

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

MARCH 2022

The Water Column The Wonders of Raleigh Water

Have you ever wondered what the source of Raleigh's tap water is? Maybe a well? Nope – although many residents in Wake County receive their water from groundwater through a private well on their property. Raleigh Water customers' tap water starts in Falls Lake or Lake Benson/Lake Wheeler.

Falls Lake is north of downtown Raleigh, and accounts for about 80% of our water supply. Falls Lake is quite large and at its normal level it holds about 43 billion gallons of water! This water is cleaned at the EM Johnson Water Treatment Plant before being sent to customers.

Lake Benson and Lake Wheeler are in southwestern Wake County. They are part of the Swift Creek Watershed, and account for about 20% of our water supply. This water is cleaned at Dempsey E Benton Water Treatment Plant before being sent to customers.

Another question you may have is: How does water get into these lakes? An obvious answer is that precipitation (rain, snow, sleet, etc.) will fall into the lakes. A less obvious answer is that precipitation will fall on land near the lake, then drain to the lake. Any area where water drains to the lake is considered part of the lake's "watershed".

The Triangle is growing and there is development within these lakes' watersheds. One approach to protecting lake water quality is to protect land next to the water bodies (such as streams and rivers) that drain to these lakes. Many government agencies help with these efforts. Raleigh has a Watershed Protection Program that works with land trusts to protect high priority land through the purchase of conservation easements and conservation projects. This ensures the land is left in its natural state. By leaving land in its natural state, such as forest or wetland, these natural systems filter pollutants that may otherwise drain into the lakes.



Falls Lake

Avoid Late Fees: Understand Your Bank's Payment Process

Online bill payment is a service through most financial institutions that allows customers to pay bills without having to write checks and mail them. Payment is typically tied to a checking account.

- **Note:** The way your financial institution processes your online bill payment can vary greatly depending on the payment services they provide.
- Make sure you understand how your financial institution processes online bill payments.
- It can take several days or even weeks to reach us. This could cost you additional late fees or your services could be disconnected for nonpayment before we receive your payment.

To Pay In-Person: Here are the City of Raleigh's official utility payment locations:

- Town Halls of Garner, Knightdale, Rolesville, Wake Forest, Wendell, and Zebulon
- Raleigh Municipal Building Complex.

A payment made at any of these official locations will be applied promptly to your utility account the same day.

IMPORTANT: If you make a payment at any location other than one of these official payment locations, your payment may take several days (or even weeks) to reach us. This could cost you additional late fees, or your services could be disconnected for nonpayment before we receive your payment.

Are You Experiencing USPS Mail Delays?

There are now more options than ever to pay your monthly utility bill. Go paperless and sign up for eBill today at www.raleighnc.gov/utilitypay. Online services are available 24/7. Here are some of the services at your fingertips:

- Direct toll-free phone number to make a payment: 888-905-3169
- One-time payment options without logging in at raleighnc.gov/utilitypay
- New payment methods such as PayPal, Venmo, E-check and recurring credit cards
- A wallet option to save payment methods

Visit raleighnc.gov and click the green tile labeled "Make Payments"



Raleigh Launches Resident Budget Survey

The Raleigh City Council and City staff invite Raleigh residents to share their views on how resources should be allocated in the City's Fiscal Year 2023 budget. Resident input is an important part of the City's on-going effort to align City resources with community priorities. The short survey can be completed online at budget.raleighnc.gov or in-person at the Raleigh Municipal Building (222 West Hargett Street). To have a copy of the survey mailed to you, please contact the City's Budget and Management Services Department at 919-996-4270. Responses will be collected through March 31, 2022.



REMINDER: No Ammonia in Water and Annual Flushing of Water Distribution System from March 1 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.

This switch to chlorine-only disinfection can produce a temporary "chlorine taste and odor" in some cases. The flushing process 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.

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.

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'.

Lucky to Serve You

What Luck! Although Raleigh Water is lucky and proud to provide fresh clean drinking water, it is not luck that brings that water to our homes, businesses, hospitals, and schools. Raleigh Water's Capital Improvement Program (CIP) completes many water system projects to ensure that our shared water infrastructure is ready for use by the City of Raleigh and the surrounding merger communities that we are happy to serve. These projects build partnership opportunities with the public, industry leaders, governmental agencies, and contractors to locate parts of the water system in need of replacement or refurbishment. Additionally, this program reviews water and wastewater development plans, establishes water system construction priorities, and inspects project sites to make sure that all work meets state code requirements. Through a two-way partnership with our valued customers, Raleigh Water is lucky to be able to provide these services with the safety and wellbeing of those customers as the primary goal. Thank you!

For more information about these projects and how they may impact you, please visit raleighnc.gov and search **Raleigh Water Capital Improvement Program**.



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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