

# YOUR SERVICE CONNECTION

## Keeping You Connected To ALL Things Raleigh Water

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

MAY 2026

### May is National Bike Month

The City of Raleigh is celebrating with events and activities all month long! From our annual Bike Bonanza kickoff at Dorothea Dix Park to the Bike to Work Day pit stops across the City and the Raleigh Historic Bike Ride, there's something for every rider. Kids can build biking skills at Community Bike Rodeos, and everyone is invited to take part in the "Pedal to the Parks Challenge" by biking to participating parks throughout May for a chance to be recognized and win prizes.

Join us as we celebrate cycling, active transportation, and the joy of exploring Raleigh on two wheels. Learn more and get involved at [raleighnc.gov](http://raleighnc.gov), search term "Bike Month".



### Understanding System Pressure Advisories

At Raleigh Water, keeping your drinking water safe and reliable is our top priority. Occasionally, we may issue a System Pressure Advisory (SPA) to keep you informed about your service.

#### What is a System Pressure Advisory?

An SPA is a precautionary notification issued when water pressure drops in a specific area. When pressure is low, there is a small chance that outside materials could enter the pipes.

An advisory is a proactive measure, not a confirmation of contamination. It indicates that we are taking extra precautions to verify water quality following a system event. If your area is under a System Pressure Advisory, boiling your water is not required unless a specific notice to 'Boil Water' is issued for your address. This step ensures that we maintain the highest safety standards while we conduct routine testing.

#### How Will I Know?

If a pressure advisory affects your home or business, Raleigh Water will always notify you via door hangers, email, text, or local media. Once our laboratory tests confirm the water is safe, we will reach out again to let you know the advisory has been lifted.

#### Track Advisories in Real-Time

You can view active alerts at any time on the Raleigh Water System Pressure Advisory Map.

- Visit: [RaleighNC.gov](http://RaleighNC.gov), Search: "System Pressure Advisory"

### What are Neighborhood Services Funds?

Neighborhood Services Funds support projects planned by you and your neighbors to benefit your community. We encourage you to create proposals that use resources wisely and strengthen your relationships. Learn more about the funding sources available below!

There are three (3) categories your neighborhood can benefit from:

1. **Neighborhood Enrichment Funds** – General Projects/Events
2. **Neighborhood Arts Funds** – Visual and Performing Art Projects/Events
3. **Neighborhood Climate Action Funds** – Projects/Events Benefiting the Environment



## Funding Levels

Each funding source has two (2) levels:

### Level ONE

Open to neighborhood-based organizations, like homeowners' associations, and groups of individuals and families who want to work on a project together without forming an organization.

- *Maximum funding level is \$250.*
- *Applicants do not have to provide a matching amount.*

### Level TWO

Open only to organizations on the Raleigh Neighborhood Registry. Many kinds of neighborhood-based organizations can be on the Registry, including neighborhood and homeowners' associations, garden clubs, and Community Watch groups.

- *Maximum funding level is \$1,000.*
- *Neighborhood groups must provide a match of at least 50 percent of the costs of a project.*

Funding is available July 1 - June 30 each year (funding is limited and awarded on a first-come-first served basis). Your application must be submitted at least six weeks prior to the start of the project. For more information, visit [raleighnc.gov](http://raleighnc.gov) and search "neighborhood funding".

## Do You Know Your Flood Risks?

Heavy rainfall can cause creeks to rise and streets to flood. If you live near a creek, river, or in a flood-prone area, you may be at risk during storm events. To learn more about the floodplain and flood-prone areas in Raleigh, visit [raleighnc.gov](http://raleighnc.gov) and search "Know Your Flood Risks".

For property-specific flood information, visit [flood.nc.gov](http://flood.nc.gov), call the Raleigh Floodplain Team at 919-996-3777, or email [floodplain@raleighnc.gov](mailto:floodplain@raleighnc.gov).

## Don't Be Scammed!

Protect yourself - don't fall victim to phishing and phone scams!

Scammers may send emails, text messages, or make phone calls that appear to come from the City of Raleigh. These messages may request payment or account information and are designed to trick you into clicking on malicious links, sharing personal information, or making payments.

### Follow these safety recommendations:

#### Pause before you click.

Be cautious of unexpected emails, links, or attachments, especially those creating urgency or requesting sensitive information.

#### Look for urgent or threatening language.

Scammers often use high-pressure words in the email to get you to act without thinking.

#### Check the sender's email or caller details.

Messages may look or sound official but come from an unofficial source. Official City emails that end in [@raleighnc.gov](mailto:@raleighnc.gov). Scammers can also spoof phone numbers, so don't rely on caller ID alone. If a call seems suspicious, hang up and contact the City using a trusted number or official website.



Hover over links in the email before you click on them.

The text might seem like it is going to a legitimate website, but the actual URL is different.

Be suspicious of requests for personal data.

The City of Raleigh will never ask for your Social Security Number, bank account information, or passwords by email.

## Stressed About Paying your Utility Bill?

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

- 1. Register your account at Raleigh Water Self-Service at [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay)**  
Access convenient features 24/7 such as reviewing bills, making payments, enrolling in autopay, updating your information, etc.
- 2. Make sure we have your current email address**  
Update contact information at [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay) Receive reminders when your bill and/or payment plan payment is due
- 3. Arrange a payment plan**  
Log into Raleigh Water Self-Service at [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay) to set up a payment plan. Visit [Raleighnc.gov](http://Raleighnc.gov) and search 'Payment Plans', or contact us at [customercare@raleighnc.gov](mailto:customercare@raleighnc.gov) or 919-996-3245 for payment plan information
- 4. Do you qualify for assistance?**  
Visit [Raleighnc.gov](http://Raleighnc.gov) and search 'Utility Assistance', or contact us at [customercare@raleighnc.gov](mailto:customercare@raleighnc.gov) or 919-996-3245 for assistance information
- 5. Always make payments at an official payment location to ensure immediate posting**  
Visit [Raleighnc.gov](http://Raleighnc.gov) and search 'Payment Locations' for official locations or visit [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay) or call 888-905-3169 to make your payment

## 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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