

# YOUR SERVICE CONNECTION

## Keeping You Connected To ALL Things Raleigh Water

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

SEPTEMBER 2022

### Raleigh Department of Transportation Job Fair

*This is a FREE job fair and open to all!*



Take the lead in your career and prioritize your passion for transportation by attending the Raleigh Department of Transportation job fair!

Come learn about employment opportunities in Field Services.

We are looking for:

- Maintenance Workers
- Equipment Operators
- Resurfacing Inspectors
- Seasonal Leaf Collection Staff (no prior experience required)
- Temporary Staff

Positions range from entry-level to experienced operators and supervisors. CDL and non-CDL positions available! Hiring managers will conduct on-site interviews. Please bring resume, ID, and references.

#### **RDOT Job Fair!**

2550 Operations Way, Raleigh

Friday, September 16 & Saturday, September 17

8 a.m. – 4 p.m., both days

Visit [raleighnc.gov](http://raleighnc.gov) and search: transportation job fair

### Mulch Buy One, Get One (BOGO) Extended for Residents



The Raleigh Yard Waste Center has extended the BOGO sale on leaf mulch products. Residents of Raleigh and surrounding communities can now visit the Yard Waste Center through September 30 and get one cubic yard (CY) of leaf mulch at no cost for every CY purchased.

Leaf mulch is normally \$20 per cubic yard -- about the size of a standard household oven. No appointment is necessary, and the promotion is open to everyone. Residents are responsible for the pickup and transport of the mulch product after purchase.

Located at 900 N. New Hope Road, the Yard Waste Center is open Monday through Friday, from 7 a.m. to 3 p.m., and Saturday from 7 a.m. to 1 p.m.

### Homeowner's Guide to Permitting Costs

Need to set up service? This guide offers step-by-step instructions about how to set up services and helpful contact information.

As a homeowner, it is very important to be aware of permitting costs when tapping into the water system. 'Taps' are a way for property owners to connect to the water system to receive water services. These taps are permitted and have several rules for use. It can feel a bit confusing. No Worries! Raleigh Water has you covered.

The 'Permitting Cost Homeowner's Guide' is a new hub of information that helps get you where you need to be. This easy-to-follow guide will walk you through the cost of permitting for water, sewer, and irrigation services.

Have questions about a required Backflow Prevention Device? Check out this guide for the application process and information about device testing.

No need to worry! Raleigh Water is here for you. For more information, visit [raleighnc.gov](http://raleighnc.gov) and search Raleigh Water Development Review. Scroll down to the 'Information' box to find this new guide.



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



## Do You Have a Swimming Pool?

If you recently filled a private swimming pool, you may qualify for an adjustment to your bill. This type of adjustment ends in October so contact us today at [customercare@raleighnc.gov](mailto:customercare@raleighnc.gov) or 919-996-3245. Reminder only one (1) pool adjustment, regardless of type, is allowed during a 12 month period at any given premise.

## Are You Struggling to Pay Your Utility Bills?

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

#### **Make sure we have your current email address**

Update contact information at [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay)  
Receive reminders when your payment plan payment and/or bill is due.

#### **Arrange a payment plan:**

Visit [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay) to set up a payment plan, or visit Payment Plans for Unpaid Utility Bills | [Raleighnc.gov](http://Raleighnc.gov) for more information, or contact us at [customercare@raleighnc.gov](mailto:customercare@raleighnc.gov) or 919-996-3245.

#### **Do you qualify for assistance?**

Visit Assistance Program for Water and Sewer Utility Customers | [raleighnc.gov](http://raleighnc.gov) for more information, or contact us at [customercare@raleighnc.gov](mailto:customercare@raleighnc.gov) or 919-996-3245.

**Always make payments at an official payment location to ensure immediate posting visit Payment Locations | [Raleighnc.gov](http://Raleighnc.gov) for official locations, or visit [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay) or call 888-905-3169 to make your payment.**

## Neighbors Helping Neighbors Through Project Share

### *Every contribution makes a difference in the life of someone facing a crisis*

People just like you are making contributions to help their neighbors through Project Share. Your contributions make emergency assistance funds available to qualified households experiencing financial hardship throughout the communities served by Raleigh Water. Go to [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay) to schedule monthly Project Share contributions that will be added to your City of Raleigh utility bill or make a one-time contribution by selecting 'one-time payment'.

## What You Need to Know About Dumpster and Portable Storage Container Provisions

- Any Dumpster or Portable Storage Container is required to have a permit to be in the right-of-way.
- Right-of-way Services can require the removal of the dumpster or portable storage container if it has been illegally placed in the right-of-way without a permit.
- Right-of-way Services can require the removal of the dumpster or portable storage container if it has been placed in the right-of-way without permits and is creating a safety hazard.

**Dumpster and Portable Storage Container Permit Information**  
Visit [permitportal.raleighnc.gov](http://permitportal.raleighnc.gov). A registered account is required.



- All right-of-way permits must be applied for through our Permit and Development Portal under a registered account.
- Please select "Street, Lane, and Sidewalk Closures and Dumpster or POD placement" once you are in the portal.
- Must submit a map showing the location of where the Portable Storage Container/Dumpster will be placed, and the dimensions of the Portable Storage Container/Dumpster.

Permit Contact: [rightofwayservices@raleighnc.gov](mailto:rightofwayservices@raleighnc.gov)

## The Annual Wastewater Collection and Treatment System Report is Now Available!

Just because it's flushed, your wastewater's journey is far from over! You can learn more about how wastewater is collected, cleaned, and turned into a valuable resource in the 2021-2022 Annual Wastewater Collection and Treatment System Report. The report is available on the City's website at [raleighnc.gov](http://raleighnc.gov), search "Raleigh Water Reports". This report provides information about the performance of Raleigh Water's three (3) resource recovery facilities: the Neuse River Resource Recovery Facility, the Smith Creek Resource Recovery Facility, the Little Creek Resource Recovery Facility, and the wastewater collection system for the period of July 1, 2021 – June 30, 2022.

If you do not have access to the internet or would prefer to receive a hard copy of this report, you can contact Edward Buchan at [edward.buchan@raleighnc.gov](mailto:edward.buchan@raleighnc.gov) or 919-996-3471 to have a copy mailed to you.

### 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