

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

DECEMBER 2021

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.

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: Project Share

Project Share is about neighbor helping neighbor. The Project Share Contribution Program provides emergency funds to residents in a crisis who are unable to pay their utility bills. It is funded by customer and corporate donations. 100% of Project Share funding stay in our service area and helps customers located in Raleigh, Garner, Knightdale, Rolesville, Wake Forest, Wendell and Zebulon. For more information visit our website <https://raleighnc.gov/project-share>



Free Curbside Grease Collection Runs Through the Holiday Season

The City of Raleigh is offering free curbside cooking grease collection for residents and places of worship through Jan. 14. Simply call 919-996-3245 to schedule a grease pickup. Used cooking grease should be placed in clear plastic containers, sealed, and labeled "used cooking oil" before being placed curbside.

Recycling cooking grease does two important things: helps protect the water system and provides a renewable energy source. Pouring fats, oils, and grease down the drain is a top cause of sewer overflows. Do your part by keeping grease out of the drain! Your collected used grease is converted to biofuels, a renewable source of energy used to power vehicles, heat homes, and cook food.



Yard Waste Carts are Coming to Raleigh

The City of Raleigh is adding yard waste carts to its residential curbside pickup program in the summer of 2022. The bright green 95-gallon carts will help streamline service, prevent lifting injuries, and protect the environment. Look for a green mailer with all the details, arriving in mailboxes in December. More information, including an online opt-out form for those who do not want a yard waste cart, is on our website at raleighnc.gov/yard-waste-carts.

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Have you experienced an increase in water consumption?

If your water consumption is up, you may have a leak, or it could just be the result of extra family and friends being around for the holidays. Please remember to always keep an eye on your consumption from month to month and investigate for leaks if there is no other reason for an increase in consumption i.e., watering sod, having more company around than normal, or power washing to get ready for the holidays. For more information on leaks, visit raleighnc.gov/leak-adjustment

Budget Billing Program

Concerned about your budget? Holiday wish lists getting out of hand? Check out the City of Raleigh's Budget Billing program to help budget your water bill costs. If you have had residential services at your location for at least 12 months, you may qualify for our Budget Billing program where you will pay the same amount each month for your water and wastewater consumption for the next 12 months. For more information visit <https://raleighnc.gov/SupportPages/budget-billing>

Prepare Now to Avoid Frozen Pipes

Frozen water pipes are inconvenient, dangerous, and expensive. Some advance preparation now can save major aggravation later.

Before temperatures drop this winter, take steps to prevent your water pipes from freezing. The most vulnerable places are where pipes run against exterior walls and where the water service enters your home through the foundation. Here are a few things you can do:

- Drain and disconnect all outdoor hoses and supply lines to swimming pools and water sprinklers.
- Keep garage doors closed if water supply lines are located in the garage.
- Keep your home heated above 55° F.
- Protect exposed water pipes by installing pipe sleeves, heat tape, heat cable or other similar materials that can be purchased at local hardware and building supply stores.
- Consider adding insulation to attics, crawl spaces, and basements

Seasonal Loose-Leaf Collection is Underway!



The Transportation Field Services Division provides an annual leaf collection service for residents inside the Raleigh city limits. Visit the City's website at raleighnc.gov/leaf and search to find this year's pickup schedule and program details. You can determine your collection zone by entering your address in the Leaf Collection and Yard Waste Address Search window. The collection schedule changes each year, so check this year's schedule before putting leaves out.

Looking for Optional Methods for Leaf Disposal?

Another option for disposing leaves is the bi-weekly yard waste service provided by the City's Solid Waste Services Department. Place leaves in clear plastic bags, biodegradable paper bags or a permanent container no larger than 35 gallons or 75 pounds. Place the container curbside next to your roll-out cart on your scheduled yard-waste collection day; the limit is 15 bags.

Please Do:

- Place your leaf pile close to the curb.
- Prepare your leaf pile before crews begin work in your neighborhood.
- Keep your leaf pile free of sticks, rocks or other items.
- Place your leaf pile out in the open where crews can easily reach it.

Please Don't:

- Rake or blow leaves into the street. Doing so is a hazard to public safety.
- Put leaf piles out after the truck has passed your house.
- Mix sticks, rocks, trash or anything else in with your leaves.
- Put your leaf pile near obstructions such as vehicles, mailboxes, fire hydrants, water meters or utility poles.

We appreciate your cooperation in helping to make this program a success!

For more information, please visit our leaf page at raleighnc.gov/leaf or call our leaf line at 919-996-3720.



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

CUSTOMER CARE & BILLING

Web account access: raleighnc.gov/utilitypay

Phone Payment: 888-905-3169

Email: 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**

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