

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

FEBRUARY 2024

Raleigh Water freeFILL Program

The Raleigh Water freeFILL program aims to promote the use of refillable water bottles among Raleigh residents and visitors. The program highlights locations around the city that will allow people to fill their water bottle for free.

Americans use about 50 billion disposable bottles every year. Of those, about 38 billion are not recycled properly. They end up in landfills, making their way to our streams, rivers, and oceans. Using a reusable water bottle and filling it with Raleigh's award-winning tap water can save a person hundreds of dollars every year, while replacing dozens of single-use bottles. Using a reusable bottle is one small thing each of us can do.

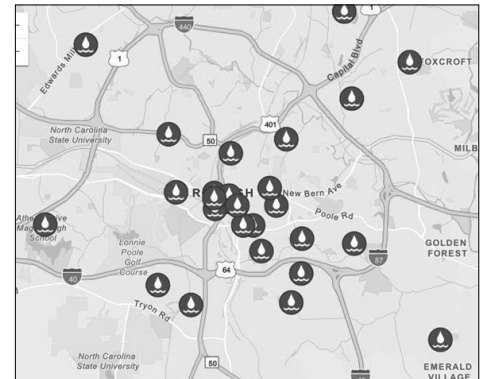
How Does It Work?

Bring your bottle into the site (look for our freeFILL site stickers) and either fill it at a water station or water fountain, or have it filled by staff, during their normal business hours. It's that easy!

A few things to keep in mind:

- You provide the bottle.
- Bottles should be clean. Sites may refuse to refill visibly dirty bottles.
- Bottles are for personal drinking water. Sites may also refuse to fill exceptionally large bottles.
- Sorry, no sparkling water! Sites are offering free refills of Raleigh tap water.

Raleigh Parks' water fountains and/or bottle refill stations are included as freeFILL sites. To view all refill locations in Raleigh, see the map on the right or go to "Raleighnc.gov" and search for "[Raleigh Water freeFILL Program](http://Raleighnc.gov)." We are hoping to expand this program to include more commercial locations. If your business is interested in becoming a freeFILL site, contact us at freefill@raleighnc.gov.



Capture It! Stormwater Arts Contest Still Open!

How would you protect streams from pollution? Raleigh students in grades 8-12 can submit a video or artwork to show us how for a chance to win \$500!

Selected pieces will be featured at the Pullen Arts Center Youth & Teen Gallery and contest winners will be recognized at the Earth Day Event at Dorothea Dix Park! Submissions are due by Feb. 23, 2024.

Here's how to enter:

1. Choose what to create (artwork or video).
2. Show different ways to prevent water pollution in Raleigh.
3. Submit your entry online by visiting raleighnc.gov and searching "Capture It."

Looking for other ways to get involved? The City of Raleigh Environmental Awards Program has a variety of awards and contests in which all Raleigh residents can participate. Visit raleighnc.gov and search "Environmental Awards Program" for more information and opportunities

Photo: Storm drain cover art by student David Manyac named "Nature Depends on the Neuse."



Turn Trash into Fashion to Win



Applications are now open for the 2024 Trashion contest! The Trashion Awards are part of the annual City of Raleigh Environmental Awards ceremony. They recognize designers who create garments and accessories made of recycled materials. The competition showcases unique and recycled-inspired garments created from items usually tossed in the recycling cart.

At least 75 percent of each submitted entry must include materials the City of Raleigh's Solid Waste Services Department accepts during recycling collection. Residents in Raleigh and our Solid Waste Service utility service areas may enter, including Garner, Rolesville, Knightdale, Wendell, and Zebulon.

The deadline to enter is **March 1, 2024**. For more information and to apply, please visit raleighnc.gov and search "2024 Environmental Awards."

Photo: Model wearing a garment titled "Barbara Ann." A dress and top designed by 2023 Trashion winner Amelia Boys (on right). Materials used: paper grocery bags, paper packaging materials, plastic water bottles, and aluminum cans

No Ammonia in Water & Annual Flushing of Water Distribution System from March 1 to April 11

Raleigh Water will temporarily stop adding ammonia to its water treatment disinfecting process in the morning of March 1. Raleigh Water will resume adding ammonia to the water treatment process in the morning of April 11.

To promote optimal disinfection throughout the water-distribution system, the North Carolina Department of Environmental Quality recommends that public water systems that use chloramine disinfection switch to chlorine-only disinfection for a minimum of three consecutive weeks every year. This change to chlorine-only disinfection can produce a temporary "chlorine taste and odor" in some cases.

Raleigh Water also conducts flushing of the water-distribution system during this same time period to hasten the change of chloramines to chlorine residual disinfectant. This flushing may cause some temporary discoloration in the water. **The water is still safe.** However, as a precaution, customers may want to check to see if their water is discolored before laundering white clothes.

Raleigh Water conducts extensive water-quality testing throughout the water-distribution system to ensure our drinking water meets all state and federal drinking water requirements, and this data can be accessed at raleighnc.gov/water-and-sewer/services/raleigh-water-reports.

More Online Services for Your Convenience Coming Soon

Technology makes our lives easier, and Raleigh Water continues to receive feedback that many 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 and submit it (do so at least 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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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.



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