

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

JUNE 2023

Need Help with Your Utility Bill? You May Qualify for Assistance!

If you are struggling to pay your utility bill, please check to see if you qualify for assistance. The City of Raleigh has partnered with Wake County for a simple application/qualification process. To find out if you qualify, visit raleighnc.gov and search 'UCAP' for information and application.

Are You Able to Help Your Neighbor? Consider Giving to Project Share

If you would like to help your neighbors in financial crisis, consider a contribution to the City's "Project Share" program. 100% of these contributions provide emergency funds to utility residents who are unable to pay their utility bill. You can contribute monthly on your utility bill or make a one-time contribution. For more information, visit raleighnc.gov and search 'Project Share'.



Summer Heat: Raleigh Water is There for You!

Wherever the summer takes you or whatever your summer plans, remember the best way to beat the summer heat is to always have clean and great tasting 'Raleigh Water' close at hand. It's easy when this wonderful resource, that is not only good, but good for you, is just a twist of a knob away.

Millions of gallons of water travel from the City's water treatment facilities through a network of pipes, pumps, and towers to everywhere you want to be in Raleigh this summer. This is made possible through capital improvement water infrastructure projects that make sure the water you get is always safe and healthy for you, your family, and friends.

Staying hydrated is a smart way to stay safe and healthy as the temperatures climb. So, when making your summer plans, remember Raleigh Water is there for you and ready to beat the summer heat.

To learn more about water projects, visit raleighnc.gov and search 'Raleigh Water Capital Improvement Program.'



Spring BOGO Sale at Raleigh Yard Waste Center

The City of Raleigh Solid Waste Services Department (SWS) is holding a **Spring BOGO** (Buy One Get One) sale on its Organic Mulch and Leaf Mulch Products. Visitors to the Raleigh Yard Waste Center can get one cubic yard (CY) of leaf mulch at no cost for every CY purchased. A single cubic yard is the size of a standard pickup truck bed.

Located at 900 N. New Hope Road, the Yard Waste Center is open Monday through Friday, from 7:00 a.m. to 3:00 p.m., and Saturday, from 7:00 a.m. to 1:00 p.m. Visit us at raleighnc.gov and search "Buy Compost and Mulch" for more information.

No appointment is necessary. Visitors are responsible for the transport of the mulch product after purchase.

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Pool Maintenance: 5 Ways to Reduce Water Pollution

Chlorinated or salt water from pools can pollute streams and creeks. This happens when chlorine and other pool chemicals enter a storm drain or stream. You can help protect the environment by making sure only rain goes down the storm drain. When you are maintaining a private or public pool – do not pump or drain water into the stormwater system.

Here are five easy ways to prevent pollution from pool water:

1. Wait at least 10 days after chlorinating a pool before releasing any water.
2. Clean out algae and leaves before draining your pool so you don't clog storm drains.
3. Release water from a chlorinated pool to a grassy area away from a stream or storm drain.
4. Don't have a grassy area? De-chlorinate and test the pool water to make sure chemical levels are low before releasing it. Visit a pool supply store for instructions.
5. For saltwater pools – Drain the water to a grassy area a little at a time. You can damage your grass if you release the water with chemicals into your yard.

Learn what else can cause water pollution at raleighnc.gov by searching “**Report Water Pollution**”. You can also report water pollution at 919-996-3940 or IllegalDischarge@raleighnc.gov.



Want to Know More About Your Drinking Water?

2022 Annual Drinking Water Quality Report is Now Available Online

You can now view the 2022 Consumer Confidence Report, which is our annual drinking water quality summary, by going to the “Raleigh Water Reports” webpage, or by accessing the report directly at this web address:

<https://cityofraleighodrupal.blob.core.usgovcloudapi.net/drupal-prod/COR25/2022CCR.pdf>

Raleigh Water is committed to providing the best drinking water we can, and our water is tested 6,000 to 7,000 times per month to ensure it meets all Federal and State drinking water standards.

This Consumer Confidence Report represents water quality data collected during calendar year 2022, and we are pleased to document that your drinking water continues to meet all drinking water standards and requirements.

If you have any questions or would like to receive a paper copy of the Raleigh Water 2022 Consumer Confidence Report in English or Spanish mailed to your residence, please call 919-996-3471.

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raleighnc.gov

#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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