

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

JUNE 2022

Summer Heat: Raleigh Water There for You!



Whatever your summer plans or wherever the summer takes you, remember the best way to beat the summer heat is to always have clean and great tasting 'Raleigh Water' close at hand. It's easy when this wonderful resource, that is not only good, but good for you, is just a twist of a knob away.

Millions of gallons of water travel from The City's water treatment facilities through a network of pipes, pumps, and towers to everywhere you want to be in the Raleigh area this summer. This is made possible through capital improvement water infrastructure projects that ensure the water you get is always safe and healthy for you, your family, and your friends. Thanks to dedicated workers on these projects, wherever water goes or is needed, it will arrive ready to be used and consumed.

Staying hydrated is a smart way to stay safe and healthy as the temperatures climb. So, when making your summer plans, remember Raleigh Water is there for you and ready to beat the summer heat.

To learn more about water projects, visit raleighnc.gov and search **Raleigh Water Capital Improvement Program**.

New Raleigh Yard Waste Carts are Out for Delivery You Can Use Your New Cart Right Away Same Day as Recycling



You may have seen the bright green, 95-gallon yard waste carts being delivered to Raleigh residential customers right now! If you have not received one you can expect it soon. Our contractors are delivering new carts to more than 110,000 homes. The enhanced yard waste schedule begins on July 5, 2022, but you can begin using the new cart right away!

The 2022-2023 collection calendars have been mailed out.

They share information about the enhanced yard waste schedule that begins on July 5. You can learn more about upcoming changes to service or check your collection schedule on our website at raleighnc.gov/clean. Thanks for working with us!

Hurricane Season is Here: Guide Helps You Prepare for Extreme Weather

It's hurricane season and the best time to start preparing for extreme weather is now.



The Ready Raleigh Emergency Preparedness Guide helps residents be connected to the emergency alerts and information, be prepared with emergency kits and household action plans, and be informed about what kinds of impacts they can expect from extreme weather and other disaster situations. Disaster preparedness can save lives, reduce injuries, and save property. Make sure you are prepared before disaster strikes. The time to prepare is now and this guide can help you get there! The Guide is on our website and includes checklists for completing your emergency

kit, templates to collect all your necessary information in one place and information about you can work with your neighbors to build more connected and resilient communities.

Find more information and downloadable copies of the guide in English or in Spanish on our website at raleighnc.gov/emergency-preparedness

Upcoming in Raleigh Housing & Neighborhoods

The City is hosting its first Connect Raleigh event in two years. "Understanding Digital Inclusion" is a free event held at John Chavis Memorial Park, 505 Martin Luther King Jr. Blvd., on Tuesday, June 21 from 6-7:30 PM. Pre-register online at raleighnc.gov, search **Connect Raleigh Consumer**.

Affordable Housing Bond: Do you know how your Affordable Housing Bond dollars are being spent? Visit raleighnc.gov/housing to learn about the Bond Spending Plan.



2021 Annual Drinking Water Quality Report is Available Online



Want to know more about your drinking water? Our 2021 Consumer Confidence Report, which is our annual drinking water quality report, is available on our “Raleigh Water Reports” webpage .

Raleigh Water is committed to providing the best drinking water we can, and our water is tested 6,000 to 7,000 times per month to ensure it meets all Federal and State drinking water standards. This Consumer Confidence Report represents water quality data collected during calendar year 2021, and we are pleased to document that your drinking water continues to be safe and meets all drinking water standards.

If you have any question or would like to receive a paper copy of the of the Raleigh Water 2021 Consumer Confidence Report in English or Spanish mailed to your residence, please call 919-996-3471. You can also access the report directly at <https://cityofraleighdrupal.blob.core.usgovcloudapi.net/drupal-prod/COR25/2021CCR.pdf>

Stressed About Paying your Utility Bill?

Take these steps to avoid late fees and disconnection for non-payment:

1. Make sure we have your current email address: Update contact information at raleighnc.gov/utilitypay. Receive reminders when your payment plan payment and/or bill is due.
2. Arrange a pay plan: Visit raleighnc.gov/utilitypay to set up a pay plan or contact us at customercare@raleighnc.gov or 919-996-3245.
3. Do you qualify for utility bill assistance? Visit raleighnc.gov and search “Assistance Program for Water and Sewer Utility Customers” for more information on the program or contact us at customercare@raleighnc.gov or 919-996-3245.
4. Always make payments at an official payment location to ensure immediate posting. Visit raleighnc.gov and search “Payment Locations” for official locations, visit raleighnc.gov/utilitypay, or call 888-905-3169 to make your payment.

It Matters How You Pay

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

The City of Raleigh's official utility payment locations:

- Town Halls of Garner, Knightdale, Rolesville, Wake Forest, Wendell, 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. 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 Going to Be Away from Home?

Make sure your home doesn't use water while you're away! Before you go, check for leaking toilets, dripping faucets, and leaking hose bibs. If you're going to be away for an extended time, you could close your interior cut off valve to prevent unexpected water consumption.



**Keep it out of the drain.
No Grease!!**

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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Wake Forest, Wendell, and Zebulon