



EMERGENCY: 911
POLICE NON-EMERGENCY
996-3335
CITY INFORMATION
996-3000
FIRE PREVENTION
996-6392
TRASH / RECYCLING
996-6890
UTILITY BILLING
890-3245
CITY WEB SITE
www.raleighnc.gov

NUMBERS TO REMEMBER



Prepared by the
City of Raleigh
Public Affairs Dept.
Ph. 919.996.3100
TDD: 919.996.3107

7/09

RALEIGH/WAKE 911 CENTER WANTS YOU TO KNOW THAT HANG UPS HURT

What do a child playing with a telephone, an unprotected non-flip cell phone and someone dialing a ten-digit phone number in the 919 area code have in common? They all can lead to inadvertent calls to 911.

The Raleigh/Wake 911 Center urges caution when dialing a ten-digit phone, especially within the 919 area, to help prevent unintentional calls to 911. As much as 10 percent of the calls to 911 are accidental calls. If you do accidentally dial 911, stay on the line and speak to someone to let them know there is no emergency. Otherwise 911 center staff will need to call back or send a police officer to investigate to determine if there is an emergency. The Raleigh/Wake 911 center dispatched the Raleigh Police Department to more than 13,000 such calls last year.

Ten-digit dialing coupled with living in the 919 area code means more people now dial numbers with the area code and ours is a prime candidate for a mis-dial and accidentally calling 911.

Major causes of accidental calls to 911 are:

- People sitting on their unprotected cell phones, putting them in their purses, causing the phones to dial 911 when a key or keys are depressed;
- The programming of 911 on "hot keys" on conventional phones that can be accidentally hit or bumped;
- Kids playing with phones, either out of curiosity or being given them to play with by parents;
- Uninitialized handsets, or so called "hand me down phones" that invite intentional abuse; and,
- Careless dialing of other numbers such as "411" and "611"

Ways to minimize the risk are to use caution when dialing numbers using the area code. Don't pre-program 911 into speed dial on conventional phones. Any cell phone that is not a flip phone should have the key pad disabled when not in use.

Check with the manufacturer's instructions to see if it's possible to disable one-key dialing for 911. Don't give children a live phone to play with. Remember if you inadvertently call 911, stay on the line to speak to someone.

BE A GOOD NEIGHBOR...

Remember to take your garbage, yard waste and recycling containers from the curb and place them behind your residence as soon after collection as possible... **YOUR NEIGHBORS WILL THANK YOU!**

KEEPING YOUR METER'S RADIO TRANSPONDER WORKING

The City of Raleigh has new water meters that yield more accurate and efficient readings. The City of Raleigh has Automatic Meter Reader technology on its water meters throughout Raleigh and the towns of Garner, Rolesville, Wake Forest, Knightdale, Wendell and Zebulon, which are part of Raleigh's water system.

This technology allows the City's Public Utilities employees to read a customer's water meter via radio signal. In most cases, the radio signal emanates from a small silver disk or antenna mounted to the water meter lid. It is important that customers keep their water meter uncovered and unobstructed to allow this highly efficient system to work.

Please keep the silver radio antenna on the meter lid free of mulch, sod, leaves or other materials that may prevent the reading from transmitting which could cause delayed billings or an estimated bill rather than a precise, actual measure of use.

Care must be taken not to damage the radio antenna when using lawn mowers or weed trimmers, as this too will prevent the reading from transmitting.

Water meters also must remain uncovered and unobstructed to allow for occasional manual readings, meter reading re-checks, billing concern investigations or maintenance.

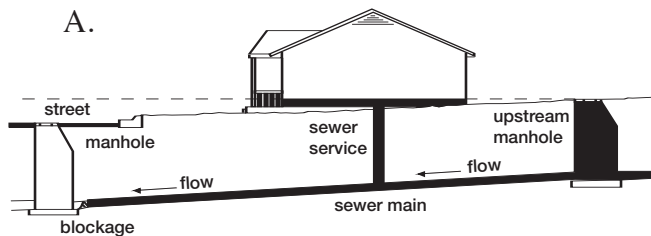
For more information, please call the City of Raleigh Public Utilities Department at 857-4540.

