

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

JULY 2020

Rate Change for Raleigh Customers: Recycling Fee Increases \$2 Beginning July 1

Effective July 1, 2020, and with passage of the City's Fiscal Year 2021 budget, the Solid Waste Services Department will increase the recycling fee for residential and non-residential customers. Through the City's recycling program, 28,000 tons of recycling is collected and processed by our vendor annually. Due to market changes, the City of Raleigh is no longer receiving rebates for recycling and, is instead, paying for the processing of recycling material collected. The \$2.00 rate increase is to assist with off-setting the expenses passed on to the City by our recycling processor due to the increased costs of processing recyclable materials. The recycling fee will increase from \$2.60 per month to \$4.60 per month. Customers will not see an increase in water services or garbage collection. A 50-cent stormwater fee increase is currently under consideration. Updated information about any change will be posted on the City's website and in the August edition of Your Service Connection.

New Service in Wendell

Starting July 6, 2020 GFL Environmental, through their contract with the Town of Wendell, will begin picking up yard waste each week in cans. Yard waste will be collected the same day as trash pickup. This service will be provided to residents for no additional cost. Brown yard waste cans will be delivered to Wendell homes the week of June 22. For additional information, please visit townofwendell.com.

Raleigh Resumes Bulky Load Pickup

The City of Raleigh resumed special garbage pickup service on June 15. This includes bulky, special load, electronic waste (e-waste), and illegal dumping collections. To help keep customers and crews safe, a knuckle boom truck is being used instead of the traditional rear-loader truck. This allows for contactless collection and limits employee exposure. To schedule a special garbage pickup, call 919-996-3245 or email customer care@raleighnc.gov. More information can be found on the City's website at raleighnc.gov, use the search term "special garbage collection."

Do You Need a Utility Payment Plan?

During this challenging time, you may have a high past due balance due to COVID 19. Customers may request a special six (6) month Payment Plan for accumulated charges during the period covered in Executive Order 124 and 142 (March 31, 2020 to July 29, 2020). The Payment Plan will be divided into 6 equal monthly payments. A Payment Plan contract must be signed, and all current charges and Payment Plan installments must be paid on time. Customers who wish to have a COVID-19 Payment Plan created, must contact our Customer Care Center at customer care@raleighnc.gov or at 919-996-3245.

Help Protect Raleigh Water: Keep Grease Out of the Drain

Fats, oil, and grease (FOG) harm our water system. They can clog pipes and lead to sewer spills. Fats and grease poured down the sink congeal and harden over time. That nasty, oily buildup restricts water flow through pipes. Eventually, there is blockage that can lead to a sewer backup.

Remember to never put these things down the drain:

- Meat and Food Scraps
- Bacon grease & other fat drippings
- Lard/Shortening
- Dairy products like Yogurt, Cheese, Heavy Cream
- Oil
- Coffee Grounds and Creamer
- Sauces
- Baking Goods

Properly Dispose of Fats, Oil, and Grease from Cooking

Collect liquid cooking oils in oil rendering tank or oil recycling container. Scrape leftover grease and food scraps into a sealable container or trash bin. You do NOT want to deal with a sewer backup – it's expensive and can be a traumatic experience!

Thank you for doing your part to protect Raleigh water.





Car Washing Tips to Protect Streams from Water Pollution

Do you wash your car at home? Soapy and dirty water from your car can pollute streams and creeks. This happens when detergent enters a storm drain or local waterway. You can help protect the environment by making sure wash water does not go into the stormwater system. Only rain should go down the storm drain.

Here are easy ways to prevent pollution when you're washing your car:

1. Direct wash water toward the lawn or a planted area.
2. Use half the amount of soap/detergent you would typically use. This can save money and reduce water pollution.
3. Keep water out of the street – Wash your car on a driveway or yard.

Learn what else can cause water pollution at raleighnc.gov by searching 'Report Water Pollution'. You can also report water pollution at 919-996-3940 or IllegalDischarge@raleighnc.gov.

Resilient Reliable Water at Your Fingertips

It's wonderful to know that clean, safe drinking water is available at the twist of a faucet and that used water leaves the home with a quick flush. Water from local lakes, rivers, and streams are captured, cleaned, and sent to our valued customers through a series of pipes and pump stations that make up our shared water infrastructure. After use, water is then sent through a completely different series of pipes and pump stations to be cleaned and safely returned to the environment for future use. The Public Utilities Department, now also known as Raleigh Water, Capital Improvement Program contains several projects that ensure that the process of getting drinking water to your home and used water back out is always done in a safe and reliable way with your family's health as our main goal. These projects keep our shared water infrastructure resilient. One example is the drinking water laboratory project located at the City's E.M. Johnson water treatment facility that will test cleaned water to make sure that it is safe to drink. Another project is the laying down of thousands of feet of pipe to provide wastewater service to our customers. These projects help ensure that water is always at your fingertips.

For more information, please visit raleighnc.gov and search "Public Utilities Capital Improvement Projects."



**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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