

# YOUR SERVICE CONNECTION

## Keeping You Connected To ALL Things Raleigh Water

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

AUGUST 2022

### Affordable Housing Open House *Helping you build a life in Raleigh!*



**Saturday, August 6 – 9 a.m. – 12 p.m.**  
**John Chavis Memorial Park – 505 Martin Luther King Jr. Blvd**

Finding innovative, accessible, and urgent solutions to affordable housing is a top priority for the City of Raleigh. The City is committed to creating 5,700 affordable housing units by 2026, and we offer various programs and funding to local organizations that support residents struggling to find an affordable place to live.

Want to learn more about local housing resources and programs? We invite you to join our Affordable Housing Open House at Chavis Park on Saturday, August 6! Stop by anytime between 9 a.m. and noon to receive information about affordable rental housing, down payment assistance, home repair, and neighborhood revitalization.

- Learn more about City of Raleigh programs and ask staff questions
- Meet community partners that receive City funding for emergency shelter, homelessness and rapid rehousing, and other public services
- Kid-friendly activities will be available
- Light refreshments provided
- Enter for a chance to win one of five desktop computers

If you are not able to join us in person on August 6th, we've compiled a list of housing resources at [raleighnc.gov/housing](http://raleighnc.gov/housing). For more information, please contact the Housing and Neighborhoods Department by phone, 919-996-4330, or email, [cd.info@raleighnc.gov](mailto:cd.info@raleighnc.gov).

### Summer Travel: *Know Before You Go!*



How could a water infrastructure project impact your commute to work, summer vacation plans, or dropping the kids off at summer camp? Great questions! The summer months, with less rain and clearer weather, present many great opportunities to start and complete water-based projects. These projects make clean drinking water available to our valued customers each day. A number of these projects will repair, refurbish, and replace aging infrastructure with new infrastructure pieces. Roads, streets, and bike lanes may need to be partially or fully closed and traffic detoured to meet project timelines. These closures can also help to provide a safe working environment for site workers, motorists, and pedestrians.

- The City of Raleigh takes several steps to ensure that summer travelers are alerted before any road or street is impacted:
- A press release sent to local media – Local news outlets report on road impacts. Check your local station.
- Water project web updates – Visit our website at [raleighnc.gov/projects](http://raleighnc.gov/projects) and search for water projects near you.
- Posting about closures to social media – Follow us on social media for up-to-the-minute road closure information @RaleighGov, @Raleigh\_Water, Waze, and Nextdoor.

Know before you go! Details about impacted travel routes are important to know when making summer plans. Please follow all posted traffic detour signs. These signs save lives.

### You can do so much online 24/7!

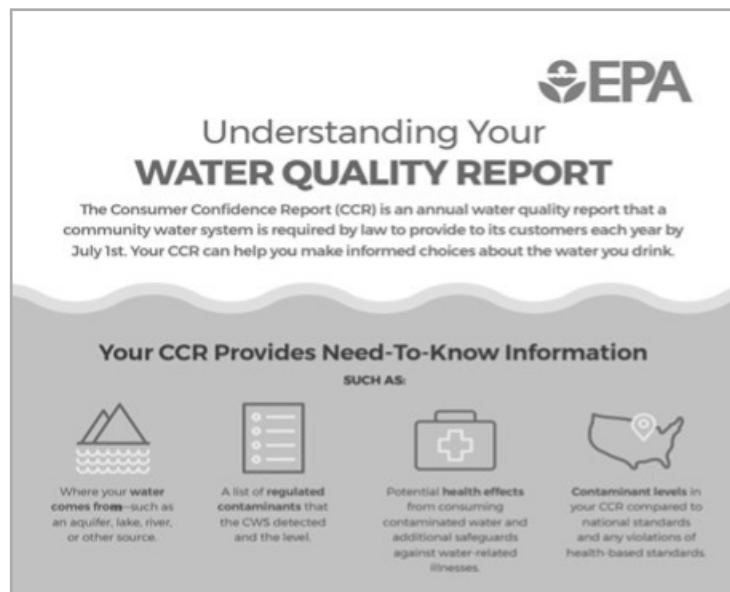
Don't wait on the phone, do it yourself with so much to offer at [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay)

1. One-time payment and recurring payments
  2. Sign up for Auto Pay Bank drafts
  3. Create a Pay Plan
  4. Start eBilling and stop receiving a paper bill
  5. Review your Financial & Billing History – get PDFs of your bills
  6. Review Correspondence History
  7. Request to Start and Stop Accounts
  8. Add or modify Project Share Contributions
  9. Update Contact Information
- And More...



## 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](http://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

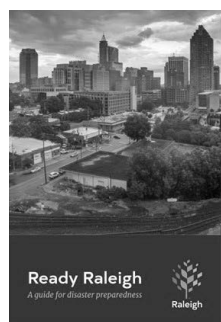
Want to know more about your drinking water? Our 2021 Consumer Confidence Report, which is our annual drinking water quality report, is posted on our "Raleigh Water Reports" webpage.

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>



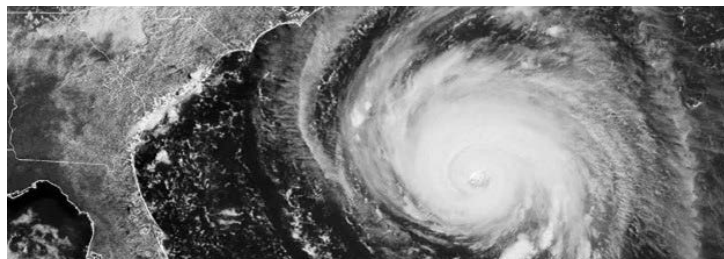
## Ready Raleigh Emergency Preparedness Guide

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](http://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](http://raleighnc.gov) and search 'Track Storms with Us'.

## CUSTOMER CARE & BILLING

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