SEWER BACK-UPS: WHAT IS THE CITY'S RESPONSIBILITY AND WHAT IS THE PROPERTY OWNER'S

The City of Raleigh makes a concerted effort through an intensive Public Utilities Department preventive maintenance program to keep over 2,000 miles of sewer system in good repair. Occasionally, however, conditions develop within the system, which may cause sewage to back-up into a residence or business. When this happens, it is the policy of the City to provide assistance to the affected customer in the form of initial clean-up and disinfecting procedures. This assistance is provided, even when the overflow is caused by factors such as vandalism, which are beyond the control of the Public Utilities Department. Sanitary sewer systems, such as the one used by the City of Raleigh, operate primarily by gravity with sewage flowing downhill from residences and other buildings into the sewer mains and, in turn, through the major trunk lines.

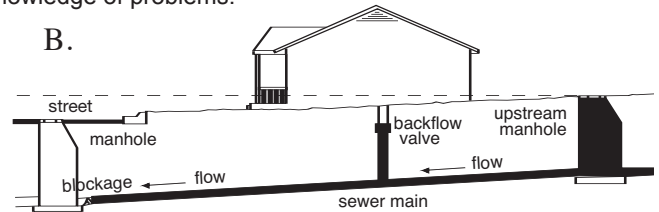
In most cases, when a blockage occurs, the backed-up sewage overflows out the next upstream manhole. Houses and buildings may be connected to the main between the point of blockage and the next upstream manhole. Normally, plumbing fixtures in these buildings are located above the level of the next upstream manhole. However, in some instances a serious risk of back-up exists if any point of entry into the plumbing system, such as floor drains, toilets, etc., are located at a level that is lower than the elevation of the next upstream manhole.

Diagram A illustrates what can happen when there is a sewer back-up due to blockage in the sewer main that occurs before the next downstream manhole. The sewer will back-up behind the blockage and be forced out at the lowest point. If the plumbing fixtures in a building are lower than the next upstream manhole, the sewer will back-up into the building. It is the home builder/property owner's responsibility to determine whether this situation exists.



This problem can be avoided with the proper installation of a sewer backflow valve. It is a requirement of the City of Raleigh to have a backflow valve installed according to the North Carolina State Building Code on Plumbing, Chapter VIII, Section 814, in situations where a house or other building is below the next upstream manhole. A backflow valve will allow the sewage to flow in one direction only, and will prevent the overflowing of sewage in buildings or residences. Diagram B illustrates a properly installed backflow valve that is preventing sewage from flowing back into a house.

The City of Raleigh is insured for damage caused by sewage back-ups in cases when the City of Raleigh is legally responsible for the back-up. When damage is caused by a sewer back-up for which the City is not responsible, the City will pay no claim. The City is not responsible for back-ups due to vandalism, customer abuse of sewer system or when the City had no previous knowledge of problems.



If you believe you have a claim, you may submit it to the City's Risk Management Office located at, 219 Fayetteville St., P.O. Box 590, Raleigh, 27602, or call 516-2240 to receive claim forms by mail. Your letter must include a brief description of the reason for your claim.

The Public Utilities Department has contracted with a plumbing company in Raleigh to provide evaluations, free of charge, to homeowners who are unsure if they have or need a backwater device. Public Utilities also has developed a loan program for those homeowners, who through evaluation have been determined to need the backwater device, and may need assistance in the payment process.

For more information regarding sewer backflow valves, contact the Public Utilities Department at 857-4540. In case of a sewer emergency or for additional information, call 250-2737. If you have a sewer emergency after 4 p.m., Monday-Friday call 829-1930.

NEIGHBORWOODS

City of Raleigh partnering with residents to plant trees!

Trees are crucial to the health of our city and planting them cultivates unity within our neighborhoods. We assess your right-of-way and if the criteria are met, deliver you a **FREE TREE!**

Eligibility

- Reside within the Raleigh City Limits
- Plant the tree in the right-of-way
- Water the tree for 2 years

Call **996-4868** to: Get on the request list, dedicate an Honor Tree, or make a monetary donation to NeighborWoods or pledge via your utility bill. All NeighborWoods trees are purchased with donations!

For more information, call **996-4868** or visit www.raleighnc.gov (click on "RESIDENT" then on "TREES")

CITY OFFERS 'E' NEWSLETTER

Residents who want to receive the City of Raleigh's weekly e-newsletter, NewsCOR, may do so by dropping a request to chris.riley@ci.raleigh.nc.us or calling The City of Raleigh Public Affairs Department at 996-3100.