

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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



MAY 2021

Fiscal Year 21-22 Rate Increases

Water & Wastewater Services

As costs throughout the utility and industries continue to rise, Raleigh is committed to managing those costs, and operating efficiently, while maintaining a high level of service.

The Water and Wastewater Base and Consumptive Charges on the utility bill will increase by 1.5%, resulting in a 1.33% or \$0.77 monthly increase in the utility bill for most residential customers. This monthly increase applies to all inside city limits residential customers with a 5/8" water meter, which includes almost all single-family residential customers in Raleigh, Garner, Knightdale, Rolesville, Wake Forest and Wendell. Outside city limits customers will see a proportional increase.

Rates for Zebulon customers will continue to be set by the Town of Zebulon until the utility merger costs are recovered.

Since city sales and property taxes do not fund the costs of water and wastewater services, those costs must be recovered through utility rates and fees. These rate adjustments will help ensure the reliability of critical services. They will also support Council's commitment to the replacement of aging infrastructure, particularly the most critical pipes whose failure would have significant social, environmental, and economic impacts.

Solid Waste Services (Raleigh Customers)

For Solid Waste Services customers within the City limits, the Solid Waste Services portion of the utility bill will increase by \$1.00 for monthly residential garbage collection. The fee increase will reflect the addition of 96-gallon roll carts for curbside residential yard waste collection. Curbside yard waste service will be bi-weekly, and collection will occur on the same day as recycling.

Stormwater Services (Raleigh Customers)

The fee for stormwater services will potentially increase from a \$5.50 to \$7.00 monthly charge for most residential customers. The fee increase will vary by the amount of impervious or hard surface on property. Residential properties that are larger than 9,500 square feet and commercial properties will have a 27 percent increase from the current rate. Please refer to the chart below to see what rate you would pay based on the square feet of impervious surface on your property.

The rate increase will be used to fund:

- Working on major projects that improve the stormwater system
- Repairing aging stormwater pipes and streams
- Getting a better understanding of the stormwater needs across the city
- Helping address flooding and erosion on private property caused by stormwater runoff coming from public streets
- Investing in innovative, green stormwater projects that help offset impacts from development and reduce water pollution

Please contact the Stormwater Management Division at 919-996-3778 or StormwaterFee@raleighnc.gov if you have any questions. You can also learn more about the stormwater fee by visiting raleighnc.gov and searching "stormwater utility fee". Rate increases described in this article were given preliminary approval by the Raleigh City Council on March 15 and will be approved in final adoption of the FY2022 budget, which takes effect on bills received on or after July 1.

Stormwater Single-Family Residential Rates				
Tier	Square Feet of Impervious Surface Area	SFEU Charged	Current Monthly Fee	Proposed Monthly Fee
	0-399	0	No Fee	No Fee
1	400-1,000	0.4	\$2.20	\$2.80
2	1,001-3,870	1	\$5.50	\$7.00
3	3,871-6,620	1.7	\$9.35	\$11.90
4	6,621-9,500	2.9	\$15.95	\$20.30
5	Over 9,500		Commercial Billing Applies	Commercial Billing Applies

(Continued)



Stormwater Commercial, Industrial, Institutional and Multi-Family Rates	
Commercial, Industrial, Institutional and Multi-Family Rates	Proposed Monthly Fee
\$5.50 per SFEU	\$7.00 per SFEU
1 SFEU equals 2,260 square feet of impervious area	

City officials and staff recognize the financial and budgetary challenges many customers face, and we remain dedicated to providing high quality water, wastewater, solid waste and stormwater services at a reasonable cost. Visit www.raleighnc.gov and search 'Utility Rates' for more information.

Rate changes, if any, for solid waste, recycling and stormwater charges for customers who live or do business in the Towns of Garner, Knightdale, Rolesville, Wake Forest, Wendell and Zebulon, are not available at the printing of this article.

Celebrate National Bike Month in Raleigh!

With warm weather and blue skies, May in Raleigh is a fine time



to enjoy the outdoors. And with May being National Bike Month, there is hardly a better time to enjoy the benefits of riding your bike. Whether it is to get to work or school, to save money on gas, to keep physically fit, or to simply explore your community, there are ample opportunities for bike riders throughout Raleigh.

Established in 1956 and promoted by the League of American Bicyclists, Bike Month is celebrated in communities from coast to coast. So, whether you're an experienced cyclist or just starting out, join us for bike fun this month!

During Bike Month, you can try a Citrix Cycle bike or join us for virtual bike yoga!

For a full list of Bike Month Events, visit raleighnc.gov/bike-month.

Wheel see you soon!

City of Raleigh Sustainability Project

Have you taken a ride on a City of Raleigh bus lately or seen one in your neighborhood? Ever wondered what the City of Raleigh is doing to be more sustainable and protect the environment? The City of Raleigh 'Bio-energy Project' can give you a few answers. Located at the Neuse River Resource Recovery Facility, the City's largest wastewater facility, this project will create a new system that produces green energy and will use an advanced process to treat biosolids, or wastewater byproducts, which will reduce the overall biosolids amount by around 50 percent when compared to

the current system. Besides the decreased amount of biosolids, this project will also create biogas which will be captured and converted to a renewable natural gas and delivered to a nearby natural gas pipeline. This renewable natural gas will then be used as fuel for the City's Go Raleigh bus fleet. There will be enough fuel produced to run as many as 50 City buses per day. Through this project, the City of Raleigh is moving closer to reducing greenhouse gas and reaching its sustainability goals. These goals will go a long way to protect our shared environment and our valued customers.

For more information, please visit raleighnc.gov and search 'Bio-energy'.

2020 Annual Drinking Water Quality Report is now available online

Want to know more about your drinking water? You can now view the 2020 Consumer Confidence Report, which is our annual drinking water quality report, on our "Raleigh Water Reports" webpage, or access the report directly at this web address:

<https://cityofraleighdrupal.blob.core.usgovcloudapi.net/drupal-prod/COR25/2019CCR.pdf> Raleigh Water is committed to providing the best drinking water we can, and our water is tested 6,000 to 7,000 times per month to ensure it meets all Federal and State drinking water standards.

This Consumer Confidence Report represents water quality data collected during calendar year 2020, and we are pleased to document that your drinking water continues to be safe and meets all drinking water standards.

If you have any question or would like to receive a paper copy of the of the Raleigh Water 2020 Consumer Confidence Report in English or Spanish mailed to your residence, please call 919-996-3471.

CUSTOMER CARE & BILLING

Web account access: raleighnc.gov/utilitypay

Email: 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