

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

OCTOBER 2021

Raleigh's Water Infrastructure: Helpful; Not Haunted

During this season when things get a little creepy, we can all do without the added stress of a water system that is past the end of its life. Pipes that are past the end of their useful life can result in yucky water and icky sanitary sewer overflows. Fortunately, aging water infrastructure doesn't have to be scary. Raleigh Water's Capital Improvement Program is there for you with projects that will replace and refurbish our shared water infrastructure. These projects strengthen weak spots and add needed system improvements so that each time you turn on the faucet or flush the toilet, there are no terrifying surprises. You can help keep the knocks and bangs out of the system by never flushing wipes of any kind and wiping away excess fats, oils, and grease into a can or other sturdy container before disposing of it in the trash. Thank you for all that you do to keep our shared water infrastructure helpful; not haunted.

To learn more about projects that protect the water system, please visit: raleighnc.gov and search 'Raleigh Water Capital Improvement Program'

Halloween Safety Tips

Halloween can be a fun and exciting time for kids. These safety tips for parents and children can help keep everyone safe and happy this Halloween.

Halloween Driving Tips

- Popular trick-or-treating hours are 5:30 - 9:30 p.m., so be especially alert for kids during those hours.
- Drive slower than usual.
- Triple check for children at intersections and driveways.
- Limit distractions inside the car.
- Be mindful that excited children move in unpredictable ways.

Halloween Walking Tips

- Make sure your child can see! Masks and costumes shouldn't block vision.
- Use the buddy system. Children should trick or treat in groups, not alone.
- Be visible. Reflective tape, flashlights or glow sticks make children visible to drivers.
- Walk on sidewalks or on the far edge of the road facing traffic to stay safe.
- Look both ways when crossing the street.



A Fresh New Look for your City of Raleigh Utility Bill

Redesigned with our customers in mind, the new design is clear and easy to understand, with colored text, larger type, and charts to highlight key details.

- Easy to read balance due and pay by date
- Past due balances are identified with new red text
- New City of Raleigh branding replaces the city seal
- New envelope & addressing layout
- New QR code, located on the back of the bill, takes you the payment page with one click of your smart phone

Working Alarms Save Lives

Have you ever stopped to think what the sounds of smoke and carbon monoxide alarms mean? Knowing what to do when an alarm sounds will keep you and your family safe. When an alarm makes noises – a beeping sound or a chirping sound – you must take action.

People tend to remove alarm batteries or dismantle alarms altogether when they begin to chirp due to low batteries or are no longer working properly. Dismantling alarms presents serious risks to safety that can have tragic consequences in the event of a fire, says Lemuel Hubbard of the Raleigh Fire Department.

(Continued)



This year's Fire Prevention Week theme is "Learn the Sounds of Fire Safety." The Raleigh Fire Department wants to help you better understand the reasons alarms may go off and provides the know-how to effectively address them. The campaign also addresses special considerations for the deaf and hard of hearing, along with information about carbon monoxide alarms. Fire Prevention Week, sponsored by the National Fire Protection Association, runs from Oct. 3 until Oct. 9.

Smoke Alarms

Working smoke alarms save lives. Here is some information about smoke alarms to help keep you safe.

- A continuous set of three loud beeps — beep, beep, beep — means smoke or fire. Get out, call 911, and stay out.
- A single "chirp" every 30 or 60 seconds means the battery is low and must be changed.
- All smoke alarms must be replaced after 10 years.
- Chirping that continues after the battery has been replaced means the alarm is at the end of its life and the unit must be replaced.

Carbon Monoxide Alarms

Carbon monoxide (CO) alarms are designed to help keep you safe from the silent killer, the colorless, odorless poisonous gas. Here is some information to keep you safe.

- A continuous set of four loud beeps — beep, beep, beep, beep — means carbon monoxide is present in your home. Go outside, call 911 and stay out.
- A single chirp every 30 or 60 seconds means the battery is low and must be replaced.
- CO alarms also have "end of life" sounds that vary by manufacturer. This means it's time to get a new CO alarm.
- Chirping that continues after the battery has been replaced means the alarm is at the end of its life and the unit must be replaced

The Raleigh Fire Department plans to bring the Fire Prevention Week topic to communities across the City throughout the year. Your local fire department crew might show up at your house to help you understand the sounds of fire safety. We will also offer home safety checks and install smoke alarms if your home needs them. For more information on smoke and carbon monoxide alarms please visit raleighnc.gov/fire.

Hey Teachers! Hey Parents! Checkout the Raleigh Virtual Classroom Resources for Teachers webpage!



Are you looking for virtual educational materials for your students or kids? The City of Raleigh's webpage: <https://raleighnc.gov/classroom-resources> has virtual tours and lessons for various grade levels. This webpage covers local topics including the recycling plant, water pollution, the Red Cross in Raleigh, the drinking water system, and Mordecai Historic Park. The webpage also has Geographic Information Systems teacher resources. We hope you find this webpage helpful!



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

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M T W F 8:30 am – 5:00 pm
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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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