

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

NOVEMBER 2022

Sign up for Solarize the Triangle

Did you know the City of Raleigh is making it cheaper and easier for you to install solar systems on your homes and businesses? Solarize the Triangle is a collaboration among eleven Triangle towns and cities to increase renewable energy in our region while reducing costs for residents and business owners. Solarize the Triangle has generated so much interest, we are opening up the opportunity to all Raleigh Water service area customers (Garner, Knightdale, Rolesville, Wake Forest, Wendell, and Zebulon)!

Solarize the Triangle will help residents, businesses, and nonprofits become more resilient, reduce energy expenses, and save on the cost of renewable-energy systems with volume discounts on materials and installation services. Solarize campaigns are driven by community group purchasing and a tiered “bulk” purchasing concept. The more people who sign up for solar installations through the program, the more savings for everyone.



As of October 20th, 2022, the Solarize the Triangle campaign has received over 800 registrants to receive a free solar assessment. Visit solarcrowdsource.com/campaign/the-triangle today to join your neighbors and get a FREE solar assessment for your home, business or nonprofit! The deadline to join the campaign is December 31st, 2022.

About Solarize The Triangle

Solarize the Triangle is a campaign developed by the Triangle Sustainability Partnership and facilitated by Triangle J Council of Governments and Solar Crowdsourc. Communities involved include Chatham, Durham, and Orange counties; the cities of Durham and Raleigh; and the towns of Apex, Cary, Carrboro, Chapel Hill, Hillsborough, and Morrisville.

Household Seasonal Grease Collection – Nov. 1 Through Jan. 14

Just in time for the holidays, Raleigh is providing its annual cooking oil and grease collection program. This free service helps keep grease out of the sink to prevent sewer overflows. Seasonal grease collection runs from Nov. 1 through Jan. 14, 2023.

Raleigh residents can call Solid Waste Services at 919-996-3245 to schedule a collection date. Places of worship in Raleigh can also participate in the program at no charge. Collected grease is recycled for other uses. Commercial establishments in Raleigh are not eligible for the service. You can always recycle your household cooking oil and grease at a Wake County Multi-Material Recycling Facility. Visit wakegov.com for more information.

A Great Way to be Grateful

There are many opportunities during this time of year to be grateful. We have the chance to visit and spend more time with family and friends and show our gratitude for all that they do. More time is spent in the kitchen preparing meals that will give thanks and show how much we care. Extra fats, oils, and grease are produced in the preparation many holiday meals. We may find ourselves looking for someplace to quickly dispose of these items during the fast pace of the season. The drain, although convenient, is never the right place to dispose of these items.

Fats, oils, and grease poured down any household drain will harden and cause costly damage to our shared water system. We here at Raleigh Water are grateful for our valued customers who take a few easy steps to help us protect our thousands of miles of water and sewer infrastructure. These steps include scrapping leftover fats, oils, and grease into a sturdy container before placing that container in the garbage. Also, if disinfectant wipes are used, they should only be placed in the garbage. Never introduce wipes of any kind into our shared water system as they will combine with fats, oils, and grease to cause expensive blockages.

Raleigh Water staff are grateful for our wonderful customers who partner with us to keep our water infrastructure running smoothly. Thank you for all that you do!

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To learn more about keeping the water system running smoothly over the holidays, please visit: raleighnc.gov and search 'Sanitary Sewer Overflows.'

Celebrate Your Neighborhood with an Arts Project!

A program of Raleigh Arts and Raleigh's Housing and Neighborhoods Department



Artist Vidhi Jain recently completed a series of murals in the 5401 North neighborhood as part of a Neighborhood Art Funds project

Neighborhood Art Funds support collaborative art projects for Raleigh's neighborhoods that engage in artistic and cultural exploration, connection, and understanding. All art projects are initiated, planned, and carried out by community members for the benefit of the neighborhood. The Neighborhood Art Funds program is a partnership with Raleigh Arts and Raleigh's Neighborhood Enrichment Services Division in the Housing and Neighborhoods department.

Visit raleighnc.gov/housing/neighborhood-art-funds to learn more and apply for Neighborhood Art Funds.

Did you know we offer two types of Autopay?

Autopay is an automatic payment for your billed charges applied to your utility account on or before your due date each month. Ensure your payments are received on time every month, eliminate late fees and service disruptions due to a late payment. This service is convenient and free. Sign up and forget about it!

Two types of autopay are available:

1. Autopay from your checking or savings account
 - Sign up at raleighnc.gov/utilitypay and select AutoPay Bank Drafts
 - Autopay will post to your utility account the day before your bill's due date
 - Your payment will post to your checking or savings account on or before the due date based on your bank's specific processes
 - Autopay will become effective on your next bill after signing up
 - You will not receive bill due email notifications
2. Autopay via credit/debit card
 - Sign up at raleighnc.gov/utilitypay and select AutoPay Credit Card
 - Autopay will post to your utility account on your utility bill's due date
 - Your payment will post to your credit/debit card on your utility bill's due date

- Autopay will become effective immediately on your current bill (allow 24 hours)
- You will continue to receive bill due email notifications

For more information on autopay, go to raleighnc.gov and search on 'make a utility payment.'

You have options when it comes to paying your bill!

Short on time or going out of town? You can schedule your payment today to pay later. You can log in any time after your bill is created to schedule a payment for a day in the future up to and including your due date. Log in at raleighnc.gov/utilitypay to schedule your payment today!

Need more time? You may qualify for a pay plan. Log in at raleighnc.gov/utilitypay and select pay plan and follow the prompts. About pay plans:

- maximum 3-month period
- pick your installments – weekly, bi-weekly, monthly
- will receive a letter showing installments and due dates and reminder emails
- any bills generated must be paid on or before due date or pay plan is cancelled (pay plan covers current balance only)



**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**

*Serving people of Garner, Knightdale, Raleigh, Rolesville,
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