

Have You Experienced Mail Delivery Delays?

Don't chance a late payment due to mail delays. Receive your bill quicker by signing up for eBill. This will save you time by receiving an email link to your bill as soon as it is produced. And now there are more options than ever to pay your utility bill quickly. Sign up for eBill and pay via convenient payment methods at raleighnc.gov/utilitypay. Be more in control of your utility account! No need to worry about possible mail delays!



Raleigh's 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 posted 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 at:
<https://cityofraleighdrupal.blob.core.usgovcloudapi.net/drupal-prod/COR25/2021CCR.pdf>

Ready Raleigh Emergency Preparedness Guide

Disaster can strike at any moment without notice. Emergency 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 Ready Raleigh Emergency Preparedness Guide is a tool to help you:

- Be Connected to relevant news, information, and services for emergency situations
- Be Prepared with an emergency kit and emergency action plan
- Be Informed about what may happen during an emergency and what actions you can take to keep yourself, your family, and your neighbors safe.

You can find the guide at raleighnc.gov under 'Emergency Preparedness'

'Track Storms with Us' During Hurricane Season

We typically see the highest risk of flooding impacts from hurricane season in September. While there are major storms throughout the year, it's important to know about flooding conditions in the area during peak hurricane season. There are several ways that you can track storms with us to stay safe. Visit our website to use an interactive map that tells you:

- When creek water is flooding roads; and,
- Where to find yellow warning signs that'll flash when water is at the road

We also use cameras to help monitor flooding and lower water levels at dams to reduce flooding downstream of a lake. Lowering water levels is done when we have enough lead time to safely release water before a storm. This work helps first responders put road closures and safety precautions in place. It also helps us identify stormwater projects that can reduce flooding hazards in the future. To track the next storm, visit raleighnc.gov and search 'Track Storms with Us'.

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

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