

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

NOVEMBER 2023



What Do You Plan to Give on Giving Tuesday?

Consider Giving to Project Share

“It’s a simple idea: Whether it’s making someone smile, helping a neighbor or a stranger out ... or giving some of what we have to those who need our help, every act of generosity counts, and everyone has something to contribute toward building the better world we all want to live in.”* This is the thought behind Giving Tuesday, a day that was created to encourage people to focus on doing good for others, and which has since become an international event.

This year Giving Tuesday is on Nov. 28, 2023, and Raleigh Water is sharing a way that you can lend a hand to your neighbors and those in your own community. Consider contributing to the City’s “Project Share” program. 100 percent of these contributions provide emergency funds to utility customers who are unable to pay their utility bill, and the program is funded solely by contributions from customers and businesses. For those struggling to pay, your support can truly make a difference!!

You can contribute monthly on your utility bill or make a one-time contribution. For more information, visit raleighnc.gov and search “Project Share.”

* From Giving Tuesday. (2023) Frequently Asked Questions: What is Giving Tuesday. <https://www.givingtuesday.org/about/faq>.

Seasonal Loose-Leaf Collection Is Under Way!

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.

Please Do:

- Place your leaf pile close to the curb.
- Prepare your leaf pile before City crews begin work in your neighborhood.
- Keep your leaf pile free of sticks, rocks, and other items.
- Place your leaf pile out in the open where crews can easily reach it.
- Please don't rake or blow leaves onto the street. Doing so is a hazard to public safety.
- Put leaf piles out after the collection truck has passed your house.
- Mix sticks, rocks, trash, or anything else in with your leaves.
- Put your leaf pile near obstructions such as vehicles, mailboxes, fire hydrants, water meters or utility poles.

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.

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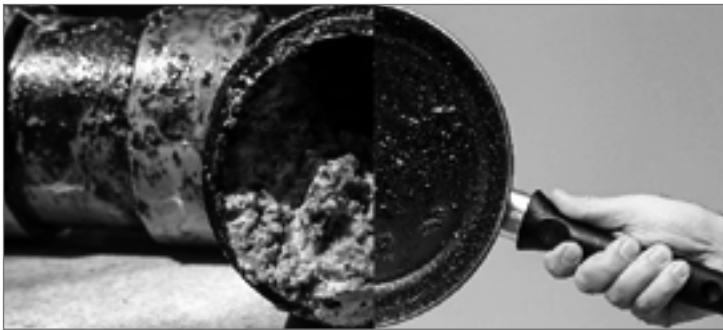
What Do I Need to Do with Cooking Oil, Fat?

There are many opportunities during this time of year to be grateful. We have the chance to visit and spend more time with family and friends. We might also spend more time in the kitchen preparing meals that will give thanks and show how much we care. During the preparation of these meals, increased fats, oils, and grease are produced. We may find ourselves looking for someplace to quickly dispose of these items during the fast pace of the season. The drain, although convenient, is never the right place to dispose of these items.

Fats, oils, and grease poured down any household drain will harden and cause costly damage to our shared water system. You can take a few easy steps to help us protect our thousands of miles of water and sewer infrastructure. These steps include scrapping leftover fats, oils, and grease into a sturdy container before placing that container in the garbage/out for collection (see separate article about grease collection for information on this). Also, if you use disinfectant wipes place them in the garbage. *Never introduce or flush wipes of any kind into our shared water system as they will combine with fats, oils, and grease to cause expensive blockages.*

Raleigh Water staff are grateful for our customers who partner with us to keep our water infrastructure running smoothly. Thank you for all that you do!

To learn more about keeping the water system running smoothly over the holidays, please visit: raleighnc.gov and search “Sanitary Sewer Overflows.”



Household Seasonal Grease Collection Nov. 1 Through Jan. 14

Just in time for the holidays, the City of Raleigh Solid Waste Services is providing its annual cooking oil and grease collection program. This free service is open to residential customers and places of worship in Raleigh. The mission is to help keep grease out of the sinks and prevent sewer overflows. Commercial establishments are not eligible for the service.

Seasonal grease collection runs from Nov. 1, 2023, through Jan. 14, 2024. Raleigh residents can call 919-996-3245 to schedule a collection date. At least one gallon of cooking oil is required to set up a collection date (maximum of three containers per week).

- Used cooking grease should be placed curbside by 6:30 a.m. on designated collection date.
- Only animal grease and vegetable cooking oil can be collected curbside.

- Residents must place cooled cooking oil in a plastic bottle or jug and write “cooking oil” outside the container. Grease can also be placed in a coffee can with a lid.
- No glass containers are collected.
- Motor oil and other petroleum products are not acceptable.

Grease collected from residents and places of worship will be converted to biofuels, a renewable energy source used to power vehicles, heat homes, and cook food. You can always recycle household cooking oil and grease at a Wake County Multi-Material Recycling Facility. Visit wakegov.com for more information

Don't Flush Wipes, But Do Flush Your Hot Water Heater

There are many things in your house that require periodic attention, such as replacing furnace filters or batteries in a smoke alarm. But many people are not aware they should also regularly flush out their hot water heater to prevent build-up of sediment, which can discolor water. Over time, very small concentrations of sediment naturally found in water or even rust from the tank itself can accumulate inside the tank. This build-up can result in discolored water (usually a light brown or yellow), especially when hot water is being used and if the house is unoccupied for long periods of time.

In most cases, it is recommended that a hot water tank is flushed once per year, which is usually something a homeowner can do themselves. Hot water heaters can be in different locations around the house such as a garage, the crawlspace under the house or even the attic. There is usually a valve at the base of the hot water heater that is threaded for a garden hose, which can be used to drain the water away from the house. You can search “how to flush a hot water heater” on a search engine to find videos demonstrating how to flush the tank. Or you can contact a plumber to flush the tank for you. Regularly flushing the tank can also extend the life of your hot water heater, which can save you money in the long run!

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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Wake Forest, Wendell, and Zebulon