

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

AUGUST 2026



Every Drop Counts: Help Protect Our Water Supply!

Central North Carolina is experiencing a severe drought, which is impacting the watersheds that provide Raleigh's drinking water. While our water supply remains strong, reducing water use now helps protect this important resource. It's important to know and follow current water-use restrictions to help conserve water during the drought.

Tips to conserve water:

- Turn off the tap while brushing your teeth
- Only run your dishwasher or washing machine with full loads
- Take quick showers (showers use less water than baths)
- Limit outdoor watering

Visit RaleighNC.gov and search "drought" for more information, including current water-use restrictions, conservation tips, and water supply updates.



Raleigh Parking Rate Updates Begin August 1

Starting August 1, 2026, the City of Raleigh will implement updated rates for downtown on-street parking and City-owned parking facilities following City Council approval of the FY2027 budget.

These are the first significant parking rate adjustments since 2018 and will help support the long-term operation and maintenance of the City's parking system.

To view the new parking rates and learn more, visit Raleighnc.gov/Parking.

Raleigh Parks Launches Solar-Powered Lighting Pilot

Crabtree Creek Greenway Trail

In May 2026, five solar-powered bollard lights were installed along the boardwalk section of the trail between Capital Boulevard and N. Raleigh Boulevard. The greenway is currently open from dawn to dusk, which works well in summer but limits access during the shorter days of winter. Trail users have consistently requested more lighting so they can safely use the trails for commuting and recreation before or after work year-round. Traditional electrical lighting is difficult and expensive to install along many of Raleigh's greenways because the trails run through remote natural areas.

Solar lighting offers a more practical option without the cost and disruption of trenching and wiring. To reduce environmental impacts, the lights turn on at dusk and operate at full brightness for the first two hours of the evening, when trail use is highest. The decision to use solar power, combined with smart dimming and motion activation, reflects how Environmental stewardship is a key priority for the City of Raleigh Parks Department.



City of Raleigh Solid Waste Fee Increase

Effective July 1, 2026

- Solid Waste fees will be \$28.50 per month
- Yard Waste Center tipping fees will be \$55 per ton
- Yard Waste Center minimum tipping fee will be \$27.50

A Quick Update on Your Water Bill: Payment Processing Fees Starting September 1

We accept credit cards for your convenience. Credit card companies and payment processors charge us fees for each transaction. To help offset these costs, starting on September 1, there will be a 3% processing fee for credit, debit and digital wallets (PayPal, PayPal Credit, and Venmo) transactions.

The below methods will not incur a processing fee:

- Check:** mail your check or bring it to an official payment location
- Cash:** pay in person at an official payment location
- eCheck:** one-time payment or AutoPay through checking or savings account

Review your payment method and choose the option that works best for you.

Flood Safety

Although the city is experiencing a drought, we can receive heavy rainfall or a major storm at any time. It's important to be prepared ahead of the next storm (especially during hurricane season which runs through November).

Raleigh Stormwater uses a network called the Flood Early Warning System (FEWS) to monitor rain fall, stream levels, and flooding hazards throughout the city. FEWS allows staff to predict flooding along Raleigh's creeks, notify city leaders, emergency management staff, and the public of potential flooding, and close areas that are about to be inundated with water.

Tips on how to stay safe in floods:

- Never drive or walk on flooded roads.
- Get to the highest floor if trapped in a flooded building.
- Stay aware of electrical equipment and wiring in floods.
- Check radio, social media, and the news for emergency updates.

Visit raleighnc.gov and search "Track Storms with Us" to see where it's flooding in Raleigh in real time.

Alerts, Notifications, and Warnings

Wake County has two ways of directly notifying residents and visitors about emergencies as they happen and what people should do to stay safe during emergencies and natural disasters.

1. ReadyWake! is a free alert service that sends customized alerts via phone call, text, and/or email. Alerts are based on the location provided during registration and not the geolocation of your wireless device. Visit readywake.com to sign up for ReadyWake! alerts.

2. Wireless Emergency Alerts keep local communities informed of all nearby emergencies, including weather. When an emergency is relevant to a location, an alert is sent to every registered phone in that area, with guidance on remaining safe. Signing up to receive these alerts is not required. Make sure phone alerts are on and working to receive wireless emergency alerts.

Visit raleighnc.gov and search "Know Your Flood Risk" to learn more about how to stay safe during severe storms and flooding.

Ready Raleigh Guide

The City of Raleigh has the Ready Raleigh Guide, which provides detailed information about how to contact government agencies for specific information before or after an emergency, how to compile an emergency kit, and what to do during natural and man-made hazards. Digital versions are available in English and Spanish. Visit raleighnc.gov and search "Ready Raleigh" to download and read the guide.



Keep it out of the drain.
No Grease!!

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#RALEIGH

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.



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