

# 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](http://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](http://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](mailto: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](http://raleighnc.gov/utilitypay).
- **Need More Time to Pay?**  
You may qualify for a pay plan. Log in at [raleighnc.gov/utilitypay](http://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

contd'



- 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](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

## 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](http://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](mailto: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 ever-changing 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](http://raleighnc.gov) under the main “**Events**” tab.



**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