

# YOUR SERVICE CONNECTION

## Keeping You Connected To ALL Things Raleigh Water

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

JANUARY 2024

### Your Bill Will Have a New Look in the New Year

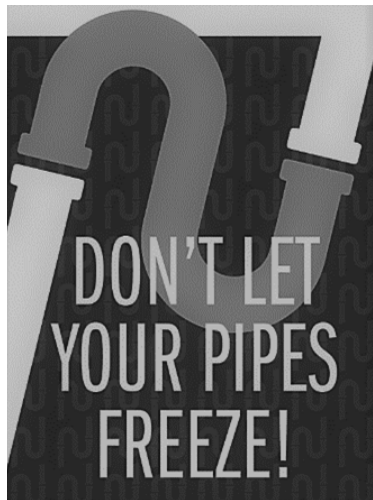
Starting Jan. 27, 2024, you may notice a change in your City of Raleigh utility bill. The total service cost will not change, but solid waste fees and yard waste fees will now be listed separately.

1. Solid waste fee (garbage) (\$12.90/month); and
2. Yard waste fee (\$4.90/month).

There will be no change in how the recycling fee (\$4.60/month) appears on your monthly bill. Separating the fees helps enhance transparency and shows the individual cost for both fees.

Did you know that every community in North Carolina has a responsibility to manage waste disposal and reuse to protect the health and environment of its residents? Solid waste and reuse fees help fund this essential public service for the benefit and sustainability of the community.

### Protect Our Pipes: Don't Let Them Freeze



With winter here, we want to share some friendly advice about steps that you can take to prepare and protect pipes. The City of Raleigh maintains 2,500 miles of water line and 2,569 miles of sewer line, which provide service for Raleigh and our surrounding merger communities. For the most part, the damage caused to our water infrastructure from frozen pipes is preventable. We are thankful for all our customers who take the steps to prevent this and to protect our shared water system.

#### For a quick reminder:

- Drain and disconnect outdoor hoses and supply lines to swimming pools and water sprinklers.
- Keep garage doors closed if water supply lines are in the garage.
- Keep your home heated above 55° F.
- Protect exposed water pipes by installing pipe sleeves, heat tape, heat cable or other similar materials that can be purchased at local hardware and building supply stores.
- Consider adding insulation to attics, crawl spaces and basements to maintain higher temperatures in these areas during cold weather.



### Are You Able to Help Your Neighbor?

#### *Snip the Slip, and Send a Contribution*

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 online at [raleighnc.gov/utilitypay](https://raleighnc.gov/utilitypay), or simply snip this "coupon slip" and put it in the mail with a check and stamped envelope (with Project Share in the check's memo line)!

For more information, go to: [raleighnc.gov/project-share](https://raleighnc.gov/project-share)

The mailing address is:

City of Raleigh - Revenue Services (#51)

PO BOX 590

Raleigh, NC 27602.



# How Fats, Oils, and Grease Affect the Sewer System



The City's sanitary sewer system comprises of a network of pipes called sewer mains and laterals that connect your home or business to a wastewater treatment facility.

Flushing fats, oils, and grease down sinks, drains and toilets 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 enter the sewer system, they cool, harden, and stick to the inner walls of pipes. Over time, as more fats, oils, and grease are added, 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.

## Sources of fats, oils, and grease

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?

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.

## What should you do with fats, oils, and grease?

- Let the grease cool and harden, then scrape it and food scraps from trays, plates, pots and pans, utensils, grills, and cooking surfaces into your Green Bin.
- Small volume of liquid cooking oil can be placed into trash receptacles as long as the oil can be absorbed by other organic materials or paper towels.
- Larger amounts should be collected into a sealed container labeled "cooking oil," which can be dropped off at waste collection sites.

## What is Raleigh Water doing to address the problem?

Raleigh Water utility operators regularly inspect and maintain sewer mains, cleaning them with high-pressure or mechanical devices to ensure no debris accumulates, thus reducing potential sewer-related issues. In some areas, a more frequent cleaning schedule is required to remove accumulated grease and debris.

If you experience any sewer issues, please call 919-996-3245; Raleigh Water will respond immediately to identify the issue and assist you with your sewer concerns.

## Need Help with Your Utility Bill?

### *You May Qualify for Assistance!*

If you are struggling to pay your utility bill, please check to see if you qualify for assistance. The City of Raleigh has partnered with Wake County for a simple application/qualification process. To find out if you qualify, visit [raleighnc.gov](http://raleighnc.gov) and search 'UCAP' for information and application.

## CUSTOMER CARE & BILLING

Web account access: [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay)  
Phone Payment: 888-905-3169  
Email: [customercare@raleighnc.gov](mailto: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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