

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

OCTOBER 2023



You're invited to 'Transportation and TREATS' on Oct. 27!

This fun family event is a great opportunity for the kids to dress up in their Halloween costumes and take part in games and activities and for you to register for a chance to win a bike and other cool prizes!

Event activities include:

- Face painting and games
- Snacks and beverages
- Opportunity to try an e-bike
- Opportunity to tour a GoRaleigh bus
- Scooter safety training
- Chance to talk with the Stormwater team

While you're onsite, you can also take advantage of meeting with Raleigh Transportation staff in person. Do you have questions about parking? Loose leaf collection? Bus Rapid Transit? Stop by and let's talk! All Raleigh Transportation divisions will be available to answer questions.

Friday, Oct. 27 | 3 - 7 p.m. | John Chavis Community Center | 505 Martin Luther King, Jr. Blvd., Raleigh

To learn more, visit raleighnc.gov and search: "Transportation and Treats."

Raleigh Worker to the Rescue

Young bald eagle rescued thanks to quick actions by City employee

For Chris Ray, it was just another day at work ... until it wasn't. Ray, a Senior Utility Specialist with Raleigh Water, was recently at the Wrenn Road Facility when something caught his eye.

"I saw this large bird on the ground. I thought it was unusual for a bird that size, but I didn't want to disturb it, so I went about my work," said Ray. "A bit later, I went back and it was still there. It didn't take off flying and was trying to hop away."

That's when Ray called the American Wildlife Refuge, a local nonprofit that helps with rescue and rehabilitation of wild birds. He was worried the injured bird would become easy prey for coyotes.

It turns out the large bird was a young female bald eagle. Ray says in his 24 years working for the City of Raleigh, he'd never come across something like that. He estimates the bird's wingspan at four to five feet.

The rescue group tells Ray the young bird has an injured wing, but they expect her to make a full recovery, thanks to his efforts. She will be able to be released once she is fully healed. As for Ray, he's just glad he could help. "It was amazing, the size of the talons and beak were so impressive. I'd never seen a bald eagle up close. It was definitely an exciting day at work."



Reminder During Fire Prevention Week:

'Cooking safety starts with YOU. Pay attention to fire prevention.'

The Raleigh Fire Department is teaming up with the National Fire Protection Association® (NFPA) to promote this year's Fire Prevention Week™ campaign "Cooking safety starts with YOU. Pay attention to fire prevention." The campaign works to educate you about simple but important actions you can take when cooking to keep yourself and those around you safe. Fire Protection Week takes place in October every year.

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According to NFPA, cooking is the leading cause of home fires and home fire injuries in the United States; it accounts for half of all U.S. home fires. “Also, a cooking fire can grow quickly,” said Lt. Lemuel Hubbard of the Raleigh Fire Department, “I’ve seen many homes damaged and people injured by fires that could easily have been prevented.”

RFD offers these safety tips to help reduce the risk of a cooking fire.

- Watch what you heat. Always keep a close eye on what you are cooking. Set a timer to remind yourself that you are cooking.
- Turn pot handles toward the back of the stove. Always keep a lid nearby when cooking. If a small grease fire starts, slide the lid over the pan and turn off the burner.
- Have a “kid- and pet-free zone” of at least 3 feet around the stove or grill and anywhere else hot food or drink is prepared or carried.

To find out more about FPW programs and activities in Raleigh, visit the Raleigh Fire Department’s webpage at raleighnc.gov/fire. For more general information about Fire Prevention Week and cooking safety, visit www.fpw.org. For fire safety fun for kids, visit sparky.org.

Raleigh’s Water Infrastructure: Super; Not Spooky

During this season when things get a little spooky, we can all do without the added scare of a water system that seems headed for the cemetery. Pipes that are past the end of their usefulness can result in sanitary sewer spills. Fortunately, aging water infrastructure doesn’t have to make your skin crawl.

Raleigh Water’s Capital Improvement Program is here for you. We have projects that will replace and refurbish the water infrastructure that we all share. These projects rehab problem areas and enhance the water system so that each time you turn on the faucet or flush the toilet, there are no hair-raising surprises. You can help keep the creaks and moans out of the system by never flushing wipes of any kind and wiping away excess fats, oils, and grease into a can or other sturdy container before disposing of it in the trash. Thank you for all that you do to keep our shared water infrastructure super; not spooky!

To learn more about projects that protect and improve the water system, please visit: raleighnc.gov and search “Raleigh Water Capital Improvement Program.”

911: Do Not Hang Up!

The Raleigh-Wake Emergency Communications Center answers emergency and non-emergency calls for service 24 hours a day, 365 days a year and dispatches the appropriate help. Besides completed calls, the center receives almost 120,000 hang-up calls per year – and that can cause problems.

If you call 911 by mistake, DO NOT HANG UP. Stay on the line and tell the dispatcher that everything is all right.

If you hang up without stating the problem, you must be contacted to ensure that no actual emergency exists, says Dominick Nutter, Director of the Raleigh-Wake Emergency Communications Center. This may involve the dispatching of a law enforcement officer to your home or place of business to ensure that a problem doesn’t exist. This takes up additional time for call takers and can tie up important resources that could otherwise be responding to legitimate emergencies.

What Should I Do If 911 Doesn’t Answer?

Please do not hang up if 911 doesn’t answer right away when you call. Stay on the line – your call WILL be answered. Read more at “911: Don’t Hang Up!” | raleighnc.gov

Annual 2023 Sewer Report Available Online

Did you know that Raleigh Water operates and maintains more than 2,600 miles of sewer lines, more than 125 pump stations and three wastewater treatment plants? These wastewater systems often go unnoticed, but they are extremely important in protecting public health and the environment as well as providing capacity for future economic growth.

Raleigh Water is also a leader in sustainability through the use of reclaimed water for irrigation; producing bio-solids for beneficial reuse; and converting bio-gas into a fuel source for City busses as part of the Bio-Energy Recovery project.

Learn more about these efforts and how you can help protect these systems in this report by searching “Raleigh Water Reports” on raleighnc.gov.

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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