

# YOUR SERVICE CONNECTION

## Keeping You Connected To ALL Things Raleigh Water

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

MARCH 2024



Photo: group of volunteers at a stream cleanup located in Biltmore Hills Park

## Celebrate Regional Creek Week with Raleigh Stormwater!

Regional Creek Week is a state-wide initiative to promote water quality and healthy waterways. From March 16 – 23, Raleigh Stormwater will host several events: a rain garden and rain barrel workshop, a volunteer stream cleanup, and will promote the Clean Water Education Partnership's photo contest!

Visit [raleighnc.gov](http://raleighnc.gov) and search "Celebrate Regional Creek Week" to find resources about stormwater and pollution prevention, and to register for our upcoming events!

## Online Application and Utility Contract – COMING SOON!

All Start/Stop and Transfer of utility services will soon be available solely online. You will no longer need to call our customer contact center and wait on hold; you will have access 24/7!! Reminder to fill out your application 5 business days prior to the day you need services to start.



## Neighbors Helping Neighbors

World Water Day on March 22 is an annual global event that raises awareness about water related issues and promotes sustainable water management for millions of people lacking access to safe drinking water and water resources". \*

In recognizing the issues that World Water Day focuses on, think about how it would feel to go a day without water.... if you couldn't bathe, flush the toilet, or even pour a glass of water to drink? Some individuals struggle to afford necessities and our **Project Share** program helps families in need pay for their utility bill.

\*From Convoy of Hope. Jan 25, 2024. World Water Day 2024 Celebration.  
<https://convoyofhope.org/articles/world-water-day/>

### Would you like to contribute to making a difference?

You can do so online with your bill pay at [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay) or cut this coupon and mail with a check (with Project Share in memo line) to:

City of Raleigh – Revenue Service (#51)  
PO Box 590  
Raleigh, NC 27602

Payable to City of Raleigh – Circle the Amount to Contribute: \$10 \$25 \$50 Other \_\_\_\_\_





## Wildlife and Pollinator Program

Mayor Baldwin signed the National Wildlife Federation's Mayors' Monarch Pledge in 2021 and the City of Raleigh joined hundreds of other U.S. communities committed to creating habitat for the monarch butterfly and pollinators, and also educating people about how they can make a difference at home and in their community!

### What are some examples of pollinators?

Some examples of pollinators are birds, bees, butterflies, moths, beetles, and other animals. Pollination occurs when pollen is moved or carried from one plant (or part of a plant) to another.

### Why are pollinators important?

Pollinators are critical to creating and maintaining the habitats and ecosystems that many animals rely on for food and shelter. One-third of the food crops humans eat depend on pollinators!

### How to Attract Pollinators (in your own backyard):

- Plant some fun things in your garden that attract pollinators. Concentrate on plants native to our area that are host plants (plants that butterflies and moths require for their caterpillars) and can produce nectar (food) for pollinators.
- Leave the weeds. These can be helpful for pollinators.
- Consider a less frequent mowing cycle. This allows things like white clover to bloom and help the pollinators.
- A shallow dish with pebbles and water will attract bees, butterflies, and moths, without being a drowning hazard.
- Minimize the use of insecticides in gardens for pollinators and avoid buying plants pre-treated with insecticides – these can be harmful to pollinators, most of which are insects.

With Earth Day coming up on April 19th, this is a great way to join your effort with others in protecting and sustaining the planet!



## Need a Second Yard Waste Cart?

Customers receiving curbside solid waste collection can request another bright green cart to assist with yard waste needs.

The change can increase yard waste cart capacity to 190 gallons every two weeks. Customers who request a second yard waste cart still have the option to place up to 15 biodegradable paper bags and up to five stick bundles at the curb for collection.

The second yard waste cart requires a fee of \$50 and increases the monthly yard waste service fee from \$4.90 per month to \$6.90 per month. Customers won't see the increase in the yard waste monthly service fee until the cart is delivered. New carts can be used as soon as you receive it!

To request a second cart:

- Contact the Customer Service Center at 919-996-3245.
- Visit [raleighnc.gov](http://raleighnc.gov), search for "Yard Waste Cart Request Form" and complete the online web form

## Do You Think You Have a Leak?

Water leaks can be costly. **Make sure you take action to fix it quickly!!** If you experience a higher than usual water bill, you may have a leak and may qualify for an adjustment. Things to consider:

- Is your consumption more than double your average?
- If the leak is accessible (available water pipes, hoses, toilets, faucets, hose bibs, etc.), the water consumption charges may be adjusted to double your monthly average with no adjustment to wastewater charges.
- If the leak is non-accessible (underground lines, pipes within walls, water heaters, etc.) the water and wastewater consumption charges may be adjusted to double the monthly average.
- You are responsible for paying the entire amount billed on your utility bill by the due date even if an adjustment has been requested.
- You may only receive one leak adjustment per a twelve-month period.
- Leak adjustments are for a maximum of 2 consecutive months.
- Get more information and apply for an adjustment by visiting [raleighnc.gov/leak-adjustment](http://raleighnc.gov/leak-adjustment)



**Keep it out of the drain.  
No Grease!!**

## 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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