

# YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

OCTOBER 2020

## On October 21 Just Imagine...A Day Without Water

The world faces an enormous public health crisis in the coronavirus pandemic. This crisis demonstrates the critical role that water and wastewater systems play in their communities, protecting public health, safeguarding the environment, and making a healthy economy possible.

On October 21 we Imagine a Day Without Water. It's a day to pause and notice the way that water systems impact our lives and communities and commit to ensuring a sustainable water future for generations to come.

- Turn on the tap, and clean water flows out. Flush the toilet, and dirty water goes away.
- With a little soap and water and two rounds of the happy birthday song, viruses are washed away.
- When you have reliable water service, you don't have to think twice about the infrastructure that brings water to your home or business, and then safely returns water to the environment – but we all should.
- The reality is America's water infrastructure is deteriorating as it gets older — and there are even communities around the country that have never had access to infrastructure in the first place.
- On Imagine a Day Without Water, we ask everyone to consider what their day would be like if they couldn't turn on the tap and get clean drinking water, or if you flushed the toilet and wastewater didn't go anywhere. What would that day be like?



**Imagine a Day  
Without Water**  
October 21, 2020



## Raleigh Fire Department Serves up Cooking Safety Information during Fire Prevention Week

The Raleigh Fire Department (RFD) is promoting this year's Fire Prevention Week campaign, "Serve Up Fire Safety in the Kitchen!" in October. The campaign focuses on simple actions you can take to keep yourself and those around you safe. Unattended cooking is the leading cause of home fires and home fire injuries across the United States and in Raleigh.

The annual Fire Prevention Week is Oct. 4 – 10, 2020. RFD plans to host a series of events in support of the week, including virtual education sessions and a virtual trivia night. The department also plans to host drive-through events at Fire Station 15 (1815 Spring Forest Road), and Wake County Boys & Girls Club teen center adjacent to Fire Station 7 (721 N. Raleigh Blvd.).

For more information about the 2020 Fire Prevention Week activities and the department's efforts to prevent cooking fires, visit [raleighnc.gov](http://raleighnc.gov). (RFD has an ongoing initiative, "Don't Cook If You Can't Look," that focuses on cooking safety.) For more general information about the Fire Prevention Week, visit the National Fire Protection Association's® website at [fpw.org](http://fpw.org).

## Protect Pipes: No Frightening-Fats, Oily-Oils, or Goopy-Grease Down the Drain

Cooking with family and friends is one of the best ways to pass the time as the weather cools and we get ready for the holiday season. Although these can be fun times full of wonderful memories, they can also produce some items that should remain out of the drain. Fats, Oils, and Grease from cooking should never be poured down any drain. As these substances move through our many miles of shared sewer system, they will cool and cause scary damage. Even hot water and soap are not enough to stop them from resulting in costly blockages that will cause sewer backups and overflows. When you take the step of wiping away excess fats, oils, and grease into a can or other sturdy container before disposing of it in the trash, you take a big step in protecting our shared sewer system from terrifying repairs. Thank you for all that you do to keep our pipes flowing and not frightening.



Pipe clogged with  
fats, oils and grease



## Need help with your utility bill?

### Pay Plans

COVID pay plans available! Don't delay; more information is available at [raleighnc.gov](http://raleighnc.gov) or by email at [customercare@raleighnc.gov](mailto:customercare@raleighnc.gov) or call 919-996-3245.

### WakeHELPS

In partnership with Wake County, a new Federally funded program called "WakeHELPS" was recently established to help Wake County residents pay their utility bills. Wake County is now accepting applications and funds will be distributed on a first come, first serve basis, so we encourage anyone who may qualify to apply as quickly as possible. More information is available at: [wakegov.com/wakehelps](http://wakegov.com/wakehelps) or at 919-212-0476.

### Utility Customer Assistance Program

In addition to the WakeHELPS program, the City of Raleigh also has limited funds available through its Utility Customer Assistance Program (UCAP). For more information and to fill out an application visit [raleighnc.gov](http://raleighnc.gov) or email [LIEAP@wakegov.com](mailto:LIEAP@wakegov.com) or call 919-212-7085. Dependent upon eligibility criteria and fund availability, those customers who fill out WakeHELPS and/or UCAP applications and submit to Wake County, may receive assistance from both programs.

### Are You Able To Help?

#### PROJECT SHARE – Neighbors Helping Neighbors

This program is funded by customer and corporate donations and provides emergency assistance funds to utility residents who are unable to pay their water bill. When you contribute to Project Share, you make a difference helping your neighbors who are in a crisis and unable to pay their utility bill. There are several ways to contribute to Project Share: monthly on your utility bill, mail a check to Raleigh Water, PO Box 590, Raleigh NC 27602 (please note Project Share on check), or by credit card by calling 919-996-3200.

## Something Exciting is Coming to Dix Park!

After years of planning, our city's extraordinary opportunity to create one of the most spectacular public spaces in the country begins with our first project, the Dix Park Plaza & Play. The Plaza & Play is approximately 12 acres and sits on the southern edge of the park along Lake Wheeler Road. It will become the main entrance to Dix Park, welcoming visitors travelling from around the City and across the State.

As described in the Dorothea Dix Park Master Plan, the Plaza & Play aspires to be an inviting and inspiring public space for all ages with one of a kind play spaces, a civic plaza, fountains, gardens, and areas to cookout and relax with family and friends. The history of the site will come alive through public art, interpretive signage, and a rehabilitated historic house. The project design will rely upon and build from analyses, priorities, and recommendations as defined by the Dorothea Dix Park Master Plan, approved by the Raleigh City Council on February 19, 2019.

Design starts now and we want you to join us in shaping the future of the Plaza & Play. To find out how to get involved and to learn more about upcoming public meetings, please visit [dixpark.org/plazaplay](http://dixpark.org/plazaplay). Hope to see you at Dix Park!

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## CUSTOMER CARE & BILLING

Web account access: [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay)

Email: [customercare@raleighnc.gov](mailto:customercare@raleighnc.gov)

Phone: 919-996-3245

M T W F 8:30 am – 5:00 pm

TH 9:00 am – 5:00 pm

WATER & SEWER EMERGENCIES

24 hours/7 days/holiday/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