

# YOUR SERVICE CONNECTION

## Keeping You Connected To ALL Things Raleigh Water

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

SEPTEMBER 2024

### Composting

#### *Nature's Way to Recycle!*

Here's some food for thought: the United States wastes an average of 120 billion pounds of food every year. Of that, 43% is wasted at the household level. Unfortunately, most Americans dispose of food waste in the garbage which not only emits a funky smell in the kitchen, but harmful greenhouse gases in the landfill. When organic material like food scraps and yard waste are thrown into anaerobic settings like a landfill, they release methane, a greenhouse gas 25 times more potent than carbon dioxide.

There are steps you can take to reduce your food waste and save money, The NC Department of Environmental Quality lists great tips on how to cut down food waste including how to best store and prepare food. Some food scraps are inevitable like melon rinds, coffee grounds, and eggshells, but you still do not need to throw them in the garbage. Instead, try nature's way of recycling: composting!



Composting is the aerobic process of converting organic materials into a nutrient rich soil amendment. It is easy as combining four ingredients: air, water, "browns", and "greens". Browns are carbon dense woody materials like leaves, twigs, napkins, and coffee filters. Greens are nitrogen rich materials such as fruit and vegetable scraps, grass clippings, and eggshells. Together, these ingredients are broken down by microorganisms and insects and create a soil enhancer that provides nutrients to your plants. With compost, you don't need to purchase fertilizer. For a recipe to create your own compost, visit [raleighnc.gov](http://raleighnc.gov) and search "backyard composting."

You can still compost without creating a pile in your backyard. Drop off your food waste for free at one of Wake County's three food scrap drop-off sites (go to [wake.gov](http://wake.gov) and search "food waste drop off"). You can find the closest one to you by going to [raleighnc.gov](http://raleighnc.gov) and searching "Raleigh Reuse Waste Wizard". Decreasing your food waste doesn't have to be difficult – save money and reduce your carbon footprint by composting today!

### What Happens When You Flush?

#### *A Deep Dive into Raleigh's Innovative Water System*

Join us for a fun and fact-filled episode of "Big Ideas Raleigh", the City of Raleigh's own informative and engaging podcast series. Discover the secrets behind Raleigh's award-winning water quality, learn how our water system acts as the lifeblood of the city, and explore the innovative projects turning bioenergy and bio waste into valuable resources. Find out how Raleigh keeps up with the growing demand for water services and extends its reach to serve many communities beyond our city limits. The host, Dan Bagley, is joined by Ed Buchan, Assistant Director in Raleigh Water with the City of Raleigh. Their conversation, recorded at the Dempsey E. Benton Water Treatment Plant, will change the way you think about every drop and leave you with a newfound appreciation for the incredible work happening behind the scenes!

Tune in for an enlightening discussion that will leave you with a deeper appreciation for the essential role of water management in our city! Visit here for the link: <https://pod.link/1750891356>.

*Big Ideas Raleigh is powered by the City of Raleigh Communications and Strategy and Innovation Departments, hosted by Dan Bagley, and produced by Dr. Sarah Glova and Earfluence.*



# Come join the Raleigh Neighborhood Registry!



The Raleigh Neighborhood Registry (RNR) is a list of neighborhoods in the City of Raleigh and its extraterritorial jurisdictions. The registry was started in 2002 by the Neighborhood Enrichment Services Division to boost the involvement of residents within their neighborhoods and strengthen their community fabric. As a matter of fact, if you live in an Apartment or condominium complex you may also qualify!

So why would someone want to register their neighborhood? Well, for lots of reasons!

## Benefits

- Access to free festival equipment rentals such as popcorn machines, outdoor movie equipment, litter grabbers, street barricades, PA systems, and more.
- Eligibility to apply for up to \$1000.00 through our Neighborhood Arts & Enrichment Funds for neighborhood projects and programs.
- Assigned City of Raleigh Community Relations Analyst who can assist your organization.
- Cost-free printed flyers or mailers for newly registered communities (one-time only).
- Up to 4 free rentals to City Community Centers per year for your neighborhood meetings.
- When accessing City facilities, political activity of any type is prohibited by organizations utilizing this program.
- It's FREE!

## Why Create a Registered Neighborhood?

- Neighbors can get to know and help each other.
- The group can have a strong voice in the community and define community goals.
- Better communication with local government and other groups.
- Taking responsibility for keeping the neighborhood healthy.

If you're interested in becoming a registered neighborhood, please fill out the online form on the website to start the process at [raleighnc.gov](http://raleighnc.gov) search: Raleigh Neighborhood Registry or contact the Neighborhood Enrichment Services Division at 919-996-4330 or email [RNR@raleighnc.gov](mailto:RNR@raleighnc.gov).

# You Have Options for Paying Your Bill!

Short on time or going out of town? You can schedule your payment today to pay later. You can log in any time after your bill is created to schedule a payment for a day in the future up to and including your due date. Log in at [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay) to schedule your payment today!

Need more time? You may qualify for a pay plan. Log in at [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay) and select pay plan and follow the prompts. About pay plans:

- maximum 3-month period
- pick your installments – weekly, bi-weekly, monthly
- will receive a letter showing installments and due dates and reminder emails
- any bills generated must be paid on or before due date or pay plan is cancelled (pay plan covers current balance only)

## Do You Need Help with Your Utility Bill?

- If so, you may qualify for assistance – \$275/fiscal year (July – June)
- Funds are directly applied to your utility account
- Don't wait until your services are pending disconnection or your water is turned off; apply today if you have any past due balance
- Visit [Raleighnc.gov](http://Raleighnc.gov) and search utility assistance for more information & application

*The Utility Customer Assistance Program (UCAP) was established by the City of Raleigh to help economically distressed water and sewer utility customers manage their utility bills. UCAP is administered in partnership with Wake County Human Services Department, which provides eligibility services for the program.*

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