

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

MAY 2023

Plant Some Seeds & Help them Grow!

The Buffer Builder Bag (B3) Program provides property owners with free native shrub and tree seedlings to help create or improve streamside buffers on their property. Streamside buffers help preserve and improve water quality by absorbing excess nutrients, reducing sediment, lowering peak water temperatures, and stabilizing stream banks.

Program Qualifications:

1. Own property in Raleigh
2. Submit photos of the stream before planting, immediately after planting, and one-year after planting
3. Agree to maintain seedlings until well established
4. Complete a follow-up survey

What is included in a Buffer Builder Bag?

Applicants will receive one bag of 20-25 seedlings and support materials to assist with planting and maintenance.

How do I apply?

The fall season application deadline is August 1, 2023. To apply to the B3 program, visit raleighnc.gov and search "Buffer Builder Bag." For questions about the program and process, send an email to BufferBuilderBag@raleighnc.gov or call 919-996-3779.



Sanitary Sewer Services and Homeowner Responsibility

It is the homeowner's responsibility to maintain the sanitary sewer service **from your house to the connection to the City of Raleigh's sanitary sewer system**. When you experience a sanitary sewer service backup, it can be a traumatic experience. Although nobody wants to deal with sewage overflowing in their house or yard, here are some tips to consider in the event that it ever occurs.

1. Call a licensed plumber. Once the plumber arrives at your property, they will diagnose the issue and attempt to clear the blockage.
2. Make sure the plumber cleans the sanitary sewer service from the house to the main in the street or easement. Often, plumbers will state that they cannot clean the portion of the service within the public right-of-way (street). This is incorrect. The entire service is the property of the homeowner and should be cleaned in its entirety. If the service does not have a sanitary sewer cleanout installed at the property line, you will need one installed.
3. Ask the plumber to use a camera to inspect the inside of the sewer service. This will make sure the entire service is clean and free of damage. If damage is found in the portion within the public right-of-way, contact Raleigh Water immediately by calling 919-996-3245. We will visit your property and with your plumber, verify that your sewer service requires repairs.

Homeowner Responsibility



Sewer Service Backup Issues

- Grease is one of the major causes of customer sewer service backups. Please dispose of grease properly and not down the drain.
- Flushed wipes are a major cause of sewer issues throughout the world. While they can be flushed, they do not breakup, causing blockages in services, mains, and pumps.
- Roots seek out the nutrients contained in sanitary sewer. Root systems will infiltrate sewer services and mains causing blockages.

For more information visit raleighnc.gov/water.



May is Building Safety Month

Building Safety Month is an annual event held every May by the City of Raleigh, in partnership with the International Code Council. This year is all about how building safety starts with you. To celebrate, we will be sharing home safety tips and tricks for residents at **Moore Square Market on Sunday, May 21**. This year's weekly themes include *Building Safety Starts at Home*, *Building Safety Professionals and You*, *Prepare Your Community*, *Advocate for Your Community*, and *Solving Challenges Together*.

Follow along in the celebration of building safety through social media and in-person events through the month of May. Visit raleighnc.gov and search for **Building Safety Month**.



Annual Recycling & Yard Waste Calendars Coming Soon!

Starting in May, Raleigh Solid Waste Services customers will receive a 2023-2024 Recycling and Yard Waste Collection Calendar in the mail. The calendar begins on July 1 and provides recyclable and yard waste collection information for an entire year!

Customers can also view, download, and print this information early from the raleighnc.gov website. Enter an address in the Find Your Services search box at raleighnc.gov/services. Once there, select the 2023-2024 calendar.

When preparing your waste for collection, please remember:

- Do not place Plastic Bags inside recycling or yard waste carts. Place debris loosely in carts.
- Waste debris should not force the cart lid open more than 12 inches.
- Carts should be curbside by 6 a.m. on pickup day and removed from the curb by 7 p.m. on the day after pickup.
- Contaminated carts or those that contain debris designated for other carts will not receive service.

If you have questions about trash, recyclables, or yard waste collection service, contact us at SWS@raleighNC.gov or call 919-996-3245.

National Bike Month

National Bike Month is celebrated annually in May in communities across the United States. The celebration provides the opportunity to showcase the various benefits of bicycling and to encourage more people to try it.

Whether you're an experienced cyclist or just starting out, join the City of Raleigh and our partners for a variety of activities. They include a "Bike Bonanza" event at Raleigh Union Station, a bike webinar, and Bike to Work Day pit stops. Check out our calendar of free events by visiting raleighnc.gov and searching: **Bike Month**.



Also, please consider these cycling tips:

1. ABC check before riding: air, brakes, and chain.
2. Follow the rules of the road!
 - Ride with traffic
 - Obey traffic signs
 - Use hand signals

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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.



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