.
- Businesses use census data to decide where to open new facilities and what types of services and products to offer.
- Census data will be used to attract businesses to North Carolina and will help communities plan for growth.

The census equals money for states, cities and communities.

- Census data will determine how more than \$800 billion in federal funds will be distributed to the states in the next decade.
- These funds support all types of government services such as infrastructure, health, social welfare and education.
- Census data is used to distribute over \$16 billion annually to North Carolina.
 - » Just one uncounted person can mean the loss of \$1,600 in funding for NC over a 10-year period.

Census answers are confidential.

- The Census Bureau is legally bound to handle all data confidentially, and answers are not shared with anyone.
- legitimate representatives of the government.
 - » You will never be asked for your Social Security number, money, or financial institution information.

Wake Counts for Census 2020!



**Keep it out of the drain.
No Grease!!**

CUSTOMER CARE & BILLING | 919-996-3245

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

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