YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

OCTOBER 2026

Charge into Fire Safety This Fall!

Many things we use every day, such as phones, tablets, toys and scooters, use lithium-ion batteries. These batteries work well, but they can get very hot and cause fires if they are damaged or charged the wrong way. National Fire Prevention Week is Oct 4-10 and this year's theme is "Charge into Fire Safety: Safe Charging Is a Superpower." It reminds everyone to charge devices safely at home, school and anywhere you go.

Easy tips to stay safe:

- Use the charger that came with your device.
- Charge your device on a hard surface such as a table.
- Do not charge devices on beds or couches because they hold in heat.
- Stop using your device if it feels very hot, smells strange or starts to swell.
- Unplug your device when it is fully charged.
- Charge large items such as e-bikes and scooters outside

These steps can help keep you, your family and your friends safe. Safe charging is a superpower everyone can use. For more information on fire prevention events throughout October, visit **raleighnc.gov** and search "fire prevention".



Transportation & Treats: A Halloween Event for All Ages

Get into the Halloween spirit and discover the people, vehicles and services that help keep Raleigh moving at Transportation & Treats on Thursday, October 29, from 4–7 p.m. at Marsh Creek Community Center, 3050 N New Hope Road.

Come dressed in your Halloween best and meet Transportation staff while enjoying face painting, games and free treats. You can also try out e-scooters, tour an electric bus and get a close-up look at some of Raleigh Transportation's cool vehicles.

And don't forget to enter for a chance to win a grand prize! This FREE event is fun for all ages. For more information, visit **raleighnc.gov** and search "Transportation & Treats".

Biodegradable Yard Waste Bag Giveaway Series

Solid Waste Services will be hosting popups to hand out FREE biodegradable paper yard waste bags to residents this fall. Swing by any of our pop-ups to pick up your five (5) **FREE** biodegradable paper yard waste bags! Staff will be on hand to answer all your questions about the City's newest service, Enhanced Weekly Yard Waste Pickup.

Dates:

Oct 7th at Worthdale Park from 11 a.m. – 2 p.m.

Oct 14th at Lake Johnson Park from 11 a.m. – 2 p.m.

Oct 21st at Glen Eden Pilot Park from 11 a.m. – 2 p.m

Solid Waste Services' 2026 Shred and Dead

Bring your old documents and let them shred in peace at the City of Raleigh's 2026 Shred and Dead event. We'll be shredding documents on-site and accepting eWaste and batteries for disposal and recycling. We'll also be giving away bundles of biodegradable paper bags for fall yard clean-up and candy to kick-off your Halloween celebrations!

Join us on **Saturday, October 24 from 9 a.m. – 12 p.m.** at the Wilders Grove Solid Waste Services Facility located at **630 Beacon Lake Drive, Raleigh, NC 27610**

Every Drop Counts: Raleigh Uses Water Wisely

Have you ever wondered how parks stay green and beautiful? Healthy gardens, trees, and fields all depend on careful water use.

Drip irrigation is one smart way to help plants grow while conserving water. Instead of spraying large areas, drip irrigation slowly delivers water directly to plant roots. This helps reduce water loss from wind, heat, evaporation, and runoff while giving plants the moisture they need.

As Raleigh continues to grow, protecting water resources is more important than ever. The City of Raleigh, through the partnership of Raleigh Water and Raleigh Parks, is using efficient irrigation practices and sustainable landscape care to help conserve water and keep parks healthy.

Everyone can help. Raleigh Water, along with its city partners, encourages residents, businesses, and visitors to join the effort by fixing leaks, using water-wise irrigation methods, and making thoughtful choices about daily water use. Dix Park is one example of Raleigh's commitment to sustainability. The 308-acre park includes historic buildings, natural areas, gardens, fields, and gathering spaces where people can connect with nature and each other. The City of Raleigh and the Dix Park Conservancy are working together to create a park that supports both people and the environment. Water-efficient practices, including low-volume, slow-drip irrigation where appropriate, can help protect landscapes like Dix Park while supporting Raleigh's long-term conservation goals.

2026 GIS Day

Join City IT for 2026 GIS Day on November 18 at the City of Raleigh Museum from 8:30 a.m. to noon.

This free, interactive event will feature hands-on activities and demonstrations showing how state and local governments use GIS and other emerging technologies to improve services and address everyday challenges. Whether you are familiar with GIS or simply curious about how this technology supports our community, everyone is welcome to attend.

Questions? Please reach out at **gisday@raleighnc.gov**.

Link to event calendar on raleighnc.gov and search "2026 GIS Day".

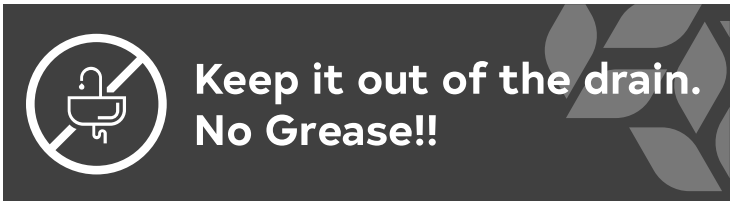


Protecting Natural Floodplain Functions

Natural floodplains play an important role in reducing flood risk. When protected and allowed to function naturally, floodplains can slow and store floodwater, reduce runoff, improve water quality, and provide valuable habitat for fish and wildlife.

Protecting streams, wetlands, vegetated areas, and other natural open spaces within floodplains helps preserve these benefits for the entire community. Residents can help by keeping waterways free of trash and debris, protecting vegetation along streams, and avoiding unauthorized filling, grading, or other alterations within floodplain areas.

To learn more about Raleigh's floodplains and how they are protected, visit **www.fema.gov** and search for "floodplain functions."



FIND US, LIKE US, FOLLOW US

/CityOfRaleigh @RaleighGov @RaleighGov raleighnc.gov

#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.

Raleigh Water

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