

# YOUR SERVICE CONNECTION

## Keeping You Connected To ALL Things Raleigh Water

*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**.

(Continued)



## New Tank Keeps Drinking Water Flowing



Have you noticed that new white tower off Leesville Church Road in Raleigh? Are you wondering what it does and why it is there? It is the new Pine Hollow Elevated Water Storage Tank. Located near Pine Hollow Middle School, this tank holds 500,000 gallons and allows clean, safe drinking water to be quickly distributed to customers in the area. The tank also contributes to fire safety, providing water and improved hydrant pressure for use by the Raleigh Fire Department. This is the first water tank with the City of Raleigh branding and is just one example of how the Raleigh Water Capital Improvement Program is investing in a resilient, safe, and secure shared water system.

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

## Raleigh Water Turns 134 Years Young

This spring, Raleigh Water celebrates its 134th year of providing water services to the Raleigh community. The utility was established in 1887 as an alternative to septic tanks and untreated well water. Today, Raleigh Water makes it possible for Raleigh and surrounding communities to grow and prosper.

“The City Manager and City Council are committed – now more than ever – to looking forward, not backward,” stated Robert Massengill, Director of Raleigh Water. “We’re passionate about continuing to provide the great service that our residents have come to expect. We’re passionate about continuing to advocate for our rate payers, and continuing to develop Raleigh and our partner communities as great places to live, work and play.”



Pictured circa 1938, The Raleigh Water Tower is a historic building that was the first water tower built in Raleigh. Constructed in 1887, the City of Raleigh relied on the tower for 37 years until it was decommissioned in 1924. It still stands in 2021, located at 117 W Morgan Street, 27601



Present Day Photo by Michael Zirkle Photography, courtesy of Raleigh Historic Development Commission

## New Online Bill-Paying Options Now Available

The next time you want to pay your utility bill, there will be new online options at your fingertips! The City of Raleigh has implemented a new payment system to make it easier to pay your utility bill. The system, known as Paymentus, also offers enhanced security. New options for paying your bill include:

- 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; 888-905-3169
- Increased payment methods such as PayPal, Venmo, E-check, and recurring credit card payments; and
- A wallet option to save payment methods.

Check it out by visiting [raleighnc.gov](http://raleighnc.gov) and clicking on the green tile labeled “Make Payments” or go to [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay).



For more than 40 years the American Water Works Association and its members, including Raleigh Water, have celebrated Drinking Water Week. This is a unique opportunity to recognize the vital role water plays in our daily lives.

### 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.



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