



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**



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 9/09

## CHANGES ARE COMING TO YOUR UTILITY BILL.



Since June of last year, the City of Raleigh has been engaged in a comprehensive initiative to strengthen and expand its operational efficiencies. Specifically, it has been reengineering its software systems to make City government smarter, more efficient and more responsive.

The project is being rolled out in phases. The first significant milestone for residents will take place beginning Dec 1. On that date, new, more informative utility bills will begin going out with all the changes described in the adjacent column.

We in City Government are making the upcoming improvements in your utility billing to be able to serve you better. To contact us, please call 890-3245 or e-mail [utilitybilling@ci.raleigh.nc.gov](mailto:utilitybilling@ci.raleigh.nc.gov).

## DID YOU KNOW?

Come December 1st, Raleigh water rates will still be among the lowest in the state (Not to mention the nation) for customers in the Raleigh and Garner service areas. We do not always realize it, but the rates we pay for water in Raleigh and Garner are lower than just about every other municipality in North Carolina. The rates in the service areas of Rolesville, Wake Forest, Knightdale, Wendell and Zebulon, while currently higher than Raleigh and Garner's, will become the same rates in the future when current capital debt service is repaid. These low water rates result from many, many years of thoughtful management and wise investment decisions by the City of Raleigh in the water and sewer resources and infrastructure to fully serve its customer's public health and environmental protection needs.



## SOME OF THE DIFFERENCES ARE:

- 1. Beginning November 1st, your utility bill will be sent monthly.**  
 In the past, the residents of Raleigh, Garner, Knightdale and Rolesville received their utility bills every two months. But thanks to the efficiency of our new systems, everyone will now move to monthly billing. This should help you budget better, and it will help you spot problems such as a leaky pipe more quickly.  
 If you're currently billed on a 60-day cycle and receive a bill in October, don't be alarmed when your November bill arrives. You are not being billed more than you should. We simply need to do this to move to the monthly billing system that begins in December.
- 2. Beginning December 1, Raleigh and Garner individually metered residential customers will move to tiered rates.**  
 All bills mailed on or after Dec. 1 will have tiers with rates based on the amount of water used. Those who use less water will pay less for it. This should help encourage conservation, which benefits everyone in the area.
- 3. All customers will be assigned a new account number.**  
 With the advent of the new billing system, your account number will change. Make sure you jot it down when your December bill arrives and reference it when you pay your bills. You'll need it to use online payment options. If you bank online, you'll need to inform your bank of your new account number, and you'll also need to go online and change the address to which your payments are sent. Bank draft customers do not need to do anything.
- 4. You'll find added information on your bill.**  
 For example, there will be a historical water usage graph that allows you to compare how much water you're using from one month to the next. This should prove useful in evaluating your monthly water consumption.

## KNOW HOW MUCH WATER YOU'RE USING

It's been estimated that the average American uses 100 to 175 gallons of water per day. That seems like a lot until you consider how easy it is to go through that amount. Here are some average statistics that put water use into perspective:

- 10-minute shower (regular flow) . . . . . **25 gallons**
- Typical bath . . . . . **70 gallons**
- Brushing teeth with water on . . . . . **8-13 gallons a day**
- Average washing machine. . . . . **41 gallons**
- High Efficiency front loading washing machine. . . . . **less than 28 gallons a load**
- Toilet (depending on age) . . . . . **7-7.28 gallons a flush**

## WHAT'S NEXT

We are always looking for ways to improve our systems to better serve you. We're currently working on the following expanded utility billing features. Keep an eye out for them in the future.

### >>Enhanced web site functionality with self-service option:

Make common requests such as a meter reading or service starts and stops, all with the click of a mouse.

### >>Convenient same-day bill payment by check, via the Web:

Have you ever needed to make a payment right NOW? We're working on allowing you to do that online, too.

### >>Balanced utility bills that are the same amount every month:

We're developing a Balanced Bill option that equalizes your payments from month to month. That can be a big help when it comes to planning your monthly budget.

## CITY OF RALEIGH TO COLLECT COOKING OIL AND GREASE

**During the holiday season**, Raleigh residents and churches will be able to dispose of cooking oil by setting it on the curb along with their garbage, recycling and yard waste. The goal of the pilot program is to protect the environment by keeping cooking grease out of the City's sewer system and preventing sewer overflows. The collected grease will be converted to biofuels, a renewable source of energy used to power vehicles, heat homes and cook food.

The pilot program for curbside collection of unused or unwanted cooking oil will be conducted for two and a half months during the holiday season months of November, December and January. The pilot program is a joint effort of the City of Raleigh and Triangle Biofuels Industries Inc. Triangle Biofuels will reimburse the City 25 cents for each gallon of cooking oil collected, and convert the material to biofuels.

To participate in the pilot program, Raleigh residents and places of worship will have to call the City's Solid Waste Services Department, 996-6890, to arrange for the curbside collection of animal grease or vegetable cooking oil. The oil must be placed in a sealable and preferably clear container marked as "cooking oil." The pilot program will only serve residents and churches in Raleigh.

For more information about grease collection pilot program, contact the City of Raleigh Public Utilities Department at 857-4540.

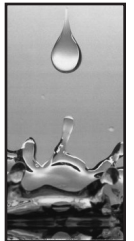
## MANAGING YOUR WATER CONSUMPTION - HELPFUL HINTS

1. Install low-flow water devices such as WaterSense - labeled toilets. The City now provides rebates of up to \$100 to existing customers who qualify when you replace an old toilet with a new WaterSense toilet. (See below.)
2. Install low-flow showerheads and other low-flow faucet devices to moderate the amount of water used for frequently performed tasks such as shaving, brushing teeth, washing and bathing.
3. To comply with the City's permanent policy regarding Raleigh supplied water for allowed irrigation uses, water either in the morning or in the evening when evaporation is low.
4. Be prudent in general household uses of water such as for washing clothes and dishes.
5. Benchmark your household use of water against general averages and prior consumption levels. Your new bill contains a water usage graph on it to help you see and manage your usage seasonally.

For more water-saving tips, please visit [www.slowtheflowwake.com](http://www.slowtheflowwake.com) and [www.epa.gov/earthday/tips-water.htm](http://www.epa.gov/earthday/tips-water.htm).

## HOW RALEIGH MEASURES WATER

The City of Raleigh measures water consumption in CCFs or hundred cubic feet. One CCF is equivalent to 748 gallons. To determine the number of gallons of water you use, simply multiply the number of CCFs (the consumption number on your water bill) by 748.



## RALEIGH RESIDENTS TAKING ADVANTAGE OF TOILET REBATE PROGRAM

Raleigh residents looking to save money and save water are making the most of a rebate program aimed at installing low-flow toilets. Since April 7, the City of Raleigh Public Utilities Department has offered \$100 rebates per toilet for the purchase of an EPA WaterSense certified toilet. The high-efficiency toilets use 20 percent less water.

To date, the City of Raleigh has approved more than 70 applications for the \$100 rebate being offered.

To find a list of qualifying toilets, visit:

[http://epa.gov/watersense/pp/find\\_het.htm](http://epa.gov/watersense/pp/find_het.htm).

### To qualify for the rebate, customers must:

- Be a customer of the following municipalities: Raleigh, Wendell, Garner, Rolesville, Knightdale, Zebulon, or Wake Forest;
- Be current in their bill and not owing past due fees;
- Replace an old 1.6 gallons, or higher flush volume, toilet with an EPA WaterSense certified toilet; and,
- Agree to a post-installation inspection.

For more information, call the City of Raleigh's Water Conservation Specialist, Cinnamon Williams, at **857-4551**.

