

# YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

MARCH 2021

## Be Sure to Keep Your Water Service! Contact Raleigh Water Today if You Need Help with Your Water Bill

Payment Plans & Some Assistance Available for Past Due Accounts

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

Raleigh Water extended the period to suspend disconnects for non-payment beyond the requirements of Executive Order 124/142. However, disconnections returned in mid-February. If you have a past due balance that you are struggling to pay, it is important to set up and stick to a payment plan to avoid losing water service. The last thing we want to do is disconnect your service! If your account is past due, it's important to contact Raleigh Water today. Call: 919-996-3333 or Email: [utilitybillhelp@raleighnc.gov](mailto:utilitybillhelp@raleighnc.gov).

### An Opportunity to Help Others with their Water Bills

#### 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



### Raleigh Residents

## Avoid Costly Fines: Properly Prepare Garbage and Recycling for Curbside Pickup Code Enforcement Resumes in March

Fines for improper preparation of garbage and recycling will resume in Raleigh in March, after a pause due to COVID-19. Solid Waste Services suspended administrative fees and civil penalties over the past year in recognition of the financial impact of COVID-19 on our community. Resuming fines will allow Code Compliance Officers to ensure that we continue to maintain the City's appearance, help improve safety in neighborhoods, curb illegal dumping, and avoid contamination in our curbside recycling program.

Beginning on March 15, Solid Waste Services will return to issuing solid waste code violations for actions like placing construction material in a recycling bin or leaving emptied garbage carts at the curb for extended periods. You can avoid expensive fines simply by following garbage, recycling and yard waste preparation guidelines.

Learn how to prepare materials for curbside pickup on our website at [raleighnc.gov/solid-waste-services](http://raleighnc.gov/solid-waste-services).

## No Ammonia in Water and Annual Flushing of Water Distribution System Continues through April 13

On Monday, March 1, Raleigh Water temporarily stopped adding ammonia to its water treatment disinfecting process. 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.

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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.



## Raleigh Launches Resident Budget Survey

The Raleigh City Council and City staff invite Raleigh residents to share their views on how resources should be allocated in the City's Fiscal Year 2022 budget. Resident input is an

important part of the City's on-going effort to align City resources with community priorities.

The short survey can be completed online at [budget.raleighnc.gov](http://budget.raleighnc.gov) or in-person at the Raleigh Municipal Building (222 West Hargett Street). To have a copy of the survey mailed to you, please contact the City's Budget and Management Services Department at 919-996-4270. Responses will be collected through March 30, 2021.

## A Reliable Water System Requires Planning and Investment

Although we are all lucky to have fresh clean drinking water at the twist-of-a-knob, it is not luck that brings that water to our homes, businesses, hospitals, and schools. Raleigh Water's Capital Improvement Program (CIP) works to ensure that our shared water infrastructure provides this resource. We partner with the public, industry leaders, governmental agencies, and contractors to discover which parts of the water system need to be replaced or refurbished so that the system always provides a safe drinking option. Planning and investment allow us to provide a reliable water system with the safety and wellbeing of customers as the primary goal.

For more information, please visit [raleighnc.gov](http://raleighnc.gov) and search Raleigh Water Capital Improvement Program

## A Leaky Toilet can Triple Your Water Bill! Be Sure to Repair Running Toilet to Save Money and Water Resources

A running toilet may not seem like a big deal, but according to the American Water Works Association, toilets are responsible for approximately 27 percent of the water used in homes daily. If there's a leaky toilet in your house, you could be losing up to 200 gallons of water daily and paying double or triple your normal cost.

Not only is a running toilet a big expense, it also has a negative impact on the environment. A faucet that leaks at a rate of one drop per second can add an extra 3,000 gallons per year to a water bill, enough to fill three fire trucks.

### Likely causes of a running toilet, and how to fix the problem

When you hear running water from your toilet after you flush, that means your toilet is leaking. If you are experiencing a running and leaking toilet, you will most likely need your flapper valve or flush valve replaced. Some leaks can be difficult to detect as the leaking is silent. So if you notice a jump in your water bill it is important to call a specialist right away to address the problem.

For more information visit [raleighnc.gov](http://raleighnc.gov) and search 'fix a leak'.

**10**  
percent of homes have leaks that waste  
90 gallons or more per day

**10 DRIPS**  
per minute waste more than  
**500 GALLONS**  
per year

A leaky faucet  
dripping at a rate  
of one drip per  
second can waste  
more than  
**3,000 GALLONS**  
per year

**For more info, visit  
[www.raleighnc.gov](http://www.raleighnc.gov)**

## 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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Wake Forest, Wendell, and Zebulon