

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

SEPTEMBER 2021

Important Reminders from City of Raleigh Customer Care & Billing

Do You Need More Time?

If you have a past due balance and need more time, contact us for a Pay Plan. A Pay Plan can extend your due date and allow for installments, so your water remains on while you catch up on your balance. Go to raleighnc.gov/utilitypay or email customercare@raleighnc.gov today!

Do You Need Help Paying Your Utility Bill?

The City of Raleigh and Wake County are here to help many impacted by COVID-19 who are struggling to keep a roof over their heads and their utilities paid. Visit raleighnc.gov/financial-assistance for more information.

In addition, you may qualify for the City of Raleigh Utility Customer Assistance Program (UCAP) & may receive up to \$240 per fiscal year. To apply for assistance, customers must submit an application to:

Wake County Human Services

- Email: LIEAP@wakegov.com
- Fax: 919-212-7085
- Mail: Wake County Human Services, 220 Swinburne St, Raleigh, NC 27640



You Can Help Protect Our Water Infrastructure

There has been nearly 30 inches of rainfall in Raleigh this year, which is about five inches more than normal. It's important that our water infrastructure can handle these changing weather conditions and that we are prepared for more rain in our area.

Know Where Water Flows

When it rains, water soaks into the ground or flows to nearby streams, streets, and storm drains. Stormwater can also cause erosion that impacts or exposes underground drinking water and sewer lines. This can lead to pipe failures.

Heavy flooding can also pick up and carry debris, like trash, dirt, and wood that can damage other water and sewer infrastructure. This can cause sewer overflows and drinking watermain breaks. Make sure storm drains are not blocked so stormwater can flow to creeks without causing flooding impacts.

If you see a drinking watermain break or sewer overflow, please contact us immediately at 919-996-3245. You can also report clogged or broken storm drains at 919-996-6446.

Ongoing System Upgrades

The Raleigh Water Capital Improvement Division has several projects that prepare the water system for these storms.

For more information, please visit raleighnc.gov and search Raleigh Water Capital Improvement Program or Stormwater Projects. You'll see water projects that we're planning, designing, and constructing.



Imagine a Day Without Water

It's a day to pause and notice the way that water systems impact our lives and communities and commit to ensuring a sustainable water future for generations to come.

- Turn on the tap, and clean water flows out. Flush the toilet, and dirty water goes away.

(Continued)



- With a little soap and water and two rounds of the happy birthday song, viruses are washed away.
- When you have reliable water service, you don't have to think twice about the infrastructure that brings water to your home or business, and then safely returns water to the environment – but we all should.
- The reality is America's water infrastructure is deteriorating as it gets older — and there are even communities around the country that have never had access to infrastructure in the first place.

On Imagine a Day Without Water, we ask everyone to consider what their day would be like if they couldn't turn on the tap and get clean drinking water, or if you flushed the toilet and wastewater didn't go anywhere. What would that day be like?

Manage Your Utility Bill Online 24/7

Don't wait on the phone, do it yourself with so much to offer at raleighnc.gov/utilitypay

1. One-time payment and recurring payments
2. Sign up for Auto Pay Bank drafts
3. Create a Pay Plan
4. Start eBilling and stop receiving a paper bill
5. Review your Financial & Billing History – get PDF's of your bills
6. Review Correspondence History
7. Request to Start and Stop Accounts
8. Add or modify Project Share Contributions
9. Update Contact Information
10. And More...

Pay Online or by Phone

SAVE this easy to remember web address raleighnc.gov/utilitypay
SAVE this toll-free phone number 888-905-3169

- PayPal & PayPal Credit
- Venmo
- Recurring credit card payments
- Scheduled payments


The Annual Wastewater Collection and Treatment System Report is Now Available

Raleigh Water is pleased to announce that the 2020-2021 Annual Wastewater Collection and Treatment System Report is available on the City's website at www.raleighnc.gov, search "Raleigh Water Reports". This report provides information about the performance of Raleigh Water's three (3) resource recovery facilities: the Neuse River Resource Recovery Facility, the Smith Creek Resource Recovery Facility, the Little Creek Resource Recovery Facility, and the wastewater collection system for the period of July 1, 2020, to June 30, 2021.

If you do not have access to the internet or would prefer to receive a hard copy of this report, you can contact Edward Buchan at edward.buchan@raleighnc.gov or 919-996-3471 to have a copy mailed to you. To learn more about our water and wastewater systems, visit the City's web site at www.raleighnc.gov.

64,240 gallons
THE AMOUNT OF WATER USED BY THE AVERAGE AMERICAN IN ONE YEAR
Source: Water.org

Value of Water COALITION thevalueofwater.org



WHAT'S THE VALUE OF WATER?

Splashing in a pool, tossing a water balloon—water is one of life's great pleasures.

Most of us never think about how water gets to us or where it goes when it swirls down the drain. Luckily, we don't have to. Pumps, treatment plants, and pipes bring us clean water and remove wastewater.


But our water systems are aging. They need investment so they can continue to deliver life's most precious resource. All day, every day.

Water—Essential. Reliable. Invaluable.

Learn how water works for you. Visit TheValueofWater.org.

Raleigh Water | #ValueWater | Value of Water

Presented in cooperation with the Value of Water coalition



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


CUSTOMER CARE & BILLING

Web account access: raleighnc.gov/utilitypay
Phone Payment: 888-905-3169
Email: customer@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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