

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

NOVEMBER 2020



Avoid Disconnection of Water Service We are Here to Help – Pay Plans Available for Past Due Accounts

Raleigh Water extended the period to suspend disconnects for non-payment beyond the requirements of Executive Order 124/142. However, disconnections will be returning in the January/February 2021 timeframe! If you have a past due balance you are struggling to pay, it is important to establish and keep current a pay plan to avoid disconnection of service. Pay plan information: visit raleighnc.gov, email customer@raleighnc.gov/payment-plan, or call 919-996-3245.

Water Bill Assistance is Available, Find Out if You Qualify for WakeHELPS

In partnership with Wake County, a Federally funded program, WakeHELPS, was established to help Wake County residents pay their utility bills. Funds will be distributed on a first come, first serve basis so we encourage you to apply as quickly as possible at wakegov.com/wakehelps or call 919-212-0476.

Utility Customer Assistance Program

The City of Raleigh also has limited funds available through its Utility Customer Assistance Program (UCAP). Information and application: visit raleighnc.gov, email LIEAP@wakegov.com or call 919-212-7085.

Dependent upon eligibility criteria and fund availability, customers who fill out & submit applications to Wake County for WakeHELPS and/or UCAP, may receive assistance from both programs.

Are You Able to Help Others? PROJECT SHARE – Neighbors Helping Neighbors

This program is funded by customer and corporate contributions. When you contribute to Project Share, you make a difference! You help your neighbors who are in need of assistance and unable to pay their utility bill. There are SIMPLE ways to contribute to Project Share:

- Monthly on your utility bill, visit raleighnc.gov/utilitypay (with as little as \$1.00/month)
- Mail a check to Raleigh Water, PO Box 590, Raleigh NC 27602 (note for Project Share)
- Credit card by calling 919-996-3200



"Coats Cause We Care" Children's Coat Drive and Giveaway

Coats Cause We Care provides new or gently used/clean coats for children in the Raleigh area. Our goal is to provide 500 coats to children in need!

How do I get involved? Volunteer as a Coat Captain

Gather new or gently used/clean coats on hangers from your friends, neighbors, your place of work and or your closet. Please take these coats to a designated drop off locations.

Drop off Locations in Raleigh

- Barwell Road Community Center, 5857 Barwell Park Drive, 27610
- Lions Park Community Center 516 Dennis Avenue, 27604
- Greystone Recreation Center, 7713-55 Lead Mine Road, 27615
- Abbotts Creek 9950 Durant Road, 27614
- Green Road Community Center 4201 Green Road, 27604
- Five Points Center for Active Adults, 2000 Noble Road, 27608
- Laurel Hills Community Center, 3808 Edwards Mill Road, 27612

The coat giveaway event is November 21 from 11 am to 2 pm at the Southgate Park, Sgt. Courtney T. Johnson Community Center, 1801 Proctor Street, 27610.

For more information, please email Grady Bussey at grady.bussey@raleighnc.gov



City Offers Free Curbside Grease Collection Through the Holidays

Raleigh Residents Only

The City of Raleigh is offering its seasonal grease collection service from Nov. 1, 2020, through Jan. 15, 2021. Raleigh residents and places of worship may dispose of used cooking grease and cooking oil free of charge by calling 919-996-3245 to schedule a pick-up. Grease collection will be on the same day as customers' regular garbage pick-up. Used cooking grease should be placed in clear plastic containers, sealed, and labeled "used cooking oil" before being placed curbside by 7:30 a.m. on garbage pick-up day.

Grease down the drain is a top cause of sewer overflows. When people dispose of cooking oil and other fats in sinks and toilets it enters the sewer system and can cling to pipes and congeal with other waste not meant to be flushed, like wipes and diapers. So-called "fatbergs" form, blocking pipes and causing sewer overflows.

Grease collected from Raleigh residents and places of worship will be converted to biofuels, a renewable source of energy used to power vehicles, heat homes, and cook food.

The program is offered during the holiday season when households tend to generate more cooking grease. To schedule a grease collection, contact the City's Customer Care Center at 919-996-3245 and select Option 2.

Thank You for Protecting Our Pipes!

During this time of year, we have an opportunity to be grateful for all that we have. We spend more time with family and friends. We spend more time in the kitchen preparing for a meal that will bring those we care about closer together. This preparation can produce more fats, oils, and grease than normal. It is important to remember that these items should never be poured down any drain as they will harden and cause damage to our shared water system.

We here at Raleigh Water are always thankful when our valued customers take a few easy steps to help us protect our thousands of miles of water and sewer infrastructure. These steps include scrapping leftover fats, oils, and grease into a sturdy container before placing that container in the garbage. Also, if disinfectant wipes are used to clean up, they should only be placed in the garbage after use. Never introduce used disinfectant wipes, or wipes of any kind, into our shared water system as they will combine with fats, oils, and grease to cause blockages. Blockages in this system can require costly repair. Raleigh Water staff are grateful for our wonderful customers who partner with us to make sure these repairs are infrequent. Thank you for taking these steps to protect our pipes!

To learn more about partnering with us to protect our pipes, please visit: raleighnc.gov and search 'Sanitary Sewer Overflows.'

Prepare Now to Avoid Frozen Pipes

Frozen water pipes are inconvenient, dangerous and expensive. Some advance preparation now can save major aggravation later.

Before temperatures drop this winter, take steps to prevent your water pipes from freezing. The most vulnerable places are where pipes run against exterior walls and where the water service enters your home through the foundation. A few things you can do:



- Drain and disconnect all outdoor hoses and supply lines to swimming pools and water sprinklers.
- Keep garage doors closed if water supply lines are located in the garage.
- Keep your home heated above 55° F.
- Protect exposed water pipes by installing pipe sleeves, heat tape, heat cable or other similar materials that can be purchased at local hardware and building supply stores.
- Consider adding insulation to attics, crawl spaces and basements to maintain higher temperatures in these areas during cold weather.

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#RALEIGH

CUSTOMER CARE & BILLING

Web account access: raleighnc.gov/utilitypay

Email: 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**

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Wake Forest, Wendell, and Zebulon*