

# YOUR SERVICE CONNECTION

## Keeping You Connected To ALL Things Raleigh Water

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

FEBRUARY 2021

### Water is Very Important – Don't Find Yourself Without it!

Raleigh Water extended the period to suspend disconnects for non-payment beyond the requirements of Executive Order 124/142. However, disconnections will return in mid-February 2021! If you have a past due balance you are struggling to pay, it is important to set up and keep current a payment plan to avoid disconnection of service.

### Water Disconnections for Non-Payment Resume in Mid-February Call Now to Set-up a Payment Plan!

For Payment Plan information:

- visit [raleighnc.gov/payment-plan](http://raleighnc.gov/payment-plan)
- email [customercare@raleighnc.gov](mailto:customercare@raleighnc.gov)
- call 919-996-3333



### Water Bill Assistance is Available

The City of Raleigh has limited funds available through its Utility Customer Assistance Program (UCAP) and Project Share. For more information and application visit: [raleighnc.gov/financial-assistance](http://raleighnc.gov/financial-assistance) or call 919-996-3333.

### Raleigh Customers: Yard Waste Collection Survey & Focus Groups Your Feedback Can Help Improve Service

We want to hear from you! We are exploring ways to improve curbside yard waste collection and want your input. Please take our survey online at [raleighnc.gov/yard-waste](http://raleighnc.gov/yard-waste) it will take less than 5 minutes! If you prefer to answer the survey by phone, please call 919-208-9288. A staff member will be glad to assist you. There will also be a series of four virtual meetings in February to provide feedback to help us improve yard waste collection. Details are online at [raleighnc.gov/yard-waste](http://raleighnc.gov/yard-waste).

### 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](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)
- By credit card, call 919-996-3200

### Help Us Prioritize Transportation Improvements in Your Community!

Do you live, work, play, or travel in northern or eastern Wake County (Raleigh, Knightdale, Wendell, Zebulon, Wake Forest, Rolesville), or southern Franklin County? YOU are invited to participate in a virtual open house and survey related to the Northeast Area Study Update. The NC Capital Area Metropolitan Planning Organization needs your feedback on future transportation projects and policies that are under consideration for your community. Potential projects include various modes of transportation: driving, biking, riding the bus, and walking.

Now through mid-March 2021, visit our online Virtual Open House and take the online survey at your convenience. Learn more and get involved at [www.NEASupdate.com/Events](http://www.NEASupdate.com/Events)

Questions? Contact Brandon Watson, Project Manager, at [Brandon.Watson@CAMPO-NC.US](mailto:Brandon.Watson@CAMPO-NC.US) or 919-996-4397.



## Protect Our Pipes: Don't Let Them Freeze

Winter is here and frozen pipes can be expensive and dangerous. We are thankful to all our customers who have taken steps to help prevent pipe damage and protect our shared water system.

As a helpful reminder, here are tips to protect pipes:

- Drain and disconnect all outdoor hoses and supply lines to swimming pools and water sprinklers.
- Keep garage doors closed if water supply lines are 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.
- Never pour fats, oils, or grease down any drain. They will freeze and cause severe damage.
- Never introduce used disinfectant wipes, or wipes of any kind, into our shared water system as they will combine with other substances to cause blockages.

The City of Raleigh maintains 2,400 miles of water line and 2,500 miles of sewer line which provide service for communities located in Garner, Knightdale, Raleigh, Rolesville, Wake Forest, Wendell, and Zebulon. Your actions can help protect our infrastructure, keep our staff safer, and help keep maintenance costs down.

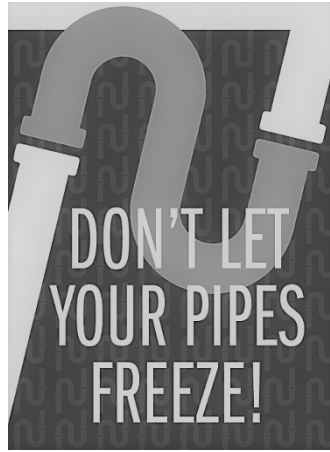
## Beginning March 1, 2021 to April 13, 2021 No Ammonia in Water and Annual Flushing of Water Distribution System

Raleigh Water will temporarily stop adding ammonia to its water treatment disinfecting process beginning 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**.



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

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