

# YOUR SERVICE CONNECTION

## Keeping You Connected To ALL Things Raleigh Water

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



**NOVEMBER 2021**

### Customer Care & Billing

#### We Want to Thank You!

Raleigh Water would like to express our thanks to our customers who contribute to our Project Share program. By contributing to Project Share, you provide necessary assistance to those who are unable to pay their utility bill. 100% of these contributions are used to assist your fellow citizens and neighbors. If you would like to participate, visit [www.raleighnc.gov/project-share](http://www.raleighnc.gov/project-share), email [CustomerCare@raleighnc.gov](mailto:CustomerCare@raleighnc.gov), or call 919-996-3245. Thank you for your caring generosity!



### Leak Adjustment Guidelines and Requirements

Have you had a recent leak and repaired that leak? You may qualify for a leak adjustment; check out the details and if you qualify, utilize the online "Leak Adjustment Form" to submit your request. <https://raleighnc.gov/leak-adjustment>

### Water Usage Calculator

Do you know how much water you are using in your household for basic water use such as showers, baths, shaving, hand washing, dishwashing, washing clothes, outdoor use, dripping faucets, leaking toilets, etc? Check out our online Water Usage Calculator at <https://raleighnc.gov/water-calculator>

### Do you need more time?

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](http://raleighnc.gov/financial-assistance).

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](mailto:LIEAP@wakegov.com)

Fax 919-212-7085

Mail Wake County Human Services, 220 Swinburne St, Raleigh, NC 27640

### You can do so much online 24/7!

Don't wait on the phone, do it yourself with so much to offer at [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay)

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

### Exciting New and Easy ways to Pay!

SAVE this easy to remember web address [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay)  
SAVE this toll-free phone number 888-905-3169

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

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## A Great Way to be Grateful

There are many opportunities during this time of year to be grateful. We have the chance to visit and spend more time with family and friends and show our gratitude for all that they do. More time is spent in the kitchen preparing meals that will give thanks and show how much we care. During the preparation of these meals, increased fats, oils, and grease are produced than normally would be. We may find ourselves looking for someplace to quickly dispose of these items during the fast pace of the season. The drain, although convenient, is never the right place to dispose of these items.

Fats, oils, and grease poured down any household drain will harden and cause costly damage to our shared sanitary sewer system. We here at Raleigh Water are grateful for our valued customers who take a few easy steps to help us protect our thousands of miles of water and sewer infrastructure. These steps include scrapping leftover fats, oils, and grease into a sturdy container before placing that container in the trash. Also, if disinfectant wipes are used, they should only be placed in the garbage after use. Never introduce wipes of any kind into our shared sanitary sewer system as they will combine with fats, oils, and grease to cause expensive and disruptive blockages.

Raleigh Water staff are grateful for our wonderful customers who partner with us to keep our shared water system running smoothly. Thank you for all that you do!

To learn more about keeping the water and sewer system running smoothly over the holidays, please visit: [raleighnc.gov](http://raleighnc.gov) and search 'Sanitary Sewer Overflows.'

## Mobile Car Washes in Your Neighborhood



Are you getting your car washed in your neighborhood? Use these helpful tips to make sure that wash water doesn't end up in streets and streams. This will help protect waterways and make sure storm drains don't get clogged.

### Helpful Tips for Homeowners and Mobile Car Washers

- Use cool water and biodegradable detergents.
- Clean vehicles on grass or gravel areas.
- Cover nearby storm drains before washing vehicles.
- Don't clean any engines or vehicle parts.
- Avoid acid-based wheel cleaners.

If you are planning to have a mobile carwash near your home, please let us know. We can help make sure that wash water and other pollution doesn't get into the stormwater system.

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).



## Volunteer This Year!

A new year brings a new opportunity to connect with your community through volunteerism! It's easy to get started through the Volunteer Raleigh program, which connects individuals to organizations that need people like you to carry out their mission. Opportunities to serve focus on many areas, including hunger relief, housing and homelessness, education and literacy, social impact, animal services, and environmental concerns. A chance to help individuals, families, neighborhoods is a great way to start 2022.

To learn more, please visit our website at [raleighnc.gov](http://raleighnc.gov) and search for "Volunteer Raleigh."

Contact us:

Email: [volunteer.raleigh@raleighnc.gov](mailto:volunteer.raleigh@raleighnc.gov)

Call: 919-996-5736



**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: [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.



**Raleigh  
Water**

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