

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

APRIL 2024



You Are Invited to Raleigh Earth Day 2024!!

Join us for this FREE community event to grow our collective community purpose toward the preservation and restoration of the natural environment.

Explore earth-conscious vendors and organizations while enjoying live music, games, and activities for all ages. We will be showing a family-friendly movie to conclude the event.

Learn about what the City of Raleigh and Community Partners are doing to create a more sustainable Raleigh and things you can do (even beyond Earth Day) to support the environment! Visit raleighnc.gov and search "Earth Day 2024".

Date: Friday, April 19 from 5 pm – 10 pm

Location: Dix Park



Celebrate Raleigh Stormwater Youth Artist!!

Raleigh Stormwater hosted the 2024 Capture It! Arts Contest and received amazing pieces of art and videos from students.

We are partnering with Raleigh Arts to showcase this artwork to the community! Join us at an opening reception to learn more about stormwater and see the incredible artwork in the Youth and Teen Gallery! The artwork will be on display between April 20 – May 11.

Opening Reception Details

When: Saturday, April 27 from 2:30 pm – 4:30 pm

Where: Pullen Arts Center (105 Pullen Rd, Raleigh, NC 27607)

Light refreshments will be provided!

Visit raleighnc.gov and search "Capture It" for more information.

Online Application and Utility Contract – COMING SOON!

Soon all applications for Start, Stop & Transfer of service will also have a utility contract to fill out online. Reminder to fill out your application **5 business days prior** to your request date. You will no longer need to call our customer contact center and wait on hold; you will have access 24/7!!





Raleigh Water Job Fair in May!

Friday, May 3rd 9 am – 4 pm and Saturday, May 4th 10 am – 2 pm

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 mark your calendar for our upcoming Raleigh Water Job Fair!

- Meet with Managers in person
- Have on the spot interviews. Bring your resume!
- 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 and search "Raleigh Water Job Fair".

Utility Bill Pay Options?

Remember – it matters how you pay!

We offer MANY convenient payment options:

- Pay on-line at raleighnc.gov/utilitypay
 - » Visa, MC, AmEx Discover, Venmo, PayPal App, PayPal Credit, Amazon Pay, E-check, ACH bank draft, recurring credit card payments, e-checks, and schedule future dated payments
- Pay toll-free 888-905-3169
- Auto-Pay – recurring bank drafts from checking or savings
 - » payments automatically drafted from your checking or savings
 - » set it up and forget about it; payments are always on time
 - » visit raleighnc.gov and search 'utility payments' to enroll
- On-line bill pay through your bank
 - » a free service provided by most financial institutions
 - » this process can vary so make sure you understand your financial institution processes
- Pay in person at City of Raleigh's official utility payment locations: Town Halls of Garner, Knightdale, Rolesville, Wake Forest, Wendell, Zebulon and Raleigh Municipal Complex
 - » payments made at any Town Hall will be applied to your utility account the same day
 - » if you make a payment at any location other than one of these official payment locations, your payment may take several days to reach us. This could cost you additional late fees, or your services could be disconnected for nonpayment before we receive your payment

- Walmart Pay
 - » Quick and easy while you are shopping
- Mail to City of Raleigh, PO Box 71081, Charlotte, NC 28272-1081
 - » USPS mail delays can cause utility bills and payments to take extra time to be received
 - » Allow for extra delivery time when mailing utility payments

Has Your Water Been Cut Off or Subject to Being Cut Off??

We may be able to help. You may qualify for a Payment Plan or our Utility Customer Assistance Program. For more information, visit raleighnc.gov and search 'payment plan' or 'financial assistance'. Don't risk being without water! If disconnected for non-payment, you could be without water until the end of the next business day after you make your payment.

FIND US, LIKE US, FOLLOW US



#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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