

# YOUR SERVICE CONNECTION

## Keeping You Connected To ALL Things Raleigh Water

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

APRIL 2026

### Raleigh Joins Lights Out for Bird Migration

March 15 - May 31, 11 pm to 6 am

Each spring and fall, millions of migrating birds travel through the State of North Carolina, mostly under the cover of darkness. To help assure their safe passage, the City of Raleigh is joining efforts to protect migrating birds by going Lights Out.

Non-essential lighting in many City facilities is turned off between 11 pm and 6 am, lowering costs, reducing energy consumption, and supporting the City's sustainability goals in the Community Climate Action Plan. Each spring and fall, this also benefits migrating birds!

Bright lights can attract and disorient nocturnally migrating birds, leading to potential collisions with buildings. Migratory bird populations are in serious decline, and such collisions are significant contributors to these losses. Turning off lights is a simple way to make a positive impact! All are encouraged to join the Lights Out initiative to help protect migrating birds by turning off non-essential nighttime lighting through the month of November. Audubon North Carolina provides these recommendations to help make the skies a little darker during migration seasons:

- Turn off the lights outside of your home, especially upward-facing lights.
- Close blinds and curtains at home and before leaving your office for the day.
- If you work in an office building, ask your employer to turn off exterior upward-facing lights, as well as interior office lights, from 11 pm to 6 am.

Through these standard practices in many City buildings, Raleigh participates in Lights Out for Bird Migration twice yearly, in the spring and fall. Wake Audubon is planning additional "Lights Out Wake" activities in partnership with this important effort. Details will be available on Wake Audubon's website.

The lands and waters managed by Raleigh Parks form the backbone of a resilient, citywide ecological framework. Learn more about what Raleigh is doing in the Environmental Resilience section of the Raleigh Parks Plan by visiting [raleighnc.gov](http://raleighnc.gov), searching "projects" and "parks plan update".



### Help Keep Raleigh's Pipes Flowing!

When fats, oils, and grease (FOG) go down the drain, they can stick to pipes, build up, and cause sewer backups and overflows that affect homes, businesses, and neighborhoods.

#### Quick Tips Everyone Can Use:

- **Wipe first, then wash**
  - Use a paper towel to clean grease from pans and toss it in the trash.
- **Don't pour grease down the drain**
  - Even hot water won't fix the problem.
- **Keep grease out of garbage disposals**
  - They aren't designed to handle FOG.
- **Collect cooled grease**
  - Let it solidify, then throw it away or reuse it safely.



Raleigh  
Water





## Earth Day Celebration 2026

Join the City of Raleigh, for the 5th annual Raleigh Earth Day on April 24. This milestone event brings together community members, local organizations, and city departments for an evening dedicated to environmental stewardship, sustainability, and connection—all in one of Raleigh's most beautiful public spaces.

Bring the whole family to explore earth-conscious vendors, enjoy live performances and hands-on activities, celebrate local environmental leaders, and end the night with a family-friendly outdoor movie under the stars. The event emphasizes low-waste practices and practical ways to care for our planet every day.

### LOCATION

Dorothea Dix Park

Flowers Field at Dix Park, 2105 Umstead Drive, Raleigh, NC 27603  
Visit [raleighnc.gov](http://raleighnc.gov) and search "Earth Day 2025"

## Faces Behind the Flush: Celebrating the People Safeguarding Our Community's Safe Water

Wastewater Professionals Appreciation Day was announced in February. Governor Stein made the proclamation, stating, "water is the most valuable and vital natural resource, and the state of North Carolina is committed to guaranteeing access to clean water across the state and ensuring the health and safety of all those living in and visiting North Carolina."

That is exactly what we do here! Did you know that there are three city owned and operated wastewater plants serving approximately 650,000 folks? That's more than half a million people flushing toilets, taking showers, and washing their hands. All that water flows back to the plants, where it's cleaned and sent back to your homes.

While Raleigh Water is always here to protect and provide water, we know it is easy to forget what happens behind the scenes and how hard our crews work to maintain this excellence. We asked our wastewater staff: What's something you wish people knew about working in the industry?

"We are people too. We understand the impact when something isn't working the way it should. When there's an issue, we don't ignore it. We work diligently to fix it, no matter the weather or time of day.

This job isn't just 'gross.' It's skilled, demanding, and critical work. There's a tremendous amount of effort involved in keeping the collection system functioning properly and preventing environmental damage. When systems fail, we feel that responsibility deeply. This field fosters a strong sense of teamwork and accountability. We rely on each other. We take pride in what we do. And we know that our work protects public health and the environment every single day." – Matthew Patton

A big thank you to these hardworking individuals who help keep our community functioning... and flushing! No matter the weather, holiday, or circumstance, our teams are out working hard to uphold the Raleigh Water promise.

## Are You a Landlord?

Whether you're a management company with dozens of rentals or a homeowner renting out your starter home, you'll benefit from our Landlord Revert Program! Save time and money with this billing option specifically for landlords, management companies, apartment complexes, or anyone owning and renting out a property.

Services will automatically default to your account and you will not be charged the \$50 new service fee when a tenant stops his/her account.

- No wait time for service transfer into your name
- No service interruption
- No additional costs
- \$50 new service fee is waived

Go to [www.raleighnc.gov](http://www.raleighnc.gov) and search "landlord utility billing program" for more information and to enroll.

### Resource Kit

Raleigh Water also offers property managers a resource kit to provide you with helpful tools and resources to convey important information to your tenants about protecting Raleigh's water by reducing or preventing sanitary sewer overflows. Applying the tools from this kit could help reduce maintenance costs for property owners (calling plumbers less, etc.).

If you are interested in receiving a kit, email: [fog@raleighnc.gov](mailto:fog@raleighnc.gov) or call 919-996-2334.

## 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.



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