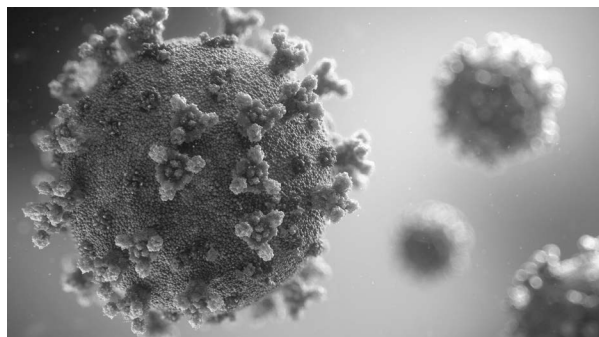


# YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

APRIL 2020



## Your Water Service Will Not be Disconnected for Non-Payment During the COVID-19 Public Health Emergency

In response to the expanding COVID-19 public health emergency, Raleigh Water will temporarily suspend all water account disconnects due to non-payment of City of Raleigh utility bills. During this time, we want to ensure all Raleigh Water customers have access to clean drinking water and wastewater services. We will continue to monitor guidance from public health agencies and provide updates on this policy moving forward.

We encourage all customers to avoid paying bills in person and to utilize alternate payment methods, including by mail, our online portal on the City's website at [raleighnc.gov](http://raleighnc.gov) or by calling 919-996-3245.

While conditions continue to evolve, we want to assure you that Raleigh Water is closely monitoring this public health issue and following guidelines provided by the Centers for Disease Control (the CDC) and state and local health agencies. According to the CDC, COVID-19 is a respiratory illness spread from person to person, so your tap water is not affected and continues to be safe to drink and use. We have also taken steps to ensure our water and wastewater systems have appropriate staffing and system safeguards in place so we can continue to reliably provide water and sewer services.

You can find more information by visiting the CDC's website. ([www.cdc.gov](http://www.cdc.gov)).

## Don't Flush Wipes!

Please remember, you should only flush human waste and toilet paper. "Flushable wipes" are not flushable! All wipes, baby wipes, personal wipes, antibacterial wipes, including paper towels, clog pipes and cause sanitary sewer overflows. Wipes and paper towels go in the trash, not the toilet. Do your part to protect Raleigh water: Don't flush wipes!



## Pool Maintenance: 5 Ways to Reduce Water Pollution

Chlorinated or salt water from pools can pollute streams and creeks. This happens when chlorine and other pool chemicals enter a storm drain or stream. You can help protect the environment by making sure only rain goes down the storm drain. When you are maintaining a private or public pool – do not pump or drain water into the stormwater system.

Here are five easy ways to prevent pollution from pool water:

1. Wait at least 10 days after chlorinating a pool before releasing any water.
2. Clean out algae and leaves before draining your pool so you don't clog storm drains.
3. Release water from a chlorinated pool to a grassy area away from a stream or storm drain.
4. Don't have a grassy area? De-chlorinate and test the pool water to make sure chemical levels are low before releasing it. Visit a pool supply store for instructions.
5. For saltwater pools – Drain the water to a grassy area a little at a time. You can damage your grass if you release the water with chemicals into your yard.

Learn what else can cause water pollution at [raleighnc.gov](http://raleighnc.gov) by searching "Report Water Pollution". You can also report water pollution at 919-996-3940 or [IllegalDischarge@raleighnc.gov](mailto:IllegalDischarge@raleighnc.gov).

The City's Earth Day Event scheduled for April 18 at Dix Park has been canceled.



# KIDS' CORNER

## Earth Day Pledge

In honor of Earth Day (April 22, 2020) you can complete this Earth Day pledge! Fill out the pledge and check the boxes of the actions you promise to do. There is a blank action at the bottom of the pledge where you can write in your own action.

I, \_\_\_\_\_, promise to do the following to help protect the Earth:

- Reduce, reuse, and recycle items
- Use a reusable water bottle
- Go to a tree planting event or a litter cleanup at a park
- Help my family install a rain barrel
- Take shorter showers
- Turn off the TV and lights when I leave the room
- I will not flush wipes in the toilet
- I will not pour fats, oils, or grease down the drain
- I will not litter
- I will \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**For more information contact:**

**[Water.Conservation@raleighnc.gov](mailto:Water.Conservation@raleighnc.gov)**

## Raleigh Yard Waste Center Hours of Operation Changing

As of May 4, 2020

The Raleigh Yard Waste Center, located at 900 N. New Hope Road, has new hours.

**The hours of operation are:**

- Monday to Friday, 7 a.m. to 3 p.m.
- Saturday, 7 a.m. to 1 p.m.

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**#RALEIGH**

## Manage Your Raleigh Water Account Online

To protect the health and safety of our customers and employees, Raleigh Water recommends managing your utility account online. This will help us limit in-person interactions as part of our COVID-19 response. Customers can go to [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay) to pay their utility bill and much more, including:

- start or stop service;
- review billing history & download bills;
- create a pay plan;
- set up recurring payments;
- make one-time credit card payment;
- enroll in eBill;
- update contact information; and
- make a donation to Project Share

## New Website Makes it Easier to Learn about Raleigh Water Capital Improvement Program Projects



To learn about Raleigh Water Capital Improvement Program (CIP) projects, visit the City's new projects section on the website at [raleighnc.gov/projects](http://raleighnc.gov/projects). Simply select "Water and Sewer" in the project category and "Capital Improvement Program" in the project type, then hit the "search" button. You'll find project descriptions including purpose of the work and where we're at in the construction process.

### 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.



**Raleigh  
Water**

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