

YOUR SERVICE CONNECTION

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

APRIL 2021

House Wake! COVID-19 Financial Assistance Program Helps Renters Struggling to Pay Rent, Utilities

The City of Raleigh and Wake County are making more than \$33 million in federal aid available to local renters who are behind on rent or utility bills. The House Wake! COVID-19 Financial Assistance Program will provide monetary support to tenants, landlords and utility companies to cover portions of rent and/or utility shortfalls resulting from a loss of income due to the pandemic.

Assistance is available for up to 12 months of past-due rent and unpaid utilities dating back to April 1, 2020. Renters who continue to experience economic hardships after the initial agreement period may also qualify for additional financial support. Program staff will work with applicants individually to re-certify and create a payment plan based on income and assistance needed. All assistance provided through this program will be paid directly to landlords and utility service providers.

Utilities covered by the program include Electric, Water, Sewer, Gas/Oil, Trash, and Internet Services.

If you are interested in applying for the House Wake! COVID-19 Financial Assistance Program, visit <https://housewake.org/> to access the application and more information.



An Important Message for Commercial Businesses: Has Your Facility Been Closed for Weeks...Maybe Months? Flush the Water Pipes

Raleigh Water delivers drinking water through a network of pipes to your business. After the water flows through the meter, building owners are responsible for maintaining water quality.

As State officials relax COVID-19 restrictions and buildings reopen, businesses, restaurants, schools and property management teams will begin restarting systems that have been empty or under used. Taking time to properly flush plumbing is essential before reoccupying. Flushing water lines and water-using appliances is an easy way to ensure that high water quality is maintained. It moves older water, that has been sitting in the pipes, out of the building and brings in fresh water.

Flushing is easy - follow the steps below.

1. Disconnect any point of entry device filters and clean faucet aerators
2. Locate the cold-water faucet closet to where the water enters the building. Then turn on this faucet and all cold water faucets in kitchens and bathrooms. Let the cold-water flow for twenty minutes.
3. Flush all appliances that use water. Run an empty load in the dishwasher, let water flow through drinking water fountains and kitchen sink sprayers, empty the ice from ice maker bin, run and discard two additional batches of ice.
4. Flush all toilets, spas and water features like fountains. Follow manufacturer's instructions on filter replacement.
5. Increase the temperature on the hot water heater to at least 140 degrees for 30 minutes. Turn on the hot water tap closet to the water heater and in kitchens and bathrooms. Let it flow enough to drain the hot water heater.
6. Remember to turn off all faucets and reset the water heater when done.

For more information visit [CDC.gov](https://www.cdc.gov) and search **Guidance for Reopening Buildings After Prolonged Shutdown or Reduced Operation**.

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