

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

FEBRUARY 2022



Are you Struggling to Pay Your Water Bill?

You May Qualify for Financial Assistance

The Low-Income Household Water Assistance Program (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.

For more information on this program and eligibility, visit the North Carolina Department of Health and Human Services website at www.ncdhhs.gov and search for "LIHWAP".

Machine Learning: Using Technology to Meet Future Water Needs

Raleigh Water is using cutting-edge technology to predict water system service issues before they can become costly and time-consuming failures. The City maintains 2,400 miles of water line and 2,500 miles of sewer line which provide service for communities located in Garner, Knightdale, Raleigh, Rolesville, Wake Forest, Wendell, and Zebulon. Maintaining that much infrastructure is complicated. Machine Learning is a cutting-edge tool that will help the City of Raleigh be proactive and respond quickly to water infrastructure needs.

The City of Raleigh is partnering with Xylem Inc., Hazen Construction, Advanced Drainage Systems, and NC State University on several predictive machine learning projects. These projects will be used to predict water pipes and sewer mains that are most likely to break, wastewater flow rates and blockages, and overall water system health.

Being able to respond quickly to system needs saves customers time and stress, and it protects the environment.

For more information, please visit the City's website at raleighnc.gov and use the search term "Machine Learning Projects".

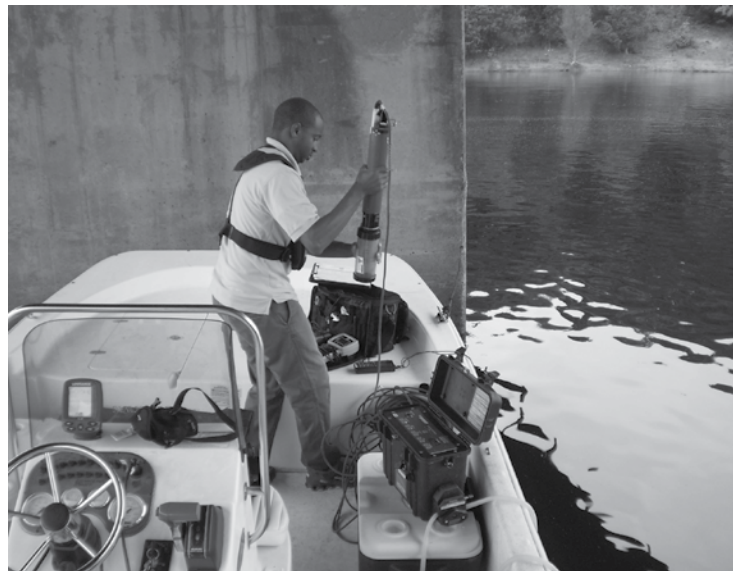
The Water Column The Wonders of Raleigh Water

Do you wonder where your drinking water comes from? Have you been curious to know what water professionals do all day? Have you ever looked at a glass of tap water and wondered how this wonderful clear liquid got to your tap? These and many more topics will be covered in The Water Column. The Water Column is a new feature that will appear in Your Service Connection.

This first column touches on some science. Did you know that "Water Column" is a scientific term used to describe the space from the surface to the bottom of a water body? This can be in the ocean, the sea, or a lake. There are different zones within the water column and these zones are studied by scientists.

The scientists at Raleigh Water study the uppermost zone of Falls Lake, called the photic zone. About 80% of our drinking water comes from Falls Lake. Raleigh Water scientists collect water samples to gather data on Falls Lake. This data is used to help optimize treatment processes at our water treatment plant. The water treatment plant is where the lake water is cleaned before being sent to your home!

Do you have ideas about water topics you'd like to learn about? We're happy to hear your suggestions. Please send us your ideas via email: water.conservation@raleighnc.gov



Raleigh Water Laboratory Scientist sampling the photic zone of Falls Lake



FACTS ON LEAKS



10
percent of homes have leaks that waste
90 gallons or more per day



10 DRIPS
per minute waste more than
500 GALLONS
per year



A leaky faucet
dripping at a rate
of one drip per
second can waste
more than

3,000 GALLONS
per year

**For more info, visit
www.raleighnc.gov**

Just a reminder...

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'.

CUSTOMER CARE & BILLING

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