

# YOUR SERVICE CONNECTION

## Keeping You Connected To ALL Things Raleigh Water

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

AUGUST 2020



WEAR  
A MASK

### Statewide Requirement: Wear a Mask Protect Yourself, Protect Others

In an effort to slow the spread of COVID-19, there is a statewide requirement to wear a face covering. Executive Order 147, which took effect June 24, specifies that face coverings must be worn when in public places, including City-owned buildings, where physical distancing is not possible. For more information, please visit [raleighnc.gov/COVID-19](http://raleighnc.gov/COVID-19).

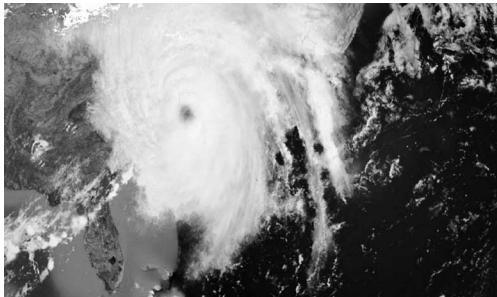
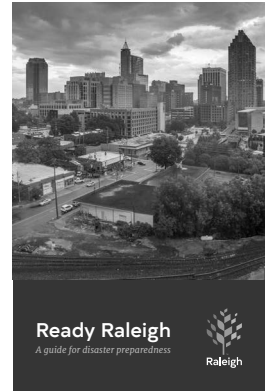
### Ready Raleigh Emergency Preparedness Guide

Disaster can strike at any moment without notice. Emergency preparedness can save lives, reduce injuries, and save property. Make sure you are prepared before disaster strikes. The time to prepare is now and this guide can help you get there!

The Ready Raleigh Emergency Preparedness Guide is a tool to help you:

- Be Connected to relevant news, information and services for emergency situations
- Be Prepared with an emergency kit and emergency action plan and
- Be Informed about what may happen during an emergency and what actions you can take to keep yourself, your family, and your neighbors safe

You can find the guide at [raleighnc.gov](http://raleighnc.gov) under 'Emergency Preparedness'.



### Track Storms with Us During Hurricane Season

We typically see the highest risk of flooding impacts from hurricane season in September. While there are major storms throughout the year, it's important to know about flooding conditions in the area during peak hurricane season. There are several ways that you can track storms with us to stay safe. Visit our website to use an interactive map that tells you:

- When creek water is flooding roads; and,
- Where to find yellow warning signs that'll flash when water is at the road.

We also use cameras to help monitor flooding and lower water levels at dams to reduce flooding downstream of a lake. Lowering water levels is done when we have enough lead time to safely release water before a storm. This work helps first responders put road closures and safety precautions in place. It also helps us identify stormwater projects that can reduce flooding hazards in the future.

To track the next storm, visit [raleighnc.gov](http://raleighnc.gov) and search 'Track Storms with Us'.

### Stormwater Rate Change for Raleigh Customers Begins September 1

A new stormwater fee rate for customers living in Raleigh will go into effect September 1, 2020. This is for homeowners and commercial property owners, like multi-family, offices, institutions, industrial land uses, and single-family properties larger than 9,500 square feet. A majority of homeowners will now pay \$5.50 instead of \$5.00. The fee for commercial properties will increase by 10 percent. The rate varies based on the amount of impervious surface – like rooftops and driveways – on your property that does not allow rain to soak into the ground. The more impervious surface, the more we have to manage how stormwater flows through the city. The rate change will help us continue to maintain the public stormwater system, reduce hazardous flooding, and protect water quality. Learn more about the stormwater fee at [raleighnc.gov/stormwater](http://raleighnc.gov/stormwater).



## End of Service in Raleigh: Textile Recycling Pilot Program

The City of Raleigh's textile recycling pilot program has ended. The City's partner, Simple Recycling, is leaving the Raleigh area due to operational concerns related to the COVID-19 pandemic. The company has struggled with a profitable financial model to maintain services during the pandemic, and in March 2020, it suspended collection services in Raleigh. The City and Simple Recycling began the pilot curbside collection program in February 2018. Simple's decision means it won't resume its service in our area. If you have questions about the end of the program, contact Simple Recycling at 866-835-5068 or visit their website at [simplerecycling.com](http://simplerecycling.com). Residents can continue to keep textiles out of the landfill by donating to your local charity of choice and/or by dropping off textiles at a designated Wake County site that accepts textiles.



## Drinking Water You Can Count On

Whether you are at the beach with friends or gardening with the grandkids, remember to stay hydrated to help beat the summer heat! Raleigh Water works hard to assure that safe drinking water is always available. Major capital improvement projects help secure our drinking water system now and in the future. One current project under construction is an elevated water storage tank that will have a storage capacity of 500,000 gallons. It will replace the current smaller tank. The larger tank will decrease the time that water is stored in pipes and increase fire protection in

the area. We are also replacing various water mains throughout our service area. These proactive projects will increase the availability of clean drinking water, minimize service disruptions due to water main breaks, and help prepare our service area to meet the demand for fresh water for many summers to come. So, no matter where the summer takes you, access to fresh water is something you can always count on. For more information, please visit [raleighnc.gov](http://raleighnc.gov) and search 'Public Utilities Capital Improvement Projects'.

## Struggling to pay your water bill?

For more information, visit [www.raleighnc.gov/utilitypay](http://www.raleighnc.gov/utilitypay) or call 919-996-3245.

## Manage Your Raleigh Water Account Online

Customers can go to [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay) to pay their utility bill and much more, including:

- start or stop service;
- review billing history & download bills;
- create a pay plan;
- set up recurring payments;
- make one-time credit card payment;
- enroll in eBill;
- update contact information; and
- donate to Project Share

## Know Your Ws! Recuerde las iniciales PEL!

### WEAR

a cloth face covering.

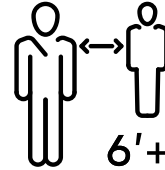


### PONERSE

un protector facial de tela.

### WAIT

6 feet apart.  
Avoid close contact.



### ESPERAR

distanciándose  
6 pies.  
Evite contacto cercano.

### WASH

your hands  
often or use  
hand sanitizer.



### LAVARSE

las manos  
frecuentemente  
o bien, usar  
desinfectante  
de manos.

@ncdhhs

@raleighgov

[raleighnc.gov](http://raleighnc.gov)

### 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](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

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Wake Forest, Wendell, and Zebulon