

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

AUGUST 2023

City of Raleigh's Water Placed in Top 3 Internationally for Best Tasting

Following Raleigh Water's win for first place at the recent annual North Carolina American Water Works Association (AWWA) competition, Raleigh Water earned an invitation to the highly regarded International AWWA Conference. This event was hosted by the ACE in Toronto, Canada. The ACE23 conference brought an estimated 10,000 attendees, hailing from every corner of the United States and from over 90 countries. ACE23 holds the title of being the world's longest-running water conference as it first convened in 1881. This event showcased over 440 expert presentations and featured more than 450 exhibitors.

Best of the Best Water Taste Test at ACE23 is decided by a panel of judges who participated in a blind taste test. Comprised of trained water flavor profilers, the judges' panel ranked the City of Miramichi in New Brunswick, Canada as the first-place winner, with the City of Grand Junction in Colorado following in second place, and notably the City of Raleigh in North Carolina claiming third.

Raleigh Water is proud to include this honor with other achievements that we have recently won, such as the Pisces Recognition Award for our efforts in the Bioenergy Recovery Project, the 5 - Year Directors Award at ACE23 for our commitment to superior water quality, the 2023 OUUG Customer Excellence Award for outstanding customer service, and the President's Award in recognition for achieving the highest level of contributions to the improvement of water supply management.



Raleigh-Wake 911 Center Staff Recognized for Life Saving Measures

When a cardiac event happens, it is good to know you have trained professionals to guide you on providing CPR while getting first responders to your location. Every year we recognize 911 call takers for their life saving measures. This year the following people provided CPR instruction that was instrumental in positive outcome for the patient. Help us celebrate Rodney Melvins, Megan Creech, Joseph Mahar, Teresa Miles, Danielle Gregg, Guanica Collazo, Chris Hollingsworth, Nicholas Allen, Lorrie Tharrington-Herman, Kevin Anderson, Elyse Stanley, Quameika Edwards, Josh Wick, Robert Miller, Devin Cahoon, and Jacqueline Robinson.



Summer Travel: Know Before You Go!

How could a water infrastructure project impact your commute to work, summer vacation plans, or dropping the kids off at summer camp? Great questions! The summer months, with less rain and clearer weather, present many great opportunities to start and complete water-based projects. These projects make clean drinking water available to our valued customers each day. A number of these projects will repair, refurbish, and replace aging infrastructure with new infrastructure pieces. Roads, streets, and bike lanes may need to be partially or fully closed and traffic detoured to meet project timelines. These closures provide a safe working environment for site workers, motorists, and pedestrians.

The City of Raleigh takes several steps to ensure that summer travelers are alerted before any road or street is impacted:

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- A press release sent to local media – Local news outlets report on road impacts. Check your local station.
- Water project web updates – Visit our website at raleighnc.gov/projects and search for water projects near you.
- Posting about closures on social media – Follow us on social media for up-to-the-minute road closure information @RaleighGov, @Raleigh_Water, Waze, and Nextdoor.

Know before you go! Details about impacted travel routes are important to know when making summer plans. Please follow all posted traffic detour signs. These signs save lives!

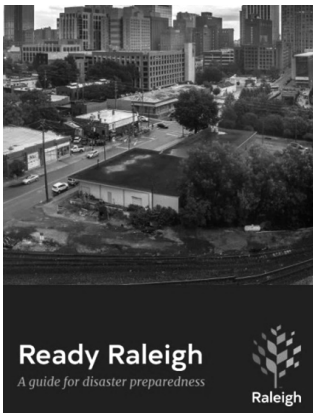
Volunteer Opportunities



With over 200 parks and 120 miles of Greenway trails, single-time cleanups can make a difference. There are many opportunities for individuals, groups, students, businesses, churches, and organizations to contribute time, talent, and resources to Raleigh Parks, Recreation and Cultural Resources.

Join us today! For more information, go to raleighnc.gov/parks-volunteer, and visit the “Upcoming Events” section to sign up!

Ready Raleigh Emergency Preparedness Guide



Emergency preparedness can save lives, reduce injuries, and save property. The City of Raleigh has compiled useful information to help you prepare yourself, your family and pets, your home and your community for emergency situations. This guide contains information about how to contact government agencies for specific information before or after an emergency, how to compile an emergency kit for your household, and what to do during specific natural and man-made hazards. The

Ready Raleigh Emergency Preparedness Guide is a tool to help you:

- Be Connected to relevant news, information, and services for emergency situations
- Be Prepared with an emergency kit and emergency action plan
- Be Informed about what may happen during an emergency and what actions you can take to keep yourself, your family and pets, and your neighbors safe. You can find the guide at raleighnc.gov under ‘Emergency Preparedness’.

More Online Services for Your Convenience

Technology makes our lives easier, and we continue to receive feedback that most people prefer doing business online. We are constantly improving our 24/7 online options and soon our New Service application process will be totally online. No more calling in during business hours and waiting on hold. To request new services, you’ll be able to just fill out an online form any time of day or night and submit 5 days prior to your start request date. We are happy to continue to provide additional online services to assist our busy customers!

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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
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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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