

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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



JANUARY 2022

No Ammonia in Water and Annual Flushing of Water Distribution System from March 1, 2022 to March 31, 2022

Raleigh Water will temporarily stop adding ammonia to its water treatment disinfecting process on Tuesday, March 1 at 10 a.m. The City will resume adding ammonia to the water treatment process on Wednesday, March 30 at 10 a.m.

To promote optimal disinfection throughout the water distribution system, the North Carolina Department of Environmental Quality recommends Raleigh Water and all other public water systems using chloramine disinfection switch to chlorine-only disinfection for a minimum of three (3) consecutive weeks every year or every other year. This switch to chlorine-only disinfection can produce a temporary “chlorine taste and odor” in some cases.

Raleigh Water also conducts flushing of the water distribution system during this period to hasten the change of chloramines to chlorine residual disinfectant. This flushing may cause some temporary discoloration in the water. The water is safe. However, as a precaution, customers may want to check to see if their water is discolored before laundering white clothes.

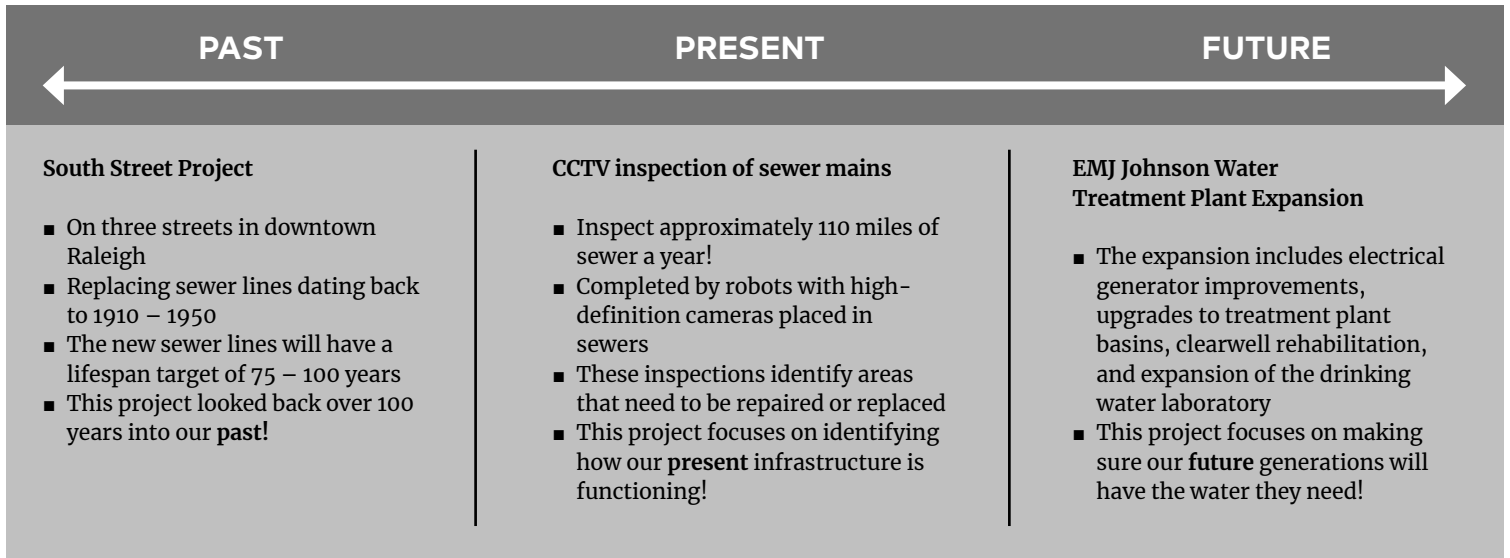
Raleigh Water conducts extensive water quality testing throughout the water distribution system to ensure our drinking water meets all State and Federal drinking water requirements, and this data can be accessed at raleighnc.gov and search ‘water quality reports’.



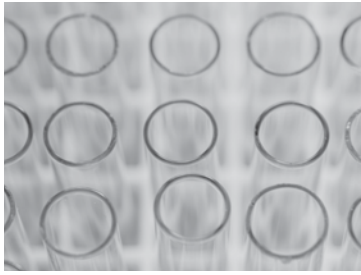
Raleigh Water wishes you a very
Happy New Year!

