

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

AUGUST 2024

Important Summertime Reminder!

How Fats, Oils, and Grease Affect the Sewer System

With summer here, and more people gathering for cookouts and other events and activities, it's still important to keep in mind the things that you dispose of in your sinks or drains. The City's sanitary sewer system is comprised of a network of pipes called sewer mains and laterals that connect your home or business to the wastewater treatment facility. When fats, oils, and grease are flushed down sinks, drains, or toilets, it causes problems for the sanitary sewer system. These blockages will gradually restrict the wastewater flow from your house, leading to sewage back-ups or overflows. The grease deposited in the public sewer will negatively impact the City's sewer system, causing sewer overflows and possibly an environmental emergency!



How do fats, oils, and grease cause sewer blockages?

When fats, oils, and grease are poured or flushed down your sinks, drains, or toilets, they enter the sewer system, where they cool, harden, and stick to the inner walls of sewer pipes. Over time, as more fats, oils, and grease are added to the system, these sewer blockages build up and harden until they are completely plugged into the pipes. The hardness of the blockages makes them very difficult and costly to clean out.



Where do fats, oils, and grease come from?

The most common sources of household fats, oils, and grease are:

- meats and other food scraps (including baked goods)
- sauces, gravies, and salad dressings
- dairy products (milk, cream, yogurt, kefir, cheese)
- fats, lards, cooking oil, shortening, butter, and margarine
- cosmetics and toiletries (makeup, lotions, some soaps, and oils)

How do these blockages affect the sanitary sewer system?

You may think that once you flush it, it washes away and is gone for good. That's not the case. Fats, oils, and grease will build up in your pipes, create blockages, and plug sewers, leading to problems such as:

- Raw sewage overflowing and backing into your home, business, or a neighboring property.
- Basement flooding (an expensive and unpleasant situation).
- Raw sewage overflows into parks, yards, streets, creeks, rivers, and lakes.
- Increasing operations and maintenance costs to clean and repair damaged sewer pipes.

How can you help prevent sewer system blockages?

- NEVER pour grease down drains or into toilets.
- ALWAYS use drain baskets/strainers to catch food scraps and other solids. Empty the basket/strainer into your Green Bin.
- BE AWARE: depositing any matter capable of obstructing or interfering with the operation of a sewer may lead to an environmental emergency.





GoRaleigh Fares Resume Sept 1

After suspending fares during the COVID-19 pandemic, GoRaleigh will resume collection of fares on September 1, 2024. July 2024 will serve as a “Find your Fare” month where riders can explore the best ticketing option to prepare for when fares are collected.

In August, riders can “Practice Your Pass” and will be asked to board the bus using the UMO Mobile app, UMO Card or cash. Riders will be provided a UMO promo code or a complimentary day pass on the bus to help riders adapt to returning to fares. Fares will begin to be collected on September 1, 2024.

Payment options for passengers include new digital ticketing and a convenient pass for income qualified riders to ride fare-free. Youth (ages 13-18) and seniors (ages 65 and older) will still ride free (as they did pre-pandemic) after they enroll in one of the GoPass programs that allows them to use the Umo digital ticketing platform. Discover the best options for you at [GoRaleigh.org/Fares!](http://GoRaleigh.org/Fares)

Raleigh Neighborhood Exchange is Celebrating 20 Years!

SAVE THE DATE: Saturday, September 14

We would like to invite you to the 20th Annual Celebration of the Raleigh Neighborhood Exchange. On this very special anniversary, our theme is “History to Horizon: Honoring 20 Years of Raleigh Neighborhoods.”

This year’s Raleigh Neighborhood Exchange event will be held on Saturday, September 14, from 9a.m. – 2p.m. at the NC State McKimmon Center and celebrates Raleigh’s amazing neighborhoods and brings our neighbors together. More information coming soon!

Discounted Rabies Vaccinations and Free Microchipping in Sept!

The Raleigh Police Department’s Animal Control Unit is hosting rabies and microchip clinics at a City park near you in September.

Services and Fees:

- 1 year Rabies vaccination: \$5 (cash only)
- Microchip (donated by Cary Police Dept. Animal Control Unit): FREE
- Distemper Vaccinations (donated by PetCo Love.): FREE

Clinics are Sunday, September 15, 11 a.m. to 3 p.m. at Anderson Point Park, 20 Andrews Point Drive, Raleigh, 27610 and **Sunday, September 29, 11 a.m. to 3 p.m.** at Dorothea Dix Park, 1030 Richardson Drive, Raleigh, 27603

You Can Now Pay Your City of Raleigh Utility Bill at Walmart!

How convenient! Visit any Walmart Money Center or customer service desk, provide your utility bill, and use either cash or debit card as your payment method and a Walmart associate will process your utility payment.

What you need to know about this easy and convenient payment option:

- Walmart Pay is available in all Walmart stores across the United States.
- Walmart ensures secure transactions with encryption and other security measures.
- Walmart offers two payment options:
- Same day payment: \$2.00 fee, real time posting to your utility account.

MoneyGram: this option charges \$2.99 and will take 2-3 days to post to your utility account.

For **quickest payment** to your utility account and lowest fee, make sure to tell the associate you want the **same day option**.

Enjoy shopping and take care of your utility bill with Walmart Pay!

New and Convenient Utility Contract and Application

1. Request start, stop or transfer services 5 business days prior to your move date.
2. Fill out application at your convenience 24/7; no longer wait on hold over the phone!
3. Visit Raleighnc.gov and search “utility services for contract & application”.

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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