

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

MAY 2024



Want to Know More About Your Drinking Water

2023 Annual Drinking Water Quality Report is Now Available Online

You can now view the 2023 Consumer Confidence Report, which is our annual drinking water quality summary, by going to raleighnc.gov and searching “**Raleigh Water Reports**”, or by accessing the report directly at this web address:

<https://cityofraleighdrupal.blob.core.usgovcloudapi.net/drupal-prod/COR25/2022CCR.pdf>

Raleigh Water is committed to providing the best drinking water we can, and our water is tested 6,000 to 7,000 times per month to ensure it meets all Federal and State drinking water standards.

This Consumer Confidence Report represents water quality data collected during calendar year 2023 and we are pleased to document that your drinking water continues to meet all drinking water standards and requirements.

If you have any questions or would like to receive a paper copy of the Raleigh Water 2023 Consumer Confidence Report in English or Spanish mailed to your residence, please call 919-996-3471.



Start, Stop, Transfer Services – Contract Now Available On-Line

All start, stop and transfer of utility service requests are now available online. You no longer need to call our customer contact center and wait on hold; you have access 24/7!! Remember to fill out your application contract 5 business days prior to your request date. Visit raleighnc.gov and search “**start or stop utility services**” for more information.

Drinking Water Week

Drinking Water Week takes place during the first week in May — from May 5 to 11 this year. In our daily lives, we drink water without thinking about where it is coming from and if it is safe for us. Polluted drinking water can be responsible for many illnesses, which is why awareness is so important. Sponsored by the American Water Works Association, Drinking Water Week helps us think about the significant role that safe drinking water plays in keeping us healthy. * This is one of the things that some individuals who struggle to afford basic necessities must think about, and our Project Share program helps families like this in need of assistance pay for their utility bill.

* From National Today. (2017-2024) Drinking Water Week May 5 – 11, 2024. <https://nationaltoday.com/drinking-water-week/>

Would you like to contribute to providing clean, safe water for someone today?

You can do so online with your bill pay at: raleighnc.gov/utilitypay

Or clip this coupon and mail a check with **Project Share in memo line**:



City of Raleigh – Raleigh Water

PO BOX 590

Raleigh, NC 27602

Circle the Amount to Contribute \$10 \$25 \$50 Other _____



We need Your Feedback!

Coming this summer, the City of Raleigh Solid Waste Services will introduce the Raleigh Reuse tool. This interactive web tool and application will be used to access all things waste and recycling including:

- Quick access to your household collection calendar;
- Reminders for collection days;
- Immediate answers on how to recycle specific household items;
- Find where to donate or dispose of larger items like furniture; and,
- An interactive recycling game!

We need Raleigh residents to help us test the Raleigh Reuse tool. Your feedback on this experience will help us better support the entire community. Whether you are an expert recycler or just getting started, your participation can help us best meet Raleigh’s waste needs. Visit raleighnc.gov and search “solid waste services need your help” to sign up to help us test this tool.

Clean Cars, Clean Water



Before changing your oil or washing your car at home, make sure you are following the right steps to prevent water pollution! Here are a few ways you can prevent water pollution by properly maintaining and cleaning your vehicle:

1. Use a drip pan to capture leaking fluids.
2. Clean spills by using absorbent pads and other materials.
3. Wash vehicles on the lawn or block storm drains with a berm or mats if washing on the street.
4. Never dump oil, soap, or other chemicals down the storm drain!

Visit raleighnc.gov and search “Water Pollution” to learn more about how you can Spot, Report, and Stop Water Pollution! Raleigh Stormwater partners with the Clean Water Education Partnership to share information about keeping our waterways clean. Visit nc-cleanwater.com to learn more.



Open House (Summer Road Closures)

Town of Rolesville – Main Street Project

The Town of Rolesville will host a Main Street Project Open House on May 14, 2024, in the Rolesville Community Center, 502 Southtown Cir. Rolesville, NC 27571. This meeting will take place in two sessions, from 12:00pm – 2:00pm and 4:00pm – 7:00pm. Residents will be able to ask questions and receive information on construction and summer road closures as the town continues its Main Street Project efforts.

The Main Street Project has made significant progress. The Town of Rolesville is dedicated to keeping our residents informed and knowledgeable about the community that they live in. Save this time and date on your calendars and we look forward to seeing you in May 2024! If you have further questions, please email the project team at mainstreetproject@rolesville.nc.gov.

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#RALEIGH

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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