

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

APRIL 2023



Fostering a Raleigh for All Making Investments in Community

With growth comes change and challenges. Raleigh is bringing some large public projects that will help manage growth. One such change is Bus Rapid Transit (BRT), which is an investment that will bring faster, more reliable transit. To offset some of the challenges, Raleigh has established a Community Fund that will help people living around large public investments.

The City of Raleigh has allocated \$125,000 to fund projects that enhance and strengthen neighborhoods. Neighborhood organizations within the designated area can submit their ideas for projects to be funded by the Neighborhood Initiative Fund (NIF). As an example, the projects can be physical improvements or activities that bring the community together. The maximum amount per project is \$15,000 and the project must be completed by June 30, 2023.

NIF Applications are now being accepted. Eligible neighborhoods are along the New Bern and Southern BRT Corridors, and Dix Park. To learn more, go to raleighnc.gov and search “Neighborhood Initiative Funds” or call the Neighborhood Enrichment Division at 919-996-4330.



Raleigh Rainwater Rewards Program May Be for You Help the City reduce water pollution and protect the environment!

Here's what you need to do to complete a project:

1. Request a consultation with stormwater staff.
2. Select the type of project you would like to install (rain garden, cistern, green roof, permeable pavement, etc.).
3. Submit an application to the City staff for review.
4. Work with your contractor to install your project.
5. Keep all invoices and receipts for reimbursement.
6. Get reimbursed. Your project will be reimbursed for up to 90% of approved costs.

The Raleigh Rainwater Reward Program covers the area within the Raleigh City limits and is for those who pay a Stormwater utility fee. Visit raleighnc.gov/rainwaterrewards to choose the best feature for your property and we'll help get you started!

Raleigh Releases its First Climate Action Plan Implementation Report

The CCAP Implementation Progress Report highlights actions that have been taken by the City and community, including data and metrics that measure progress toward achieving the three stated goals of Raleigh's Community Climate Action Plan (CCAP):

1. Achieving City Council's goal of an 80% reduction in greenhouse gas emissions by the year 2050
2. Addressing climate equity with all CCAP actions
3. Building community resilience to the impacts of climate change

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This report demonstrates the breadth and depth of climate work that has been undertaken by the City and community. The report shares updates on projects and programs from across City of Raleigh departments and our community that have impact on greenhouse gas emissions, equity and resilience. These include energy efficiency and renewable energy, transportation and transit initiatives, expanded green infrastructure, and community engagement initiatives.

Key updates included in the plan are:

- Water efficiency improvements and the Bio-Energy Recovery Project
- Installed solar capacity growth in Raleigh and City programs to expand solar access to Raleigh residents
- Changes to the North Carolina energy mix as our energy utilities shift toward more renewable energy sources
- City programs to promote multi-modal transit and clean transportation options including GoRaleigh, Cardinal Bikeshare, pedestrian and bicycle improvements
- Transportation electrification updates and progress toward electrifying City of Raleigh fleet vehicles and maintenance equipment, and supporting the transition to electric vehicles in the community
- Urban heat island mapping and mitigation work

For more information, visit raleighnc.gov and search CCAP.



Only Paper Bags Accepted for Yard Waste No Plastic Bags: Here's Why

The City of Raleigh's Solid Waste Services Department (SWS) banned all plastic bags for yard waste collection with the rollout of the new lime green yard waste carts in 2022. This deliberate decision benefits our environment, Yard Waste Center, and SWS crews.

Eliminating plastic bags has multiple benefits for our city and our environment. Without plastic bags, crew members can quickly dispose of yard waste-filled paper bags, serving more residents, and minimizing injuries. The Yard Waste Center's composting system is a low-input, open-air window system where the piles are turned every month for five months to aid in the natural composting process. Paper bags biodegrade within a few months, adding carbon to the compost in the Raleigh Yard Waste Center. This results in rich soil product that is later used in city parks, public spaces, and residential backyards. In addition to the benefits, the shift from plastic to paper bags coincides with the N.C. Department of Environmental Quality's (DEQ) decision to ban yard waste from landfills.

We encourage residents to continue using paper bags for yard waste and visit the Raleigh Yard Waste Center to learn more about the products offered. Visit raleighnc.gov and search **Yard Waste Center**.

Customer Care and Billing Adding Online Services

Coming Soon: Technology makes our lives easier, and we continue to receive feedback that most people prefer doing business online. No one enjoys being on hold, and we are improving our 24/7 online options. To ensure the most efficient processing, the New Service application process will see some changes in the future:

- Customer requests will be online - no more waiting on the phone
- To request new services, just fill out an online form any time of day and send five days prior to your start request

We're simplifying our self-service interactive voice response phone system (IVR)

Our customers have asked for less options and we are streamlining the choices to provide quicker access to the self-service or Customer Care Agent needed. Coming Soon!

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#RALEIGH



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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