

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

SEPTEMBER 2020

Customer Care Programs Offer Help with Utility Bills

In response to the pandemic, Raleigh Water temporarily stopped 'disconnections' of water service on March 12, 2020. Executive Orders 124 and 142 were established and expired July 29, 2020. Because account balances are no longer deferred, we want to highlight several programs that may be able to help customers pay water and sewer bills.



WakeHELPS

In partnership with Wake County, a new Federally funded program called "WakeHELPS" was recently established to help Wake County residents pay their utility bills. Five million dollars was allotted for this program, and Wake County is accepting applications at this time. Because the funds will be distributed on a first come, first serve basis, we encourage anyone who may qualify to apply as quickly as possible. More information is available at: wakegov.com/wakehelps or at 919-212-0476.

Utility Customer Assistance Program (UCAP)

In addition to the WakeHELPS program, the City of Raleigh also has limited funds available through its Utility Customer Assistance Program (UCAP) designed to assist our customers with their water and sewer bills. For more information and to fill out an application, visit raleighnc.gov, email LIEAP@wakegov.com, or call 919-212-7085.

Dependent upon eligibility criteria and fund availability, those customers who fill out WakeHELPS and/or UCAP applications and submit to Wake County, may receive assistance from both programs.

Extended Payment Plan

We are also offering COVID payment plans, for debt that was incurred from March 31-July 29, 2020, to help customers manage their water and sewer bills. More information is available at raleighnc.gov/payment-plan or by email at customer-care@raleighnc.gov or at 919-996-3245.

How Can You Help?

Project Share – Neighbors Helping Neighbors

This program is funded by customer and corporate contributions and provides emergency assistance funds to utility residents who are unable to pay their water bill. When you contribute to Project Share, you make a difference helping your neighbors who are in a crisis and unable to pay their utility bill. There are several ways to contribute to Project Share: monthly on your utility bill, mail a check to Raleigh Water, PO Box 590, Raleigh NC 27602 (please note Project Share on check), or by credit card by calling 919-996-3200.



Tips to Protect Streams When You Paint

Are you working on a big paint project? Don't put the paint down the storm drain when you're done! Chemicals pollute streams and creeks when the paint goes down a storm drain.

Help protect the environment by following these easy steps:

1. Set up a wash area at a sink or hose with a bucket to clean paint equipment with soap and water.
2. Make sure your cleanup space isn't near a storm drain, street, or a stream or lake.
3. Take the equipment back to your facility to clean if you're a professional painter and don't have space to clean up on the job.
4. Let paint completely dry before putting the paint can in the garbage. Adding sand or kitty litter to leftover paint does the trick!
5. Got a spill? Contact us at 919-996-3940 or IllegalDischarge@raleighnc.gov

You can use these same tips for concrete pours and drywall work. Learn what else can cause water pollution at raleighnc.gov by searching 'Report Water Pollution'.

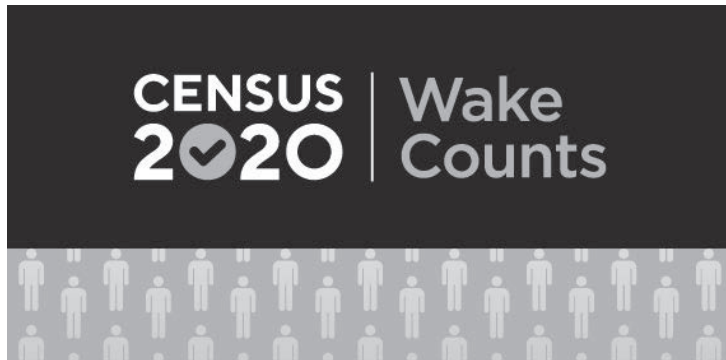




Shop Local: It Helps Your Community

Buying local keeps millions of your hard-earned money here – for schools, roads, jobs, and a better quality of life. Local businesses need your patronage now more than ever. Let's do our part to help keep our community strong. There are a variety

of places to shop and dine. There are also local service providers like personal care, mortgage brokers, or home repair ready to help you! Thank you for shifting your spending to home-grown businesses, so that our community continues to be the place where you love to live, work and play. Many businesses have become certified in the safety training offered by the NC Retail and Lodging Association. Learn who is certified in your neighborhood and across the state at <https://countonmenc.org/>



Avoid 'The Knock': Complete the Census 2020 Today!

Beginning August 11, Census takers (enumerators) will begin visiting in-person to addresses which haven't been counted. Census enumerators are trained to properly wear their masks, which will be mandatory when they are in the field. They will knock, take a step back, identify themselves and ask household members to come outside to conduct the interview.

So...Avoid the Knock! Complete your questionnaire online, by phone, or by mail so a Census Enumerator doesn't come to your door!
PLEASE HURRY – CENSUS ENDS SEPTEMBER 30, 2020 – GET COUNTED!

It's so easy.

- You can respond online, by paper or over the phone—now! Just go online to 2020census.gov.
- The census will be printed in English and Spanish.

Participating in the 2020 Census is a civic duty – like voting – that is good for you and your community! (It's also the law.)

- The Constitution declares that everyone counts! Everyone residing in the U.S. gets counted in the census—children, seniors, minorities, immigrants, tribal communities, homeless, homeowners, renters, college students, workers—EVERYONE.

Census data is used by everyone – all 1,000,000+ Wake County residents!

- All twelve municipalities in Wake County use census data to decide where to build schools, libraries, & parks.
- Businesses use census data to decide where to open new facilities and what types of services and products to offer.
- Census data will be used to attract businesses to North Carolina and will help communities plan for growth.

The census equals money for states, cities and communities.

- Census data will determine how more than \$800 billion in federal funds will be distributed to the states in the next decade.
- Census data is used to distribute over \$16 billion annually to North Carolina.
- Federal funds support all types of government services such as infrastructure, health, social welfare and education.

Census answers are confidential.

- The Census Bureau is legally bound to handle all data confidentially, and answers are not shared with anyone.
- Census Enumerators will have a badge to prove they are legitimate representatives of the government.
- You will never be asked for your Social Security number, money, or financial institution information.

Wake Counts for Census 2020!

Raleigh Water Development Review Webpage

Raleigh Water is centralizing its information regarding development regulations, standards, and processes for connection to water and sewer. If you are developing land that will require permitting to connect to water and sewer services in the areas of Garner, Knightdale, Raleigh, Rolesville, Wake Forest, Wendell, and Zebulon, then look no further than the new 'Raleigh Water Development Review' service page. Located under the service tabs found on raleighnc.gov/water, this new service page is a one-stop location where those interested in developing land and property can find helpful links to all required water connection processes and procedures.

For more information, please visit raleighnc.gov/water to find the 'Raleigh Water Development Review' service page.

CUSTOMER CARE & BILLING

Web account access: raleighnc.gov/utilitypay

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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