

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

JULY 2026



Is Bottled Water Healthier for you than Tap Water?

The big question of the day: Is bottled water actually better for you than what comes out of your tap?
The Short Answer: Not really.

Both are safe, although each is regulated by different agencies. Bottled water is regulated by the Food and Drug Administration (FDA) and is tested for contaminants similar to tap water. Tap water, on the other hand, is regulated by the Environmental Protection Agency (EPA) under the Safe Drinking Water Act. Tap water is also tested for contaminants and requires regular testing. Raleigh Water operates several drinking water labs that continually test water samples from around the Raleigh area to ensure the best quality.

Convenience

There are pros and cons to both options. A benefit of a single-use water bottle is its convenience, especially if you're out and forget your reusable bottle. During a natural disaster, single-use bottles are also vital for delivering water to those in need. Tap water, however, is readily available around the Raleigh area.

The Environment

We all know the importance of drinking the proper amount of water per day which is anywhere between 11.5 cups for women and 15.5 cups for men, according to Harvard Health. The average single-use plastic water bottle size is roughly two cups of water. That's a ton of plastic adding up if these are used as just everyday conveniences. Raleigh Water is constantly striving to be environmentally conscious while ensuring safe and clean water. Raleigh Water's wastewater facilities treat the water before releasing it back into nature, thus protecting our waterways.

The Wallet

A plastic gallon of spring water at the grocery store might cost roughly \$1.50. If you turn on the tap and pour a gallon, it will cost you significantly less, around 40 cents per gallon. And Raleigh Water works 365 days a year to keep water flowing for you and your family. So, pour yourself a glass of crisp water and enjoy your day!

Purchasing Flood Insurance

As summer storm season approaches, it's important to be prepared for the possibility of flooding. Reviewing your flood insurance coverage now can help protect your home and personal property from costly flood-related damage. Homeowners insurance does not cover losses from floods or flood damage. Flood insurance policies must be purchased separately to protect valuable assets, such as a home, business, and possessions. There is a 30-day waiting period for a policy to become effective.

Flood Zone	Level of Flood Risk	Insurance
X	Moderate to Low	Highly Recommended
AE	Moderate to High	Required

- Properties in Flood Zone X are highly recommended to carry flood insurance. Residents who are insured in Zone X file approximately 40 percent (%) of flood insurance claims.
- Properties in Flood Zone AE must carry flood insurance if they have a federally backed mortgage.
- Renters are encouraged to purchase flood policies to protect personal property with contents coverage.

To obtain a flood zone determination or learn more about flood insurance, call the Raleigh Floodplain Management Group at (919) 996-3777, email floodplain@raleighnc.gov, or visit Floodsmart.gov.



2026 RPD Summer Action Plan: Focus on Strategic Priorities, New Initiatives

The Raleigh Police Department is launching its 2026 Summer Action Plan. The City-wide initiative focuses on proactive crime prevention, strategic enforcement, and community engagement during the busy summer months.

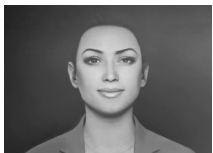
Major Initiatives

Among the plan's major initiatives is a renewed emphasis on operations that target violent offenders, repeat criminal activity, impaired driving, and juvenile crime. The department will also continue patrols aimed at reckless driving, unlawful loud exhaust systems, and other quality-of-life concerns. New this year, the department is introducing CrimeMapper, an interactive tool that lets residents explore police incident activity across the city.

The Summer Action Plan also expands community-focused initiatives throughout Raleigh. Residents can participate in the Raleigh Summer Safety program, which will offer education on topics such as water safety, road safety, nightlife safety, fire safety, and outdoor safety through information sessions and activities.

Youth engagement remains a major component of the plan with programs designed to provide positive recreational opportunities while strengthening relationships between officers and young people in the community.

Additionally, the department will continue supporting vulnerable populations through the ACORNS and Raleigh CARES, programs that connect individuals experiencing homelessness, mental illness, or substance use disorders with long-term community resources and support services. Since its creation in 2021, ACORNS has made more than 2,000 contacts throughout the community. The plan also highlights the department's continued partnerships with agencies, including the FBI, DEA, ATF, Wake County Sheriff's Office, Raleigh Fire Department, and other local organizations. They are working collaboratively to reduce crime and improve public safety outcomes.



Meet Daisy: Raleigh's New Digital Assistant

*Helping Us Shape the Future of
Resident Services*

Visitors to Barwell Road Community Center can now get quick, reliable information about Raleigh Parks from a new digital assistant. We're calling her Daisy. This is the first step in exploring how new technology can make it easier for residents to get the help they need and is planned for the new City Hall, opening in 2027. This center will be a place where residents can get support, ask questions, and access city services more efficiently. To make sure we choose the right tools for that space, we are testing technology like Daisy now.

Why Daisy Matters

Daisy is programmed to provide details on parks programs, facility hours, and nearby locations. How Daisy answers gives us a chance to learn—directly from residents—what kinds of digital tools are most helpful and to understand what works well and what needs improvement. These insights guide our planning for City Hall.

This pilot also helps us learn how technology can support residents who speak different languages, need information quickly, or prefer self-service tools. Our goal is to make future City services more welcoming, accessible, and easy to use.

2025 Annual Drinking Water Quality Report is online

Want to know more about your drinking water? You can now view the 2025 Consumer Confidence Report, which is our annual drinking water quality summary, by visiting: <http://gemgrp.com/eReports/RaleighWaterNC2025CCR/>.

Raleigh Water is committed to providing the best drinking water we can, and our water is tested 6,000 to 7,000 times per month to ensure it meets all Federal and State drinking water standards.

This Consumer Confidence Report represents water quality data collected during calendar year 2025 and we are pleased to document that your drinking water continues to meet all drinking water standards and requirements.

If you have any questions or would like to receive a paper copy of the Raleigh Water 2025 Consumer Confidence Report mailed to your residence, please call 919-996-3471.

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WATER & SEWER EMERGENCIES
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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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Water

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