

# YOUR SERVICE CONNECTION

## Keeping You Connected To ALL Things Raleigh Water

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

JUNE 2021

### Stay Alert! Protect Your Personal Information

The City of Raleigh will never call you and ask for your Social Security number!

We have received several reports of a recorded message claiming to be from the City of Raleigh and asking for Social Security numbers.

**Please do not respond to these messages; they are not from the City of Raleigh.**

It's good practice, for your security, to never respond to an unsolicited phone call requesting important personal information.

### NEW Expanded Options to Pay Your Utility Bill

Did you know that you can now pay your City of Raleigh utility bill over the phone, or use E-check, Venmo, or several other options? Check out these new services:

- Direct toll-free phone number to make a payment: 888-995-3169
- One-time payment options without logging in - [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay)
- New payment methods such as PayPal, Venmo, E-check and recurring credit cards
- A wallet option to save payment methods

Find these options and more by visiting [raleighnc.gov](http://raleighnc.gov) and clicking the green tile labeled "Make Payments"

NOTE: If using the convenient E-check option, please double check your banking information to ensure your payment is successful and avoid return item charges.

### Assistance Programs for Utility Customers

Through a partnership with Telamon Corporation, residents can receive financial assistance for back rent and/or utility bills owed since April 2020.

To qualify, applicants must:

- Be a renter living in Wake County
- Have an income that does not exceed 80% of area median income (AMI)
- Have been economically impacted during the COVID-19 pandemic period
- Be at risk of housing instability or utility disconnection if rent or utilities remain unpaid

Learn more and apply: [housewake.org](http://housewake.org), call 919-899-9911, or email [housing@telamon.org](mailto:housing@telamon.org)

### Water: The Best Way to Beat the Summer Heat

What are your plans for the summer? Are you planning to spend time with family and friends? Maybe take a fun summer vacation? Or, just getting some much-needed projects done around the house? Whatever your plans or wherever the summer takes you, remember the best way to beat the summer heat is by always having clean and great tasting 'Raleigh Water' close at hand. It's easy when this wonderful water, that is not only good, but good for you, is just a twist of a knob away.

Millions of gallons of water travel from The City's water treatment facilities through a network of pipes, pumps, and towers to everywhere you want to be in the Raleigh area this summer. This is made possible through capital improvement water infrastructure projects that ensure the water you get is always safe and healthy for you and your family and friends to consume. Thanks to these projects, no matter where water goes or is needed, it arrives ready to be used and be useful.



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## It's time to roll up our sleeves!

- ✔ Getting the vaccine protects you and your loved ones.
- ✔ Everyone over the age of 12 can receive a COVID-19 vaccine.
- ✔ No insurance, ID or appointment required

Get your free vaccine:



[wakegov.com/vaccine](http://wakegov.com/vaccine)  
919-250-1515

#VaccinateWake



Staying hydrated is a smart way to stay safe and healthy as the temperatures climb. So, when making your summer plans, remember to plan to take Raleigh Water along with you to be ready to beat the summer heat.

To learn more about water projects, visit [Raleighnc.gov](http://Raleighnc.gov) and search 'Raleigh Water CIP.'

## "Ask Solid Waste Services" Garbage/Landfill or Recycle/Reuse?



We get a lot of great questions from our customers! People want to do the right thing when it comes to managing their garbage and recycling, but sometimes it can be confusing. "Ask Solid Waste Services" aims to help take the mystery out of what goes to the landfills vs. what can be recycled or reused. Today's question is about plastic bags.

**Q – Why can't I put plastic grocery bags in with my recycling? They are recyclable, right?**

**A – Never put plastic bags in the recycling bin!** They get tangled in the sorting machines at the recycling plant and sometimes cause work to grind to a halt. A great deal of time and effort is spent pulling plastic bags out of the recycling stream. People have to pluck plastic bags by hand from the material making its way down the conveyor belt for sorting. Every plastic bag you toss in the recycling bin can wind up slowing or damaging sorting equipment, not to mention adding labor to an already difficult job!

**TIP: Here's where you take plastic bags for recycling:** grocery bags can be dropped at many grocery stores for recycling – use the outdoor bins provided for recycling plastic bags. Grocery stores and big box stores contract with specific "film" recyclers to ensure that plastic bags are recycled. Plastic bags collected at grocery stores become new grocery bags, but they can also be recycled into plastic "lumber" to create benches, fences, and playground equipment!

**Send us your questions:** If you have a question about landfill v. recycle/reuse, send us an email at [sws@raleighnc.gov](mailto:sws@raleighnc.gov) and we'll respond. You can find lots of information at [raleighnc.gov/recycling](http://raleighnc.gov/recycling)



**Keep it out of the drain.  
No Grease!!**

## 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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Water**

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