

# YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

JANUARY 2021

## COMING SOON! New Utility Bill Payment System You asked, we listened

The City of Raleigh is implementing a new payment system to make it easier to pay your utility bill. The new system offers enhanced security and more options for paying your bill, including:

- The ability to make a one-time credit card payment without logging in;
- A direct toll-free phone number to make a payment without going through lots of phone tree options;
- Increased payment methods such as Amazon Pay, Pay Pal, Venmo, E-check, and recurring credit card payments; and
- A wallet option to save payment methods.

Look for more details in early 2021!



## Courageous Conversations on Race, Racism, and Social Equity

Now is the time... we are working to improve our community, and want, and need to hear from YOU.

Be on the lookout for opportunities to share key concerns for discussion on race, racism, and social equity in January. These topics will shape the public conversations beginning in February 2021. These conversations will be facilitated by our partners at Shaw University Center for Racial and Social Justice. Shaw's team will develop a plan to guide changes to current programs, developing new ones, and improve our City.

We look forward to hearing from you, and having you be part of these important conversations.

Learn more and look for updates at [ShawU.edu/conversations](http://ShawU.edu/conversations).



## No Ammonia in Water and Annual Flushing of Water Distribution System from March 1, 2021 to April 13, 2021

Raleigh Water will temporarily stop adding ammonia to its water treatment disinfecting process on Monday, March 1 at 10 a.m. The City will resume adding ammonia to the water treatment process on Tuesday, April 13 at 10 a.m.

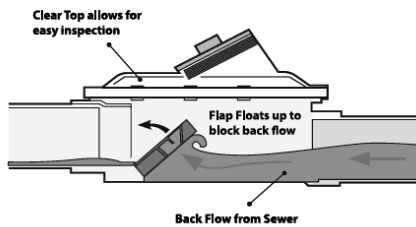
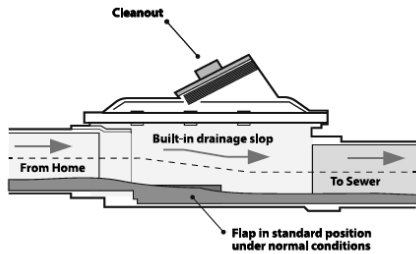
To promote optimal disinfection throughout the water distribution system, the North Carolina Department of Environmental Quality recommends Raleigh Water and all other public water systems using chloramine disinfection switch to chlorine-only disinfection for a minimum of three (3) consecutive weeks every year or every other year. This switch to chlorine-only disinfection can produce a temporary "chlorine taste and odor" in some cases.

Raleigh Water also conducts flushing of the water distribution system during this period to hasten the change of chloramines to chlorine residual disinfectant. This flushing may cause some temporary discoloration in the water. The water is safe. However, as a precaution, customers may want to check to see if their water is discolored before laundering white clothes.



Raleigh Water conducts extensive water quality testing throughout the water distribution system to ensure our drinking water meets all State and Federal drinking water requirements, and this data can be accessed at [raleighnc.gov](http://raleighnc.gov) and search water quality reports.

## How Can Property Owners Help Prevent Damage from Sewer Backups? Make sure your system has a Backwater Valve installed



A backwater valve is a simple, gravity-flow activated check valve assembly installed on the customer's private sewer service line to prevent wastewater from flowing back into the residence at the lowest plumbing fixture.

If the lowest finished floor of your house or business is lower than the nearest upstream manhole lid in the street or easement, then the property is at a HIGH RISK of damage from a sanitary sewer backup. A blockage in the sewer main beyond your sewer service line can cause sewage to flow from the main back into your service. This backup will occur at the point of least resistance, which is usually a floor drain or toilet.

### Backwater Valve Quick Facts

- The North Carolina Plumbing Code places the responsibility of installation and maintenance of the backwater valve assembly upon the homeowner.
- Raleigh Water's Sewer Maintenance Division has an aggressive sanitary sewer overflow prevention program to keep grease, roots, flushed wipes, and other unwanted materials out of the sanitary sewer system.
- Blockages and overflows in sanitary sewer mains can occur without advanced warning for many reasons including but not limited to rainfalls, pipe failures, vandalism, illegal discharges, and/or roots.
- The City of Raleigh is not responsible for property damages due to sewer backups not caused by issues with the public main.

Standard homeowner insurance policies may not cover damages from sanitary sewer backups. If the likelihood of a sewer backup exists at the residence, additional coverage is recommended.

Please call Raleigh Water at 919-996-3245 to report excessive sewage smells, a sanitary sewer backup or overflow 24 Hours / 7 Days Holidays & Weekends.

WATER

## Water Bill Past Due?

Call 919-996-3333 or email [utilitybillhelp@raleighnc.gov](mailto:utilitybillhelp@raleighnc.gov) for help.

*¿Tienes una factura de agua vencida?  
Llámanos al 919-996-3333 o correo electrónico  
[utilitybillhelp@raleighnc.gov](mailto:utilitybillhelp@raleighnc.gov) para obtener ayuda.*

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!

*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](http://raleighnc.gov/financial-assistance)



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#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