

# YOUR SERVICE CONNECTION

## Keeping You Connected To ALL Things Raleigh Water

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

MAY 2022

### Raleigh Water is a Great Value for Your Money

It's hard not to notice the rising prices of everyday essentials lately. Everything from chicken to eggs to clothing and cars have increased in price recently. Have you ever considered what a great value Raleigh water is?



A gallon of water from a discount store is \$1.12

A gallon of milk is \$3.59

A gallon of gas is \$3.48

**A gallon of tap water from Raleigh Water is only .0035 cents!** What a great value for your money!

Note: Raleigh Water bills in CCFs (centum cubic feet). Each CCF is 748 gallons and costs \$2.63 (for an inside City limit customer).

### 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](http://raleighnc.gov) and searching: **Bike Month**.

Also, please consider these cycling tips:

1. **ABC Check** before riding: **A**ir, **B**rakes, and **C**hain
2. Follow the rules of the road
  - Ride with traffic
  - Obey traffic signs
  - Use hand signals



### A Leaky Toilet Can Triple Your Water Bill!

#### **Be Sure to Repair Running Toilets to Save Money and Water Resources**

A running toilet may not seem like a big deal, but according to the American Water Works Association, toilets are responsible for approximately 27 percent of the water used in homes daily. If there's a leaky toilet in your house, you could be losing up to 200 gallons of water daily and paying double or triple your normal cost.

When you hear running water from your toilet after you flush, that means your toilet is leaking. If you are experiencing a running and leaking toilet, you most likely need the flapper valve or flush valve replaced. Some leaks can be difficult to detect as the leaking is silent. So, if you notice a jump in your water bill it is important to call a specialist right away to address the problem.

For more information visit [raleighnc.gov](http://raleighnc.gov) and search "fix a leak".

### Raleigh Yard Waste Cart Delivery Begins in May

#### **You Can Be A Part of Raleigh Reuse**

Yard Waste cart delivery for Raleigh residents begins in May. You may see the name of the City's contracted vendor, Shafer, on the uniforms and trucks of crews who will be dropping off around 110,000 new carts!

The bright green carts will be delivered to households, beginning the first week in May. Delivery will be complete by July 5, when the new yard waste collection schedule will begin.

Pickup trucks with trailers will be on local roadways during the cart delivery period. Residents can contact [SWS@raleighNC.gov](mailto:SWS@raleighNC.gov) or call 919-996-3245 with any questions about cart deliveries or the new yard waste collection schedule. Residents can begin using the new cart upon delivery. Starting July 5, yard waste will be collected on the opposite week as curbside recycling. Yard waste is processed locally and turned into mulch and compost products available for purchase at the Raleigh Yard Waste Center.



Visit [RaleighNC.gov/Clean](http://RaleighNC.gov/Clean) for more information.



## Pool Maintenance: Five Ways to Reduce Water Pollution

Chlorinated or salt water from pools can pollute streams and creeks. This happens when chlorine and other pool chemicals enter a storm drain or stream. You can help protect the environment by making sure only rain goes down the storm drain. When you are maintaining a private or public pool – do not pump or drain water into the stormwater system.

Here are five easy ways to prevent pollution from pool water:

1. Wait at least 10 days after chlorinating a pool before releasing any water.
2. Clean out algae and leaves before draining your pool so you don't clog storm drains.
3. Release water from a chlorinated pool to a grassy area away from a stream or storm drain.
4. Don't have a grassy area? De-chlorinate and test the pool water to make sure chemical levels are low before releasing it. Visit a pool supply store for instructions.
5. For saltwater pools – Drain the water to a grassy area a little at a time. You can damage your grass if you release the water with chemicals into your yard.

Learn what else can cause water pollution at [raleighnc.gov](http://raleighnc.gov) by searching “**Report Water Pollution**”. You can also report water pollution by calling 919-996-3940, or by email to [IllegalDischarge@raleighnc.gov](mailto:IllegalDischarge@raleighnc.gov).



## Need Help Paying Your Utility Bill?

We understand that many customers are facing financial hardship. We offer an assistance program that may be able to help you pay your utility bill. The Utility Customer Assistance Program (UCAP) was established by the City of Raleigh for those who need a little extra help. Please visit [raleighnc.gov](http://raleighnc.gov) and search for UCAP.



## Building Safety Month

Our busy lives give us many opportunities to interact with the built environment around us. Whether it is for work, school, or play, we encounter built structures regularly. There are times when it is so common, we may not think of these structures as being ‘safe.’ Building Safety Month, held annually by the City of Raleigh in partnership with the International Code Council is an international celebration that showcases several events and sharable content to assist with educating about safety in the built environment. Themes for this year will cover Energy and Innovation, Building Safety Careers, Disaster Preparedness, and Water Safety.

Join the City of Raleigh and its partners in celebrating through social media, online, face-to-face events, and with digital educational materials for adults and kids throughout the month of May.

Visit [raleighnc.gov](http://raleighnc.gov) and search ‘**Building Safety Month**’

### CUSTOMER CARE & BILLING

Web account access: [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay)  
Phone Payment: 888-905-3169  
Email: [customer care@raleighnc.gov](mailto: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

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



Keep it out of the drain.  
No Grease!!