

# YOUR SERVICE CONNECTION

## Keeping You Connected To ALL Things Raleigh Water

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

OCTOBER 2022



### Web Self-Service Language Translation *Did you know you can translate Web Self-Service to any language?*

1. Go to web self-service at [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay) and sign into your account
2. Right click anywhere on the screen and select translate
3. Select the three dots icon at the top to select another language or click the page translation icon
4. Select SPANISH or other language and it will auto translate the page

### October is Walktober – Let's get moving, Raleigh!

The City of Raleigh is celebrating Walktober with a month of events to promote health, exercise, and pedestrian safety.

Walktober is to encourage walking as a free, healthy, and environmentally friendly form of transportation. This October you can:

- Attend our “Chocolate & Trains” event
- Learn more about the city’s Vision Zero program
- Hear from experts on the benefits of walking
- Explore walk-to-school events

For a full list of events this year, visit [raleighnc.gov](http://raleighnc.gov) and search: walktober



### Fire Prevention Week: Fire Won’t Wait, Plan Your Escape *You can learn simple but important actions to take to keep yourself and those around you safe from home fires*

The Raleigh Fire Department is teaming up with the National Fire Protection Association to celebrate the 100th anniversary of Fire Prevention Week. This year the week is scheduled for **October 9th-15th** and the theme is “Fire won’t wait. Plan your escape.”

“It’s important for everyone to plan and practice how to escape from a home fire,” says Lt. Lemuel Hubbard of the Raleigh Fire Department. “Everyone needs to be prepared in advance, so that they know what to do when the smoke alarm sounds. Given that every home is different, every home fire escape plan should also be different. Also, have a plan for everyone in the home. Children, older adults, and people with disabilities may need assistance to wake up and get out. Make sure someone will help them.”

#### Fire Escape Planning Tips

The Raleigh Fire Department is sharing these key home fire escape planning tips:

- Make sure your plan meets the needs of all your family members, including those with sensory or physical disabilities.
- Smoke alarms should be installed inside every sleeping room, outside each separate sleeping area, and on every level of your home. Smoke alarms should be interconnected so when one sounds, they all sound.
- Know at least two ways out of every room, if possible. Make sure all doors and windows open easily.
- Have an outside meeting place a safe distance from your home where everyone should meet.
- Practice your home fire drill at least twice a year with everyone in the household, including guests. Practice at least once during the day and at night.

Contd'



### Fire Prevention Tips for Households with Pets:

- Keep pets away from a chimney's outside vents. Have a "pet-free zone" of at least 3 feet (1 meter) away from the fireplace. Glass doors and screens can stay dangerously hot for several hours after the fire goes out.
- Some pets are chewers. Watch pets to make sure they don't chew through electrical cords.

### Additional Information

The Raleigh Fire Department is hosting a series of events in support of this year's Fire Prevention Week. Visit [raleighnc.gov](http://raleighnc.gov) for information. You can also contact the Raleigh Fire Department at [fireprevention@raleighnc.gov](mailto:fireprevention@raleighnc.gov). For more general information about Fire Prevention Week and fire prevention in general, visit [fpw.org](http://fpw.org) and [sparky.org](http://sparky.org).

## Sign up for Budget Billing

*Need help managing your expenses? Budget Billing is paying the same amount each month for your metered services (i.e., water, wastewater, irrigation)*

Your budgeted amount is determined by the average of your metered services for the previous year (adjusted for rate increases). You will receive a monthly bill showing your usage, the actual bill amount, your account balance, and your monthly budget amount. Non-metered charges could fluctuate and will be added to the budgeted amount. Your usage will be reviewed at least annually to determine if it has changed significantly. If so, your budgeted amount will be adjusted. Eliminate higher payments in peak usage seasons by signing up for Budget Billing today at [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay).

To learn more, visit: [raleighnc.gov/make-payments/budget-billing](http://raleighnc.gov/make-payments/budget-billing)

## Billing Services Available Online

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

Don't wait on the phone, do it yourself 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
10. Set up Budget Billing
11. And more...

## Raleigh's Water Infrastructure: Helpful; Not Haunted



During this season when things get a little creepy, we can all do without the added stress of a water system that is past the end of its life. Pipes that are past the end of their useful life can result in yucky water and icky sanitary sewer overflows. Fortunately, aging water infrastructure doesn't have to be scary. Raleigh Water's Capital Improvement Program is there for you with projects that will replace and refurbish our shared water infrastructure. These projects strengthen weak spots and add needed system improvements so that each time you turn on the faucet or flush the toilet, there are no terrifying surprises. You can help keep the knocks and bangs out of the system by never flushing wipes of any kind and wiping away excess fats, oils, and grease into a can or other sturdy container before disposing of it in the trash. Thank you for all that you do to keep our shared water infrastructure helpful; not haunted.

To learn more about projects that protect the water system, please visit: [raleighnc.gov](http://raleighnc.gov) and search 'Raleigh Water Capital Improvement Program'



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

### 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

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