

# YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

MARCH 2020

## Be Counted in the 2020 Census

[2020census.gov](https://2020census.gov)

### How can you be counted?

Every household will receive an invitation from the U.S. Census Bureau to respond to the 2020 Census questionnaire in mid-March. When you receive it, you can respond online, by phone or by mail by the deadline stated.

### What is the 2020 Census?

The U.S. Constitution requires our nation to count its population every 10 years. Every resident in all 50 states, the District of Columbia and the U.S. territories of Puerto Rico, American Samoa, the Commonwealth of the Northern Mariana Islands, Guam and the U.S. Virgin Islands will be counted in 2020. This year's census will include about 330 million people living in more than 140 million households.

### Why does it matter?

Census data is used by government, nonprofit, corporate and community organizations to make important decisions that affect you, your family and your community. Below are a few ways that census information is used. For more details about how the census impacts your community, go to [2020census.gov/community-impact](https://2020census.gov/community-impact).

- Fair congressional representation in the U.S. House of Representatives and redistricting for state legislatures.
- Allocation of \$675 billion in federal funds to states and communities for public services, such as Medicaid, Head Start, mental health services, victim assistance services, SNAP—Supplemental Nutrition Assistance Program, school lunches and prevention of child abuse.
- Environmental impact assessments.
- Adequate utility resources and infrastructure that is ready to meet communities' needs.
- Critical needs such as roads and highways, hospitals and health clinics, schools and first responders (paramedics, police and firefighters).
- Emergency response information—how many people are in an area and where are they located.
- Pell Grants for tuition assistance.
- Identification of communities with specific public service needs for families, older adults' children and others.
- Business decisions about where to open new locations, create jobs and invest in communities.
- Job training programs.
- Real estate development for building new homes and revitalizing older neighborhoods.

### Is my information protected?

Yes. In accordance with Title 13 of the U.S. Code, the Census Bureau has a legal obligation to protect your information and to keep it strictly confidential. Your answers can only be used to produce statistics. The law prohibits the Census Bureau from releasing any identifiable information about you, your home, your business or anyone who lives with you—not even to law enforcement agencies. Your private data is protected and your responses to the census questionnaire cannot be used against you by any court or government agency. More information is available at [2020census.gov/data-protection](https://2020census.gov/data-protection).

### 2020 Census Jobs Available

The U.S. Census Bureau is currently recruiting to fill thousands of temporary jobs across the country to assist with the 2020 Census count. These jobs offer competitive wages paid weekly, authorized expense reimbursements for field work and flexible hours that can fit into your schedule. For more details or to apply online, go to the United States 2020 Census website at [2020census.gov/jobs](https://2020census.gov/jobs).

## Raleigh Launches Resident Budget Survey for Raleigh Residents

The Raleigh City Council and City staff invite Raleigh residents to share their views on how resources should be allocated in the City's Fiscal Year 2021 budget. Resident input is an important part of the City's on-going effort to align City resources with community priorities. The short survey can be completed online at [budget.raleighnc.gov](https://budget.raleighnc.gov) or in-person at the Raleigh Municipal Building (222 West Hargett Street) or any City of Raleigh Community Center. To have a copy of the survey mailed to you, please contact the City's Budget and Management Services Department at 919-996-4270. Responses will be collected through March 31, 2020

FY21 BUDGET SURVEY

WE WANT  
YOUR  
FEEDBACK



Continued



# Free Shred and Recycle Event for Raleigh Residents and Small Businesses

Raleigh residents and small businesses will get an opportunity to protect themselves from identity theft by disposing of confidential documents at a shred event on Saturday, April, 18, from 9 a.m. to noon.

Raleigh Residents can also bring computers, TVs, phones and other electronic devices for recycling.

Where: Dorothea Dix Park | 2105 Umstead Drive | Raleigh NC

## CENSUS 2020

## Wake County Counts

**EVERYONE COUNTS**

☞☞☞☞☞

**MARCH 2020:**

Watch your mail for information on how to participate.

**CONFIDENTIAL:**

Your privacy is protected.

**Why is the Census important?**

It determines:

\$

**FUNDING**  
More than \$675 billion for schools, hospitals, roads and more.

🏛️

**REPRESENTATION**  
Number of seats each state gets in the house of representatives.

👥

**COMMUNITY DECISIONS**  
How leaders plan for the future.

👉 [wakegov.com/CENSUS](http://wakegov.com/CENSUS) #WakeCounts

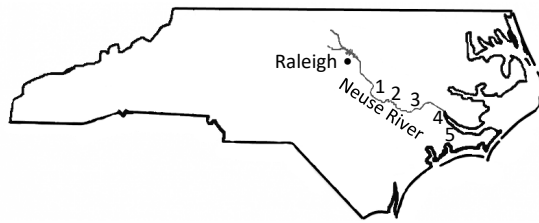
# KIDS' CORNER

## Map Activity Answers

[For the activity published in the February 2020 edition of Your Service Connection]

The Neuse River is the source of our drinking water. The City of Raleigh pumps water from Falls Lake, a man-made lake on the Neuse River, then treats the water before sending it to our customers! There are many other towns and cities that use the water from the Neuse River. These towns and cities are marked by numbers on the map below.

The February 2020 edition of Your Service Connection asked you to fill in the blanks to complete the names of these towns and cities. See below for the answers!



1. S M I T H F I E L D
2. G O L D S B O R O
3. K I N S T O N
4. N E W B E R N
5. H A V E L O C K

For more information contact:  
[Water.Conservation@raleighnc.gov](mailto:Water.Conservation@raleighnc.gov)

# City-Wide Project Information Event at Dix Park on Saturday, April 18

The Earth Day 2020 event on April 18 at Dorothea Dix Park from 11 a.m. – 7 p.m., will be a great opportunity to celebrate the 50th Anniversary of Earth Day and learn how we can all partner to create a more sustainable Raleigh.



Staff from a variety of city departments will be at the event to meet with attendees about upcoming and ongoing infrastructure projects. Information about projects covering topics such as transportation, roads, parks, and water/sewer will be presented. These items are part of the City of Raleigh's Capital Improvement Program (CIP). CIP is one part of the city's long-term planning process to improve our infrastructure and invest in a sustainable future.

Event attendees will have the chance to talk to project managers and engineers about projects in their area, learn more about how Departments work together, and find out ways to engage with the City of Raleigh during the life of a project. This event is free and open to the public.

**CUSTOMER CARE & BILLING | 919-996-3245**  
M T W F 8:00 am – 5:30 pm  
TH 9:00 am – 5:30 pm

**Automated Account Services | 919-996-3245**  
24 Hours / 7 Days | Holidays & Weekends

**Account Access: [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay)**  
Email: [CustomerCare@raleighnc.gov](mailto:CustomerCare@raleighnc.gov)

**WATER & SEWER EMERGENCIES | 919-996-3245**  
24 Hours / 7 Days | Holidays & 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.



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