# YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

## FEBRUARY 2023

## The Capture It! Stormwater Arts Contest

Do you know a student interested in the environment and art? We're looking for students in Grade 8 through 12 to show how they would help protect streams and lakes from water pollution through visual art.

The Capture It! Stormwater Arts Contest is accepting submissions through **February 2023** and a **\$500** prize will be awarded to winners in each category (artwork or video). Students who attend a school in Raleigh are eligible.

#### How To Enter

- 1. Choose what to create (either painting/drawing or video).
- 2. Show different ways to prevent water pollution in Raleigh.
- 3. Submit an entry on the Capture It! Stormwater Arts Contest website with an application. **Visit Raleighnc.gov** and search "**Capture It**".



2022 Art Winner- Thomas Geng

The Capture It! Stormwater Arts Contest is part of the **Environmental Awards Program**, which includes other awards and contests for Raleigh residents and promotes Raleigh's Community Climate Action Plan.

## **Raleigh Launches Community Budget Poll**

#### Hey Y'all! Share your thoughts about the city Budget. Five Participants will Win a \$50 Gift Card!

The city invites Raleigh residents to share their views on how limited resources should be allocated in the Fiscal Year 2024 budget. Resident input is an important part of the City's on-going effort to align City resources with community priorities and ensure equitable outcomes for all Raleighites. The poll can be completed online at **engage.raleighnc.gov/budget**, or in-person at the Raleigh Municipal Building (222 West Hargett Street).

In an effort to further engage with the public, the Budget and Management Services Department will host a series of listening sessions with residents to bring more Raleighites to the table as the upcoming budget is developed. If you are interested in participating in a listening session, please select "yes" at the end of the poll!

Questions? Need help with language access or accessibility? Please reach out to the City's Budget and Management Services Department at 919-996-4270 or budget@raleighnc.gov. Poll responses will be collected through **February 2023**. Five randomly selected participants will win a **\$50 gift card**!

## Answers to Your Questions about Managing Your Raleigh Water Account

#### Mail Delays

USPS mail delays are causing bills and payments to take extra time to be received. Please plan extra time when mailing payments or use other convenient and quicker payment options at **raleighnc.gov/utilitypay**.

#### Need More Time to Pay?

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)
- Avoid Late Fees and Disconnection for Non-Payment Make sure we have your current email address Update your contact information at raleighnc.gov/utilitypay Receive reminders when your payment plan payment and/or bill is due

#### Arrange a payment plan:

visit **raleighnc.gov/utilitypay** to set up a payment plan or visit **"Payment Plans for Unpaid Utility Bills"** | **raleighnc.gov** for more information or contact us at customercare@raleighnc.gov or 919-996-3245

#### Do you qualify for assistance?

Visit "Assistance Program for Water and Sewer Utility Customers" | raleighnc.gov for more information or contact us at customercare@raleighnc.gov or 919-996-3245

Always make payments at an official payment location to ensure immediate posting.Visit "Payment Locations" | raleighnc.gov for official locations or visit raleighnc.gov/utilitypay or call 888-905-3169 to make your payment

### **Protect Pipes from Freezing**

Damage caused by freezing pipes can be expensive and dangerous! As temperatures drop, help protect pipes from freezing:

- 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.

## Order Your Compost and Mulch for Spring!



With the start of Spring only a few weeks away, it is the perfect time to plan that annual garden. The Raleigh Yard Waste Center offers many products to improve soil quality and beautify the landscape. OMRI organic compost, organic

mulch, dyed mulch, and wood chips are great for flower beds, vegetables, or general landscaping maintenance. Organic products can be purchased year-round and are available to residents and businesses. Visit **raleighnc.gov** and search "**compost and mulch**" to learn about the product selection and pricing. Commercial customers can contact the Yard Waste Center at SWS@raleighnc.gov to reserve products for larger orders.



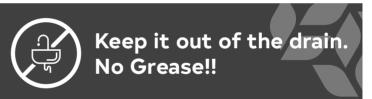
## Raleigh Water Job Fair in March!

Are you interested in doing something that benefits your community and contributes to others' well being and safety? Have you thought about learning more skills and taking on new challenges in an everchanging industry like public utilities?

If you would like to find out more about working for a great organization, then be on the lookout for additional details about our upcoming Raleigh Water Job Fair!

- Meet with Managers in person
- Have on the spot interviews
- There will be employees on site to assist with applications
- All Raleigh Water divisions will be participating
- Event will be hosted at the Lake Woodard Annex Facility in Raleigh

For further details, check back at **raleighnc.gov** under the main "Events" tab.



#### **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.



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