

# YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

JULY 2021

## 2020 Annual Drinking Water Quality Report is 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, online. Visit [rlaieghnc.gov](http://rlaieghnc.gov), search term "Raleigh Water Reports."

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.



## Pool Season Tip: Don't Over Chlorinate or Put Water in Storm Drains!



Chlorinated or saltwater from pools can pollute streams and rivers. This happens when water from your pool goes into streets and storm drains.

### What to Know

When you are maintaining a private or public pool – do not pump or drain water into the stormwater system. Follow these tips to prevent pollution from pool water:

1. Wait at least 10 days after chlorinating a pool before releasing any water.
2. Clean out algae and leaves before draining a pool so you don't clog storm drains.
3. Release water from a chlorinated or saltwater pool to a grassy area away from a stream or storm drain.

Don't have a grassy area? De-chlorinate and test the pool water to make sure chemical levels are low before releasing the water.

Learn what else can cause water pollution at [raleighnc.gov](http://raleighnc.gov) by searching "Report Water Pollution". You can also report water pollution at 919-996-3940 or [IllegalDischarge@raleighnc.gov](mailto:IllegalDischarge@raleighnc.gov).

## Beat the Heat: 6 a.m. Pickup for Raleigh Garbage, Recycling and Yard Waste Begins in July

To help protect Solid Waste Services employees from heat-related injuries, the City of Raleigh is temporarily adjusting its curbside collection schedule. Residential solid waste, recycling, and yard waste will begin being picked up at 6 a.m. instead of the usual time of 7 a.m.

The Beat the Heat schedule lasts from July through September. Raleigh residents should be sure their carts are at the curb by 6 a.m. on pickup day. Thank you for helping keep our crews safe! For more information, contact the Customer Care Center at 919-996-3245 or visit [raleighnc.gov](http://raleighnc.gov).



(Continued)



## 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  
919-250-1515

#VaccinateWake



## ¡Es hora de enrollar nuestras mangas!

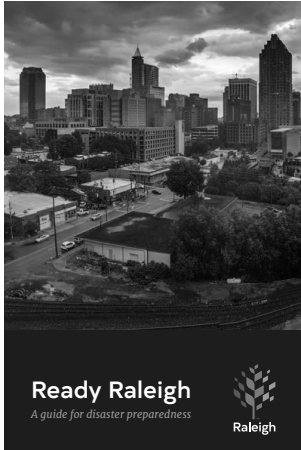
- ✔ Vacunarte te protegerá a ti y tus seres queridos.
- ✔ Toda persona mayor de 12 años puede vacunarse contra COVID-19.
- ✔ No se requiere cita, identificación o seguro.

Obtén gratis tu vacuna:



wakegov.com/vaccine  
919-250-1515

#VacúnateWake



## Hurricane Season is Here: New Guide Helps You Prepare for Extreme Weather

It's hurricane season and the best time to start preparing for extreme weather is now.

The Ready Raleigh Emergency Preparedness Guide helps residents be connected to the emergency alerts and information, be prepared with emergency kits and household

action plans, and be informed about what kinds of impacts they can expect from extreme weather and other disaster situations. Disaster preparedness can save lives, reduce injuries, and save property. Make sure you are prepared before disaster strikes. The time to prepare is now and this guide can help you get there! The Guide includes checklists for completing your emergency kit, templates to collect all your necessary information in one place and information about you can work with your neighbors to build more connected and resilient communities.

For downloadable copies of the guide in English or in Spanish, visit [raleighnc.gov](http://raleighnc.gov), search term "Raleigh ready guide."

## Questions About Water Projects in Your Neighborhood? Lots of Ways to Stay Informed, Ask an Expert

It is wonderful when fresh clean water comes into our homes, schools, and businesses and used water leaves. When this process happens in a fast and efficient way, we all benefit from a healthy and sustainable environment. To make sure that this happens with the fewest impacts on our lives, there will be times when our aging shared water infrastructure will need to be repaired, refurbished, and replaced. These actions will at times require the City of Raleigh, or those that the City has contracted with, to enter private property to complete work related to infrastructure enhancements. This work may be to complete property surveys or prepare a property for an easement. Easements are portions of private property dedicated for public use to improve the shared water infrastructure.

The City of Raleigh takes several steps to ensure that property owners are alerted before any access to private property is taken. These may include property owner letters, public or virtual project information meetings, phone calls, emails, and/or water project-based web updates. It is very important that when a property owner receives any of these types of infrastructure related contacts, they read them very carefully and then reach out immediately with any project or property related questions. Look for the contact name and phone number included with our communication to impacted

residents. The City of Raleigh strives to keep open communication with property owners and residents who may be impacted by a water infrastructure project. Help keep this communication free flowing by reaching out to the City immediately should any concerns about an infrastructure project occur. We thank you for the opportunity to work together to keep water flowing safely.

For more information, please visit [Raleighnc.gov](http://Raleighnc.gov) and search "Raleigh Water CIP".

## Convenient Online Bill Options Available

There are now more options than ever to pay your monthly utility bill. Go paperless and sign up for eBill today at [www.raleighnc.gov/utilitypay](http://www.raleighnc.gov/utilitypay). Online services are available 24/7. Here are some of the services at your fingertips:

- Direct toll-free phone number to make a payment: 888-905-3169
- One-time payment options without logging in at [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

Visit [raleighnc.gov](http://raleighnc.gov) and click the green tile labeled "Make Payments".

## CUSTOMER CARE & BILLING

Web account access: [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay)

Email: [customer care@raleighnc.gov](mailto:customer care@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