

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

MARCH 2023

Attention Customers:

Avoid Late Fees – Mail Your Utility Payment Early!

To avoid late fees, please allow an extra 7 – 10 days for your mailed utility payment to reach us. Postal service delays are impacting delivery time and we're seeing an increased volume of payments that are posting late.

Also, to ensure your account is credited correctly, please use the return envelope that comes along with your utility bill and include the payment stub, as directed. Using another envelope style or mailing your payment without the bill stub can delay payment processing.

Paperless Options

You can make quick and convenient payments that are processed immediately:

BY PHONE – Call 888-905-3169 to make a payment using the automated phone system. Please have your payment method information, utility account number, and the service address zip code available. The automated system is available seven days a week, 24 hours a day.

PAY ONLINE – We accept Amazon Pay, Visa, Mastercard, American Express, Discover, E-check, Venmo, PayPal and PayPal credit. Web account access: raleighnc.gov/utilitypay

PAY IN-PERSON – Visit any one of our official payment locations to ensure immediate posting of your payment:

- Avery C Upchurch Municipal Complex (Raleigh)– 1st Floor Revenue Services Lobby, 222 W Hargett Street – Hours: 8:30 a.m. to 5 p.m., Monday-Friday
- Garner Town Hall, 900 7th Avenue – Hours: 8:15 a.m. to 1:00 p.m. and 2:00 pm to 4:45 p.m., Monday-Friday
- Knightdale Town Hall, 950 Steeple Square Court – Hours: 8 a.m. to 5 p.m., Monday-Friday
- Rolesville Town Hall, 502 Southtown Circle – Hours: 8 a.m. to 5 p.m., Monday-Friday
- Wake Forest Town Hall, 301 S. Brooks Street – Hours: 8 a.m. to 3 p.m., Monday-Friday
- Wendell Town Hall– 15 E. Fourth Street, Hours: 8 a.m. to 5 p.m., Monday-Friday
- Zebulon Town Hall– 1003 N. Arendell Avenue – Hours: 8 a.m. to 5 p.m., Monday-Friday

Now is the time to consider other bill payment options to guarantee your payment is made on time.

- Set up Auto bill pay through your bank
- Set up Auto bill pay by credit card

For more information, contact Customer Care & Billing by phone, 919-996-3245 or by email, customercare@raleighnc.gov

How Stormwater Runoff Impacts Your Water

Water pollution from stormwater runoff harms our local creeks, streams, and lakes. Sediment pollutants (dirt, mud, leaves, and soil) can decrease recreational value of the environment and increase stormwater maintenance costs.

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Here are a few ways you can prevent sediment pollution:

1. Remove yard waste from streets and sidewalks
2. Sweep grass clippings back into the yard
3. Never wash dirt or mud into a storm drain

Utilize the seasonal leaf collection and year-round yard waste collection

How do you report pollution?

- If you notice sediment pollution from construction/post-construction sites, email Stormwater Inspections at SW.Surety@raleighnc.gov
- If you see a blocked stormwater drain or pipe, email Stormwater Maintenance at StormwaterCCTV@raleighnc.gov
- If you see paint, oil, or other substances being dumped into a storm drain, contact the Stormwater Helpline at IllegalDischarge@raleighnc.gov



Raleigh Water Job Fair in March!

Friday, March 24th
9 a.m. – 4 p.m. and
Saturday, March 25th
10 a.m. – 2 p.m.

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 at 3324 Lake Woodard Dr., Raleigh, 27604

For further details, go to raleighnc.gov under main "Events".



City of Raleigh Invites You to Earth Day 2023!

Join us for this FREE community event April 21 to celebrate Earth

Day 2023. We'll have live music, games, and activities for all ages. We will be celebrating the winners of Raleigh's Environmental Awards and will offer a family friendly movie. All activities take place at Dix Park between 5 p.m. and 10 p.m. More details will be posted on raleighnc.gov.

- LEARN about what the City of Raleigh and Community Partners are doing to create a more sustainable Raleigh.
- TAKE ACTION and pledge to volunteer and make personal changes to support the environment.
- WATCH the movie WALL-E.

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'.



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

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