

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

SEPTEMBER 2023



City of Raleigh Offers Reduced Cost Rooftop Solar Installations

Deadline Sept. 30 to sign up for free evaluation!

Did you know the City of Raleigh can make it cheaper and easier for you to install solar systems on your home or business? Solarize the Triangle is a group of 12 Triangle towns and cities partnering to expand renewable energy in our region while reducing costs for residents and business owners. This is a limited-time program, and the deadline to sign up for a free evaluation is Sept. 30. **All Raleigh residents and Raleigh water customers – including residents of Garner, Knightdale, Rolesville, Wake Forest, Wendell, and Zebulon – are eligible to participate in the program!**

How Does the Program Work?

Solarize the Triangle is helping residents, businesses, and nonprofits become more resilient, reduce energy expenses, and save on the cost of renewable-energy systems with volume discounts on materials and installation services. Solarize campaigns are driven by community group purchasing and a tiered “bulk” purchasing concept.

The more people who sign up for solar installations through the program, the more savings there will be for everyone. This is a two-year program ending in 2023. During the first year, more than 1,500 Triangle residents and businesses signed up, and dozens of solar systems are already saving money and reducing pollution. Ultimately, more than three million pounds of CO₂ in the Triangle region will be avoided – the equivalent of 300 gasoline-powered passenger vehicles driven for an entire year.

How Do I Find out More?

Visit solarcrowdsource.com/campaign/solarize-the-triangle-2023 to learn more and sign up for a free solar assessment for your home, business or nonprofit. Signing up does not commit you to installing solar, it simply puts you on the list to be contacted for a free solar assessment and the opportunity to obtain the discounted price.

Did you know Raleigh has a Community Climate Action Plan (CCAP)? Help us implement CCAP and increase clean energy in Raleigh. To learn more about CCAP visit: raleighnc.gov and search for CCAP.

Attend Transportation Job Fair!

Take the lead in your career by attending the Raleigh Department of Transportation (RDOT) job fair! We have more than 50 positions we want to fill immediately. Drop in to learn about employment opportunities in field services. This is a FREE job fair and open to all!

We're looking for seasonal and full-time candidates:

- Maintenance workers
- Equipment operators
- Seasonal loose leaf collection staff (no prior experience required)



Positions range from entry level to experienced operators and supervisors. CDL and non-CDL positions are available and **hiring managers will conduct on-site interviews!** Please bring your resume, I.D., and references.

RDOT Job Fair!

2550 Operations Way, Raleigh, 27604
Friday, Sept. 8 & Saturday, Sept. 9
9 a.m. – 2 p.m., both days

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Visit raleighnc.gov/transportation to register today. If you miss the job fair, you can still apply for positions with Transportation or any of our many City departments. Visit raleighnc.gov/jobs to apply.

How Does Draining Your Pool Affect Your Water?



Chlorinated or salt water from pools can pollute streams and creeks and ultimately decrease water quality. You can help protect the environment by making sure chlorine and other pool chemicals do not enter a storm drain or nearby stream.

Tips when maintaining or draining a pool:

1. Wait at least 10 days after chlorinating a pool before releasing any water. We recommend testing for chlorine levels prior to the 10-day suggested wait period, and testing again before you plan to empty your pool.
2. Clean out algae and leaves before draining your pool so you don't clog storm drains.
3. Release pool water into a grassy area away from a stream or storm drain.

Don't have a grassy area? De-chlorinate and test the pool water to make sure chemical levels are low before releasing the water.

For more information about water pollution, visit raleighnc.gov and search "Water Pollution." If you see pollution or someone illegally dumping chemicals into a storm drain, call the Stormwater Helpline at 919-996-3940 or email IllegalDischarge@raleighnc.gov

Consider Composting in Your Backyard



Once you finish your meal, what do you do with the fruit and vegetable stems, pits, husks, rinds, and bits you didn't finish? Instead of tossing them in the trash, you can turn your rainbow remnants into black gold through composting.

Compost is the result of the aerobic decomposition of organic material such as food scraps and yard waste. Gardeners refer to compost as "black gold" because of its value for plants; compost provides essential nutrients, retains moisture, and reduces soil erosion. In addition to fruit and vegetable scraps, which are nitrogen-rich, compost needs carbon-dense components such as leaves, paper, and twigs.

The great thing about composting is that you can do it in your own backyard. Not only is composting good for your garden, but it's also a great way to decrease the amount of garbage you generate and send to the landfill. Wake County (wake.gov) offers information about composting at home and has convenience centers that accept food scrap. Raleigh Solid Waste Services (raleighnc.gov) is currently conducting feasibility studies to explore more options for residential composting in the future.

Consider Giving to Project Share to Assist with Utility Costs!

If you want to help your neighbors and those in your community in financial crisis, consider a contribution to the City's Project Share program. One Hundred percent of these contributions provide emergency funds to utility residents who are unable to pay their utility bill, and the program is funded solely by contributions from customers and businesses. You can contribute monthly on your utility bill or make a one-time contribution. For more information, visit raleighnc.gov and search "Project Share."

Are you struggling to pay your utility bills?

Take these steps to avoid late fees and disconnection for non-payment:

Make sure we have your current email address:

Update contact information at raleighnc.gov/utilitypay

Receive reminders when your bill or payment plan payment is due

Arrange a payment plan:

Visit raleighnc.gov/utilitypay to set up a payment plan

Do you qualify for assistance?

Search "assistance program for water and sewer utility customers" on raleighnc.gov

Always make payments at an official payment location to ensure immediate posting:

Search "payment locations" on raleighnc.gov for official payment locations or visit raleighnc.gov/utilitypay or call 888-905-3169 to make your payment.

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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