

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

JANUARY 2023



Are You Able to Help Your Neighbor?

Consider Giving to Project Share

If you would like to help your neighbors in financial crisis, consider a contribution to the City's "Project Share" program. 100% of these contributions provides emergency funds to utility residents who are unable to pay their utility bill. You can contribute monthly on your utility bill or make a one-time contribution. For more information, go to raleighnc.gov/project-share.

Did you know we have an E-bill option for your City of Raleigh utility bill(s)?

- Imagine no more paper bills to keep up with!
- Imagine viewing and paying bills online in just moments.
- Imagine no more bills cluttering the house.
- Imagine no more, "where did I put that bill?"
- Imagine no more wasted stamps.
- Imagine no more mail delivery time frame worry!

We can help you alleviate these worries! Call 919-996-3245 and say, "I want to go paperless, please sign me up for E-bill", or if you are already a Web Self Service (WSS) user, click on E-Billing on WSS and sign-up today!

Don't forget we offer AutoPay! Set your account up for Auto Pay which drafts your payment each month. Then you can forget to pay your bill because we do it for you. Forget late fees. Just remember to call 919-996-3245 or sign-up through WSS once. Sign up for Auto Pay and make your life simpler.



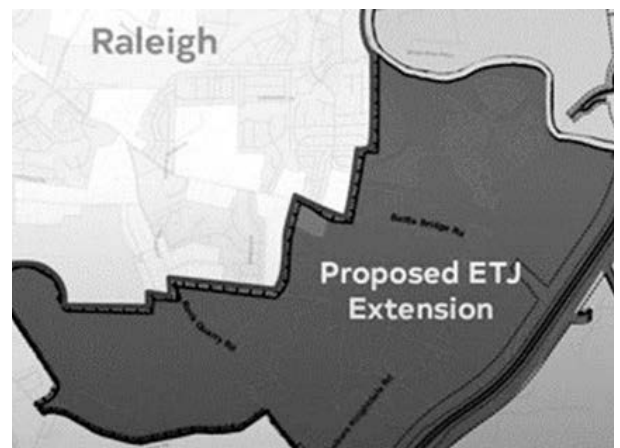
Southeast Special Area Study

Future Strategies for Raleigh's Urban Service Area

To read the Final Report and Comprehensive Plan Amendment visit raleighnc.gov and search "SESSA". The recommendations of the study are under review by the Planning Commission and will be discussed at the Committee of the Whole meeting on January 26 at 4 p.m. This meeting will be broadcast live on raleighnc.gov/communication-and-outreach/watch-city-council-and-select-meetings-live.

The City of Raleigh is considering an extension of its extraterritorial jurisdiction (ETJ) into a portion of the Southeast Special Study Area (SESSA). This study examined strategies for future land planning that will conform to the City's long-range vision and policies for sustainable growth. It also looked at existing and planned infrastructure networks (utilities, roads, and greenways) and the fiscal impact on City revenues, service expenditures, and capital planning.

The Southeast Special Area Study is a planning project focused on the future land use, conservation and natural resources, transportation, and public utility infrastructure of approximately 18 square miles in southeast Wake County. The study area is about the size of Chapel Hill and is located between Raleigh and several other cities and towns – including Garner, Knightdale, Wendell, and Clayton. What is now rural in nature will be affected by the nearby growth and development and includes growing infrastructure, such as public and private utilities and transportation projects like the I-540 connection. Major questions arise as to how this growth will affect natural resources inside the study area, including the Neuse River, N.C. Mountains-to-Sea Trail, State-recognized natural and cultural heritage sites, and remaining active agricultural land. The goal of this planning process is to involve the community in shaping a response to these changing conditions.



Protect Our Pipes: Don't Let Them Freeze

Back in November 2022, we sent some friendly advice about steps that we can all take to prepare and protect our pipes during the coming winter. We hope that our advice was helpful. Thank you to all our customers who took those steps then to protect and prevent damage to our shared water system now. Damage caused by freezing pipes can be expensive and dangerous. For the most part, this winter damage is preventable.

For a quick reminder:

- Drain and disconnect all outdoor hoses and supply lines to swimming pools and water sprinklers.
- Keep garage doors closed if water supply lines are in the garage.
- Keep your home heated above 55° F.
- Protect exposed water pipes by installing pipe sleeves, heat tape, heat cable, or other similar materials that can be purchased at local hardware and building supply stores.
- Consider adding insulation to attics, crawl spaces, and basements to maintain higher temperatures in these areas during cold weather.
- Never pour fats, oils, or grease down any drain. They will freeze and cause severe damage.
- Never introduce used disinfectant wipes, or wipes of any kind, into our shared water system as they will combine with other substances to cause blockages.

The City of Raleigh maintains 2,400 miles of water line and 2,600 miles of sewer line which provide service for communities located in Garner, Knightdale, Raleigh, Rolesville, Wake Forest, Wendell, and Zebulon with approximately 196,000 customers. Maintaining that much infrastructure can get complicated. When our valued customers take steps to aid in preventing that infrastructure from freezing our staff can work safer and maintenance cost go down. Thank you for protecting our pipes from freeze damage.



No Ammonia in Water and Annual Flushing of Water Distribution System from March 1, 2023 to April 11, 2023

Raleigh Water will temporarily stop adding ammonia to its water treatment disinfecting process on Wednesday March 1 at 10 a.m. The City will resume adding ammonia to the water treatment process on Tuesday, April 11 at 10 a.m.

To promote optimal disinfection throughout the water distribution system, the North Carolina Department of Environmental Quality recommends Raleigh Water and all other public water systems

using chloramine disinfection switch to chlorine-only disinfection for a minimum of three (3) consecutive weeks every year or every other year. This switch to chlorine-only disinfection can produce a temporary "chlorine taste and odor" in some cases.

Raleigh Water also conducts flushing of the water distribution system during this period to hasten the change of chloramines to chlorine residual disinfectant. This flushing may cause some temporary discoloration in the water. The water is safe. However, as a precaution, customers may want to check to see if their water is discolored before laundering white clothes.

Raleigh Water conducts extensive water quality testing throughout the water distribution system to ensure our drinking water meets all State and Federal drinking water requirements, and this data can be accessed at raleighnc.gov and search 'water quality reports'.

Recycle Your Christmas Tree Through Feb. 1, 2023

After the holiday, you may be wondering what's the best way to dispose of your live Christmas tree! Raleigh Solid Waste Services (SWS) offers a great option that helps protect the environment and creates useful products for your yard come springtime. Instead of going to the landfill, the trees are brought to the Yard Waste Center where they are processed into mulch.

Between December 26, 2022, and February 1, 2023, Raleigh residential garbage customers are encouraged to leave their live Christmas trees at the curb on their designated yard waste collection day. SWS personnel will pick up the trees during regular yard waste collection. Trees will be processed and turned into mulch products at the Raleigh Yard Waste Center. Please note, all decorations and lights must be removed before being placed curbside and trees can be left on the ground. Artificial trees and live trees with decorations will not be collected.

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

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