

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

JUNE 2026

2025 Annual Drinking Water Quality Report is now 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: <https://cityofraleigh0drupal.blob.core.usgovcloudapi.net/drupal-prod/COR25/water-consumer-confidence-report-2025.pdf>.

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.

Council Takes First Steps Towards Bond Referendum

Housing and Transportation bonds will be on Nov. 3 ballot

Two of Raleigh's biggest needs are housing and transportation. On Tuesday, the Raleigh City Council, took the first step toward a bond referendum for more than \$200 million in housing and transportation projects.

If approved by the voters in the fall, the bond would fund \$203 million – \$101.5 million in affordable housing projects and \$101.5 million in transportation capital projects. The City can propose bonds (for funding essential public services and infrastructure) without imposing additional tax burdens on taxpayers. The proposed transportation bond would make funds available for street, sidewalk, and infrastructure projects including efforts related to bus rapid transit and neighborhood traffic management campaigns. Proposed housing projects could include housing development and preservation, homebuyer assistance programs, homelessness prevention campaigns, and major affordable housing project development.

On the May 5 consent agenda, the Council approved the recommended action to set the public hearing date for consideration of the bond referendum on May 19. Following the hearing, Council approves bond orders and call for a referendum. The bonds will then appear on the Nov. 3 ballot.

Animal Control Protects Raleigh's Most Vulnerable Residents



From capturing a stray peacock to finding a trailer to transport an injured horse to the N.C. State Veterinary School, the Raleigh Animal Control unit is prepared for anything. The unit, part of the Raleigh Police Department, saves pets in danger, protects human and animal health and safety, and helps lost pets get home. The team also enforces laws and ordinances, and helps wildlife, livestock, and exotic animals, in addition to cats, dogs, and other pets.

"No two days are the same – and that's why I love what I do," says Miya Hurley, animal control officer supervisor.

In Raleigh, the officers handle calls that involve:

- Stray animals;
- Abandoned animals;
- Injured animals; and,
- Suspected animal cruelty cases.

Animal control officers are part of the Special Operations Division. They give civil citations and conduct investigations. They take out search and arrest warrants and serve those with their law enforcement colleagues.



“We pick up abandoned animals, from ferrets and cats to lizards and birds, and we investigate suspected animal cruelty cases,” Hurley summarizes. Team members also work closely with RPD patrol officers and detectives, who sometimes encounter mistreated, starving, or vicious animals

Importance of Reuniting Animal with Owner

Animal control officers make every effort to find an animal's owner before they take pets to the Wake County Animal Center. They also work closely with rescue groups that attempt to find homes for the about 5,000 animals they pick up each year. “We don’t want to take away anyone’s pets – and we work really hard in trying to find the owners or their next of kin,” Hurley says. “We’ve brought dog food to an owner’s family member so the dog could stay with that person instead of having to go to the center.”

Wild animals caught by animal control officers are released back into the wild if they are healthy. If they are injured, the officers contact rescue organizations where the injured wildlife can be treated and rehabilitated. The officers also have contacts at rescue groups that specialize in reptiles and other exotic pets.

Hurley has been leading the Animal Control Unit for two years. For her, education and compassion are the most important parts of the job. “Our number one priority is keeping the public safe and ensuring all animals are treated well,” Hurley says. “We educate owners on what they need to do to help reach that goal and we share resources to enable that.”



Meet "Oak City Sparkle"

Raleigh Water has a bubbly new way to stay hydrated: Oak City Sparkle. This crisp, sparkling water is made directly from Raleigh’s award-winning tap water.

Created in partnership with Trophy Brewing, Oak City Sparkle is more than just a refreshing drink. The cans recently debuted at Brewgaloo, Raleigh’s downtown street festival,

as a fun way to spread awareness about our utility assistance programs.

Every resident deserves access to safe, clean water. Oak City Sparkle highlights Project Share, a program that provides financial aid and payment plans for neighbors who may have trouble paying a utility bill. Proceeds help fund the program. Using a refreshing local product helps Raleigh Water reach more people who might need these vital services.

The vibrant label was created by city graphic designer Eric Bannister. The artwork features the Raleigh skyline and celebrates the sustainable journey of water—from rainfall and purification to the tap.

Follow Raleigh Water (@Raleigh_Water) on social media to see where Oak City Sparkle will appear next!

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**
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 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 to set up a payment plan. Visit Raleighnc.gov and search ‘Payment Plans’, or contact us at customercare@raleighnc.gov or 919-996-3245 for payment plan information
- 4. Do you qualify for assistance?**
Visit Raleighnc.gov and search ‘Utility Assistance’, or contact us at 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 and search ‘Payment Locations’ for official locations or visit raleighnc.gov/utilitypay or call 888-905-3169 to make your payment



**Keep it out of the drain.
No Grease!!**

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.



**Raleigh
Water**

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