

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

APRIL 2022

The Water Column

Q&A with a Water Treatment Operator



Would you be surprised to learn that it takes a staff of over 660 to provide 610,000 people with 24/7 access to water and sewer service 365 days a year? One of the most critical positions is the water treatment plant operator. They run water treatment plants to provide 52 million gallons of water on average per day to Raleigh Water customers. The water treatment plants here take lake water and clean the water using multiple processes.

What is your job? I am a Senior Operations Specialist. My role is to take lake water and make it safe for customers to drink. We do this by monitoring plant processes. We use a secure computer system to monitor, operate, and adjust chemical feed systems needed for the treatment of the water. We conduct lab tests on water samples and keep water within set limits of state and federal regulations. We monitor the distribution system including the water tower levels.

What is something that would surprise people about your job? All the responsibilities involved in making the water safe to drink.

How long are your shifts? My shifts rotate from 12 hours for part of the year, to 8 hours for the other part of the year. We always have staff at the plant 24 hours a day.

How many water tests do you complete in one shift? About 65 lab tests.

What was the most memorable moment that happened on the job? During a meeting my supervisor walked in and told us we won best tasting water at the NC American Water Works Association conference. I could see the joy on every operator's face. We were all proud of our great work.

Have you ever had to work in storm such as a hurricane or snowstorm? I had to stay at the plant once during a snowstorm. It was not any different than any other day because someone must be here because customers must have water. I must be here no matter what.

What kind of training or schooling was needed for this job? NC Waterworks Operators Association offers classes and exams to obtain certifications to run different types of water treatment plants.

Would you recommend this position to students looking for a career? I would definitely recommend this position to students looking for a career.

To read the full interview, go to raleighnc.gov and search "Water Column".

Raleigh Water Development Review Webpage

One-Stop Resource: Connecting to Water and Sewer Services. Are you a developer or property owner looking for information about connecting to water and sewer services? Need more information about permitting in the City of Raleigh service area? Our 'Raleigh Water Development Review' webpage is the best place to start. This webpage is full of important information and links about connecting to water and sewer in the Raleigh area, along with the service areas of Garner, Knightdale, Rolesville, Wake Forest, Wendell, and Zebulon.

Before our water infrastructure is extended, compliance with applicable codes, regulations, inspections, and material standards must be completed. The 'Raleigh Water Development Review' webpage is a one-stop page for learning more about complying with these important processes, regulations, and finding helpful step-by-step guides. Visit this page to learn more about working with the Raleigh Water Development Review Group, a team of engineers dedicated to reviewing all new and existing connections requests, plans, and designs. Also on this page, you can find and fill out the 'Request for Residential Information' form and the Development Review Group will respond to the request for information.

More information: Visit raleighnc.gov and search 'Raleigh Water Development Review'

Hydrant Painting Project Continues: An 'Old Friend' Gets a Makeover Color of Publicly Owned Fire Hydrants Changing from Red to Yellow



Raleigh Water maintains over 24,000 fire hydrants within the service area, which includes Garner, Knightdale, Raleigh, Rolesville, Wake Forest, Wendell, and Zebulon. Within the city limits of Raleigh, all public hydrants are currently painted red. In other communities, such as Garner, Wake Forest and Wendell, public hydrants are painted yellow, which follows recommendations from the National Fire Protection Association (NFPA). The City of Raleigh Fire Department and the Public Utilities Department agree that the Raleigh public hydrant color should be changed to yellow in accordance with NFPA guidelines.

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So, to join the nationwide standardization, and as part of the hydrant programs ongoing maintenance efforts, beginning April 2022 and continuing through the end of November 2022, City Contractor, HYDROMAX USA crews will be painting public hydrants yellow.

Project Location and Time

Crews will begin just northeast of downtown Raleigh, working their way into the downtown area. Work will occur in the early mornings, no earlier than 7 a.m.; and evenings, no later than 8 p.m. No overnight work will occur.

Identifying HYDROMAX USA Staff

HYDROMAX USA vehicles and crews will be easily identified with work being done entirely within the right-of-way.

If you have concerns and need to verify HYDROMAX USA crew work locations for safety and security reasons, please call the Water Distribution Division at 919-996-2797.

May is Bike Month!

National Bike Month is celebrated annually during the month of May in communities across the United States. The celebration provides the opportunity to showcase the many benefits of bicycling and to encourage more people to try it.

Whether you're an experienced cyclist or just starting out, join the City of Raleigh and our partners for a variety of activities. They include a "Bike Bonanza" event at Raleigh Union Station, active adult rides, and a 'Bike to Work Day'. Check out the calendar of free events by visiting raleighnc.gov and searching: **Bike Month**.

Also, please consider these cycling tips:

- ABC Check before riding: Air, Brakes, and Chain
- Follow the rules of the road
- Ride with traffic
- Obey traffic signs
- Use hand signals



Raleigh Yard Waste Program: Changes Coming July 5

Changes to the Raleigh yard waste program are coming this summer! These changes are good for our customers, good for the environment, and good for our crews. Please visit us online for updates; FAQ's; and a new video series, Ask Stan, about yard waste service changes. Find us at raleighnc.gov/yard-waste-carts.

Changes Beginning July 5

Yard Waste Accepted 3 Ways:

- 95-Gallon Cart
- Biodegradable bags
- Bundles

Consider Paperless Billing Save Time, Money & Trees with Ebill

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. This will save you time by receiving an email link to your bill as soon as it is produced. Don't wait for a paper bill to be printed, mailed, and delivered to your home. Plan ahead and pay on time.

Save money by helping reduce the costs for printing and postage, which ultimately keeps your utility costs down. No more late payments due to misdelivered mail or lost paper bills.

Save trees by accepting electronic bills. We currently produce about 2.5 million utility bills each year. The paper used for our customers' bills, bill inserts and mailing envelopes requires the loss of about 1,000 mature trees. Help us do our part to protect the environment. Go to raleighnc.gov/utilitypay to enroll in ebill today.

Moving? Be Sure Your Account is Updated

Are you thinking about moving? There are a lot of things that are always the same when you move from one place to the other: you have to pack and unload your stuff, you have to find the new best places to shop and eat, you have to call or go online to set up your utility accounts. Who pays for the utilities? Some rental properties include certain utilities in the monthly rent, and some require the tenant to be responsible for these accounts. It is important to understand which category your new property falls under. You want your move to be smooth and easy, so make sure you know this information well before your move-in day.

If you need to have the account in your name, contact us online at least five (5) days in advance of when you need your services turned on. If it is included in your rent, there is no need to call the City of Raleigh. Know before you go to your move! Go to raleighnc.gov and search 'Start or Stop Utility Services'.

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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