BACK TO THE FUTURE!

Raleigh Water is focused on the past, present, and future when it comes to our water system. We are investing in replacing aging infrastructure, maintaining our existing infrastructure, and planning and building for future generations. Let’s look at an example of each of these.



Utility Customer Alert: Residents Should Be Aware of Private Solicitations for Water Sampling and Testing



Customers beware! We have learned that some companies have been placing water sampling door hangers soliciting residents to purchase water filtration systems. Some of these door hanger solicitations include “water sampling kits”, which are not issued nor endorsed by Raleigh Water. In some cases, solicitors have asked to enter homes to collect water samples on behalf of an environmental regulatory agency. Please be aware that no public health official or Raleigh Water staff person should request to enter your home to collect a sample unless you have contacted the water provider and/or Wake County Environmental Services and requested their presence.

Customers should also be aware that accurate water quality sampling requires very specific collection and handling protocols, as well as a laboratory certified by North Carolina to run industry accepted test methods. A list of North Carolina certified laboratories can be found here: <http://portal.ncdenr.org/web/wq/lab/cert/certlablists>

Raleigh Water conducts thousands of water quality analyses throughout the year to ensure the drinking water you receive meets or exceeds all Federal and State drinking water regulations. Also, Raleigh’s drinking water is considered “soft” with a measured hardness usually under 30 milligrams/liter as CaCO₃, and therefore should not require a “water softener” system. In comparison, water with a hardness of 120 milligrams/liter as CaCO₃ or above is considered “hard”. For more information on Raleigh’s drinking water, please go to the City website at: raleighnc.gov and search the term “water quality reports”.

If you are a Raleigh Water customer and have concerns regarding your water quality such as discoloration or an unusual taste or odor, please call our Customer Care center at 919-996-3245.

Has Your Water Been Cut Off or Subject to being Cut Off?

Low-Income Household Water Assistance Program (LIHWAP) may be able to help!

LIHWAP is a temporary emergency program for eligible water & wastewater households providing a one-time payment for eligible low-income households paid directly to the utility company.

How Do I Know if I Qualify for LIHWAP?

If your water or wastewater services have been cut off or if you have received notice that your services are in danger of being cut off because your bill is past due, you may be eligible!

Who is eligible to receive LIHWAP?

- Has income equal to or less than 150% of the federal poverty level
- Has household services that are disconnected, in jeopardy of disconnection or have a current outstanding bill
- Is responsible/account holder for the water bill

Account holders that currently receive Food and Nutrition Services (FNS), Temporary Assistance for Needy Families (TANF) or Work First services, or those that received Low-Income Energy Assistance Program (LIEAP) services between Oct. 1, 2020, and Sept. 30, 2021 are automatically eligible to receive this benefit. Please contact your local county Department of Social Services for more information.

How do I apply?

Apply online at www.epass.nc.gov beginning December 1, 2021. You can also apply in person at your local county Department of Social Services, by phone by calling your local county Department of Social Services or print out a paper application at www.epass.nc.gov and drop it off or fax it to your local county Department of Social Services.

What if my service is not being cut off, but I need help paying my water bill?

Beginning Jan. 1, 2022, all households who need help paying their water bill can apply for assistance if they meet the eligibility requirements. LIHWAP runs through September 30, 2023 or until funds are exhausted.

For more information on this program and eligibility, visit the LIHWAP website at www.ncdhhs.gov/divisions/social-services/energyassistance/low-income-household-water-assistance-program-lihwap.

Recycle Your Christmas Tree!

After the holidays, your Christmas tree can be recycled into mulch. Raleigh residential garbage customers can leave their bare Christmas trees (no decorations, no lights, no tinsel, no tree stands) at the curb. Our yard waste crews will pick up. Your tree will be turned into mulch for our local parks. Leave tree right on the ground, not in the recycling cart. Real trees only, please -- artificial trees cannot be mulched.

Wake County also offers several drop-off sites where you can leave your Christmas tree to become mulch for park trails. Visit wakegov.com and search for “Christmas Tree Recycling”.

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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