

# YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

AUGUST 2021

## Do you need help paying your utility bill?

The City of Raleigh and Wake County are here to help. There are resources available for people impacted by COVID-19 who are struggling to keep a roof over their heads and pay their utilities bills. Please visit the City's website at [raleighnc.gov/financial-assistance](http://raleighnc.gov/financial-assistance) for more information.

In addition, the City of Raleigh has limited funds available through its Utility Customer Assistance Program (UCAP). Qualified customers are eligible for up to \$240 per fiscal year. The assistance funds will be applied directly to your utility account. To apply for assistance, customers must submit an application to Wake County Human Services at email [LIEAP@wakegov.com](mailto:LIEAP@wakegov.com), fax 919-212-7085, or mail 220 Swinburne St, Raleigh, NC 27640.



## Green Roof Project Helps Prevent Water Pollution

Stop by the observation deck at Raleigh Union Station to see a green roof and great view of the city. This green roof is an eco-friendly feature that helps protect local waterways from pollution.

### How it Works

When rain falls, water soaks into the plants/soil on the roof or evaporates in the air before reaching the ground.

There are a few benefits of having this green roof on a downtown building:

- The plants and soil collect about 4,500 gallons of water when it rains.
- This reduces how much pollution flows from surfaces like buildings and pavement into nearby streets and streams.
- The green roof protects a stream called Rocky Branch near Dorothea Dix Park

## Safety Alert: Keep Lithium-ion Batteries Out of Garbage and Recycling Carts

Lithium-ion batteries should never be thrown in the trash or recycling because they are a safety hazard. They can spark a fire and injure solid waste crews and the many men and women who work at recycling centers. Increased instances of battery-related fires are being reported nationally at facilities that sort recycling.

The fire potential from batteries comes from a combination of factors. They store energy and high voltage and are flammable. During collection and sorting, materials frequently get crushed, punctured, ripped, and dropped. With batteries, rupturing of any kind can cause damage to the safety separator between battery parts, which generates heat and can cause a fire or explosion.

To properly dispose of lithium-ion batteries, you can take them to stores like Best Buy and Home Depot. Wake County's Household Hazardous Waste Facilities accept lithium-ion batteries from Wake County residents:

### North Wake

9037 Deponie Drive, Raleigh, NC 27614  
Open Monday - Saturday, 8 a.m. - 4 p.m.

### South Wake

6150 Old Smithfield Road, Apex, NC 27539  
Open Monday - Saturday, 8 a.m. - 4 p.m.

### East Wake

5051 Wendell Boulevard, Wendell, NC 27591  
Open Saturdays and Sundays, 8 a.m. - 4 p.m.



## Thank You for Helping Keep Our Raleigh Crews Safe: Carts at the Curb by 6 a.m.

We just wanted to say, Thank You! We put out the word that our Solid Waste Service crews will start the workday an hour early to help beat the summer heat, and you responded! Thanks for having your garbage, recycling, and yard waste at the curb by 6 a.m. instead of 7 a.m. We appreciate your cooperation, and the kind and positive reactions to our request. Here are just a few of the dozens of customer comments we received about the 6 a.m. change:

- Thank you, crews, for all of your hard work!!
- Out the night before. Thanks to all the hard workers!!!!!!
- ABSOLUTELY!! These crews deserve our full support!!
- DEFINITELY! THANKS SOOOOOO MUCH CITY OF RALEIGH. APPRECIATE YOUR WORKERS.
- But of course! The gentlemen that come in my area are literally the nicest people I've met!
- Appreciate our sanitation workers immensely! Will gladly have mine in place before 6am if it helps them.



### Are you Able to Help Your Neighbor? Consider Giving to Project Share

If you would like to help your neighbors in financial crisis, consider a contribution to the City's "Project Share" program. 100% of these contributions provides emergency funds to utility residents who are

unable to pay their utility bill. For more information, go to [www.raleighnc.gov/project-share](http://www.raleighnc.gov/project-share), email [CustomerCare@raleighnc.gov](mailto:CustomerCare@raleighnc.gov), or call 919-996-3245.

## Summer Travel: Know Before You Go

Why would a water infrastructure project impact your commute to work, summer vacation plans, or dropping the kids off at summer camp? Great questions! The summer months, with less rain and clearer weather, present many great opportunities for water-based projects to be started and completed. These projects bring fresh clean drinking water to our valued customers each day. A number of these projects will repair, refurbish, and replace aging infrastructure with new infrastructure pieces. At times, roads and streets may need to be partially or fully closed and traffic detoured to meet project timelines. These closures can also help to provide a safe working environment for site workers, motorists, and pedestrians.

The City of Raleigh takes several steps to ensure that summer travelers are alerted before any road or street is impacted:

- A press release sent to local media – Local news outlets report on road impacts. Check your local station.
- Raleigh Water project web updates – Visit our website at [raleighnc.gov/projects](http://raleighnc.gov/projects) and search for water projects near you.
- Posting about closures to social media – Follow us on social media for up-to-the-minute road closure information @RaleighGov and @Raleigh\_Water

When preparing to travel, it is important to know how that travel may be impacted. Please follow all posted traffic detour signs. These signs save lives. Know before you go!

## Annual Stakeholder Update: Raleigh Water Resource Recovery & Sewer Maintenance Divisions

Raleigh Water's Resource Recovery and Sewer Maintenance Divisions work diligently to maintain their certified Environmental Management Systems (EMS) in accordance with ISO 14001:2015 International Standards. These processes within the Environmental Management Systems allow the two divisions to operate the wastewater collection system and three wastewater plants in a sustainable manner while supporting the economic, social, and environmental vitality of the communities they serve.

We invite you to visit [raleighnc.gov](http://raleighnc.gov) to learn more about our management systems, including FY22-24 Objectives & Initiatives and each division's EMS manual. Search terms: Sanitary Sewer Collection System and Biosolids.

Additionally, a video on the Resource Recovery webpage will also provide you with updates on Capital Improvement Projects, including the Bioenergy Recovery Project, Neuse River Facility RAS screw pump replacement, the new East Neuse Pump Station, as well as the 2020 Biosolids Management Program Performance Report.



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

### CUSTOMER CARE & BILLING

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

Phone Payment: 888-905-3169

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**

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