

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

DECEMBER 2023



Everyday Alternatives to Wrapping Paper

The Environmental Protection Agency states that the United States produces 25 percent more waste during the holidays than the rest of the year. This is equivalent to an extra 1 million tons headed to the landfill each week. We want to share a few steps anyone can take to recycle correctly and decrease landfill waste during the holidays.

When wrapping presents, consider what can be recycled or reused. Wrapping paper can be recycled if it is free of non-paper additives such as glitter, plastic, or metal. You can go a step further and use more eco-friendly alternatives, such as old newspapers or brown paper bags. The Sunday comics section is a colorful and fun substitute for traditional wrapping paper that you can recycle or throw in your compost bin. If

you're creative and want to personalize the gift further, you can make your own wrapping paper by drawing on a cut-up brown paper bag.

What is better than wrapping your presents in something recyclable? Using something reusable! Take inspiration from Furoshiki, the traditional Japanese method of using fabric to wrap objects. Cloths such as bandanas or scarves can be elegantly folded around gifts and reused by your gift recipient for years to come.

Hey, Raleigh – We Want to Hear from YOU!

Vote Now to Fund Projects in Your District

We're inviting you to help us determine how to spend \$1 million capital funding citywide – that's \$200,000 per district. During last year's budget engagement process, residents indicated needs in the areas of community development, transportation, community engagement, and sustainability.

As part of the FY25 budget process, the City of Raleigh Budget team is laying the groundwork for more community input in our budget going forward. The community-based projects up for vote were chosen by City staff based on resident feedback as part of last year's engagement process.

Voting is open until Dec. 31, 2023, and just takes a few minutes. Visit raleighnc.gov and search “budget input” to find your district and vote today.



'Tis the Season – For Giving!

For residents on a limited income, a day without water can be a reality. You can help by contributing today to Project Share! Project Share is Raleigh Water's customer assistance program that is fully funded by individuals and businesses in the community. You can contribute monthly or as a one-time contribution when paying your utility bill, or simply cut this “coupon slip” and put it in the mail with a check and a stamped envelope (with Project Share in the check's memo line)!

For more information, go to: www.raleighnc.gov/project-share

The mailing address is:
City of Raleigh – Revenue Services (#51)
PO BOX 590
Raleigh, NC 27602.

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Seasonal Loose-Leaf Collection Is Still Ongoing!

The Transportation Field Services Division provides an annual leaf collection service for residents inside the Raleigh city limits. Visit the City's website at raleighnc.gov/leaf and search to find this year's leaf pickup schedule and program details. You can determine your collection zone by entering your address in the Leaf Collection and Yard Waste Address Search window. The collection schedule changes each year, so check this year's schedule before putting leaves out.

Looking for Optional Methods for Leaf Disposal?

Another option for disposing of leaves is the biweekly yard waste service provided by the City's Solid Waste Services Department. Place leaves in biodegradable paper bags. Place the container curbside next to your roll-out cart on your scheduled yard waste collection day; the limit is 15 bags per pickup.

We appreciate your cooperation in helping to make this program a success!

For more information, please visit raleighnc.gov/leaf or call our leaf line at 919-996-3720

Open House Town of Rolesville - Main Street Project



The Town of Rolesville will host a Main Street Project Open House Jan. 23, 2024, in the Frank C. Eagles Board Room at Town Hall (502 Southtown Circle, Rolesville, NC 27571). This meeting will take place in two sessions, from 12 noon – 2 p.m. and 4 – 7 p.m. Residents will be able to ask questions and receive information on the progress of the Main Street Project, and the adjacent Wallbrook and Cobblestone developments.

The Main Street Project kicked off in January 2023 and has experienced significant progress since then. Save this time and date on your calendars to learn more.

Apply for FREE Tree and Shrub Seedlings

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 the City of 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 spring season application deadline is March 1, 2024. 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!

Utility Payment Options

Raleigh Water has multiple methods available to make it quicker and easier for you!

- Have you tried the **PayPal App**? Search **Raleigh Water**
- Pay with Visa, Mastercard, American Express, Discover, E-check, Venmo, Amazon Pay, PayPal
- AutoPay (recurring bank drafts from checking/savings or credit card)
- Schedule a payment in the future
- Make a one-time payment without logging in to an account
- Pay by phone at 888-905-3169

If you prefer to pay in person, we encourage you to use an official payment location where your payment will be applied to your account immediately. If you make a payment at any other location, your payment may take **several days (or even weeks)** to reach us. This could cost you **additional late fees**, or your services could be **disconnected** for nonpayment before we receive your payment.

- Raleigh Municipal Building Complex
- Town Halls of Garner, Knightdale, Rolesville, Wake Forest, Wendell, Zebulon

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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