

# YOUR SERVICE CONNECTION

## Keeping You Connected To ALL Things Raleigh Water

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

DECEMBER 2020

### Is Your Water Bill Past Due? Help is Available

Assistance is available to help customers unable to pay their utility bills. We are here to connect you to important resources or to work with you to set up a payment plan. It's important to be sure you manage your account. We are here to help!

Contact us at 919-996-3333 or by email at [utilitybillhelp@raleighnc.gov](mailto:utilitybillhelp@raleighnc.gov)

The flyer is split into two columns. The left column is in English and the right column is in Spanish. Both columns feature a dark background with a light-colored leaf pattern on the left side. The English text reads: 'WATER Water Bill Past Due? Call 919-996-3333 for help. We know that many people are facing economic hardships due to COVID-19. We want you to know that resources are available. We are here to help! raleighnc.gov/financial-assistance'. The Spanish text reads: 'WATER ¿Tienes una factura de agua vencida? Llámamos al 919-996-3333 para obtener ayuda. Sabemos que muchas personas enfrentan dificultades económicas debido al COVID-19. Queremos que sepas que hay recursos disponibles. ¡Estamos aquí para ayudar! raleighnc.gov/financial-assistance'. Both columns include the Raleigh Water logo at the bottom right.

When the new year begins, Raleigh Water will prepare to re-establish its collection and disconnection of services for past due utility bills. Raleigh Water extended suspension of disconnects for non-payment beyond July 29, 2020 as required of Executive Order 124/142 in an effort to allow customers the time needed to catch up.

#### Available resources: 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](http://wakegov.com/wakehelps) or 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](http://raleighnc.gov), email [LIEAP@wakegov.com](mailto: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.

#### Set Up A Payment Plan

Is your bill past due? Contact us to establish a pay plan at [customercare@raleighnc.gov](mailto:customercare@raleighnc.gov) or 919-996-3245.

#### 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:

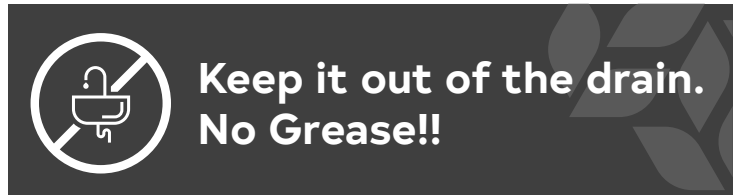
- Monthly on your utility bill [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay) (with as little as \$1.00/month)
- Mail a check to Raleigh Water, PO Box 590, Raleigh NC 27602 (Note for Project Share)
- Credit card by calling 919-996-3200

### The Gift of Protecting Our Pipes! Keep Grease Out of the Drain Don't Flush Wipes

This is the season of gift giving. We give gifts and receive them from family and friends. Some gifts are welcomed and bring great joy.

Other gifts leave us scratching our heads and annoyed. One gift that

is sure to please everyone this season is safe and clean Raleigh drinking water. One way to make sure that this gift can be accessed by all is to keep fats, oils, and grease out of our shared water system. It is important to remember that these items should never be poured down any drain as they will harden and cause damage to our water infrastructure. We here at Raleigh Water enjoy the gift of partnership with our valued customers who take a few easy steps to help us protect our thousands of miles of water and sewer pipes. 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 during any holiday activities, 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. An expensive repair is a 'present' that no one wants to receive. The partnership between Raleigh Water staff and our wonderful customers who help ensure that these repairs are infrequent is truly a gift for all seasons. 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](http://raleighnc.gov) and search 'Sanitary Sewer Overflows.'

## Seasonal Leaf Collection is Underway!

### Raleigh Residents Only

Leaf collection is a residential service provided by the Transportation Field Services Division for residents inside the Raleigh city limits. Visit the City's website at [raleighnc.gov/leaf](http://raleighnc.gov/leaf) and search to find this year's schedule and program details. Residents can determine their collection zone by entering their address in Leaf Collection and Yard Waste Address Search window. The collection schedule changes each year, so check this year's schedule before putting leaves out.

### Looking for other methods for leaf disposal?

Another option for leaf collection is the bi-weekly yard waste service provided by the City's Solid Waste Services Department. Leaves must be placed in clear plastic bags, biodegradable paper bags or a permanent container no larger than 35 gallons or 75 pounds. These should be placed curbside next to your roll-out cart on your scheduled trash collection day; the limit is 15 bags.

### Please Do...

- Place your leaf pile close to the curb.
- Prepare your leaf pile before crews begin work in your neighborhood.
- Keep your leaf pile free of foreign objects.
- Place your leaf pile out in the open where crews can easily reach it.

### Please Don't...

- Rake or blow leaves into the street. Doing so is a hazard to public safety.
- Put leaf piles out after the truck has passed your house.
- Mix sticks, rocks, trash or anything else in with your leaves.
- Put your leaf pile near obstructions such as vehicles, mailboxes, fire hydrants, water meters or utility poles.

We appreciate your cooperation in helping make this program a success!

For more information, please visit our leaf page at [raleighnc.gov/leaf](http://raleighnc.gov/leaf) or call our leaf line at 919-996-3720.

## City Offers Free Curbside Grease Collection Through the Holidays

### Raleigh Residents Only

The City of Raleigh is offering its seasonal grease collection service through Jan. 15, 2021. Raleigh residents and places of worship may dispose of used cooking grease and cooking oil free of charge by calling 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.

## FIND US, LIKE US, FOLLOW US



[/CityOfRaleigh](https://www.facebook.com/CityOfRaleigh)



[@RaleighGov](https://twitter.com/RaleighGov)



[@RaleighGov](https://www.instagram.com/RaleighGov)



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

#RALEIGH

## 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