



City of Raleigh Public Utilities Department YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Public Utilities

raleighnc.gov

AUGUST 2018

For questions,
visit www.raleighnc.gov

Utility Billing:
919-996-3245 | Weekdays 7:30 am to 6 pm
Automated Services
24 Hours / 7 Days | Holidays & Weekends

Solid Waste & Recycling (Raleigh):
919-996-3245 | Weekdays 7:30 am to 6 pm

Stormwater Bills (Raleigh):
919-996-3245 | Weekdays 7:30 am to 6 pm

**Solid Waste, Recycling & Stormwater
(Other Towns):**
Call the individual Town Hall

WATER & SEWER EMERGENCIES:
919-996-3245
24 Hours / 7 Days | Holidays & Weekends



The City of Raleigh

Information:
919-996-3000



Read This Before You Touch That Water Meter

When it comes to water meters and water lines, many citizens have questions. Here are a few facts you should know...

FACT: The City of Raleigh owns the water meters. It is illegal for unauthorized persons, including

licensed plumbers, to turn water on or off at the meter or to otherwise tamper with any water meter.

FACT: Water meters must be accessible. Water meters must be accessible to City of Raleigh personnel to ensure that water/sewer accounts can be serviced properly. It is the property owner's responsibility to trim, cut back, or remove any bushes, trees, plants, sod, or other objects that may cover or obstruct a water meter.

FACT: All water lines on a property, including lines that run from the water meter onto the property, are the property owner's responsibility. The property owner is responsible for maintaining, repairing and replacing all water lines on their property, including lines that run onto the property from the water meter. If there is a leak, blockage or damage to any of these lines, it is the property owner's obligation to take care of the problem.

FACT: After City of Raleigh personnel have disconnected a water meter, it is illegal for any unauthorized person to reconnect the meter. Per North Carolina General Statute 14-151.1, it is illegal for any unauthorized person to alter, tamper with, relocate, willfully damage, or bypass a water meter. It is illegal for any unauthorized person to reconnect a water meter after City of Raleigh personnel have disconnected it. Violators are subject to criminal charges and civil fines up to \$500.

If you are a City of Raleigh water customer and have concerns regarding your water meter, please call Customer Care and Billing at 919-996-3245 for assistance.

An 'Old Friend' Gets a Makeover: Color of Publicly Owned Fire Hydrants Changing from Red to Yellow

The City of Raleigh Public Utilities Department maintains over 22,000 fire hydrants within the service area, which includes Garner, Knightdale, Rolesville, Wake Forest, Wendell, and Zebulon. Within the city limits of Raleigh, all public hydrants are currently painted red. In other communities, such as Garner, Wake Forest and Wendell, public hydrants are painted yellow, which follows recommendations from the National Fire Protection Association (NFPA). The City of Raleigh Fire Department and the Public Utilities Department agree that the Raleigh public hydrant color should be changed to yellow in accordance with NFPA guidelines.

**convenient,
dependable**

eBill

A Smart Way To Receive
Your Bill

Visit:
<https://ubwss.raleighnc.gov/>

Sign In or Register

Select: "E-Billing" from Menu

Agree: To Terms & Conditions

Click: "Sign Me Up"

(Continue)

To join the nationwide standardization, and as part of the hydrant program's regular maintenance efforts, City Contractor, DMD Consultants, Inc. crews will begin painting public hydrants yellow on August 1. The project is expected to reach completion in November

Project Location and Time

Crews will begin just northeast of downtown, working their way into the downtown area. Work will occur in the early mornings, after 7 a.m.; and evenings, no later than 8 p.m. For a more detailed look at the project area map and for additional information, visit www.raleighnc.gov and search "Hydrant Program".

Identifying DMD Consultants Staff

DMD vehicles and staff will be easily identified with work being done entirely within the right-of-way.



If you have concerns and need to verify DMD crew work locations for safety and security reasons, please call the Water Distribution Division at 919-996-2797.



What Do the Different Fire Hydrant Colors Mean?

Publicly owned fire hydrants, which are hydrants owned by the City of Raleigh, will be painted yellow.

Privately owned hydrants (not owned by the City of Raleigh) should be painted red. An example of a privately-owned hydrant would be a hydrant in a shopping center.

The Public Utilities Department Water Distribution Division provides maintenance and repair services on over 2,355 miles of water mains, 22,000 fire hydrants and 70,000 valves within the service area. Staff performs emergency repair and replacement of public hydrants and annual flushing of the water distribution system. By following the recommendations of the American Water Works Association (AWWA) and the Insurance Service Office (ISO), with regular maintenance, fire hydrants can have a service life of 50 to 75 years.

FIND US, LIKE US, FOLLOW US



[/CityOfRaleigh](https://www.facebook.com/CityOfRaleigh)



[@RaleighGov](https://twitter.com/@RaleighGov)



[@RaleighGov](https://www.instagram.com/@RaleighGov)



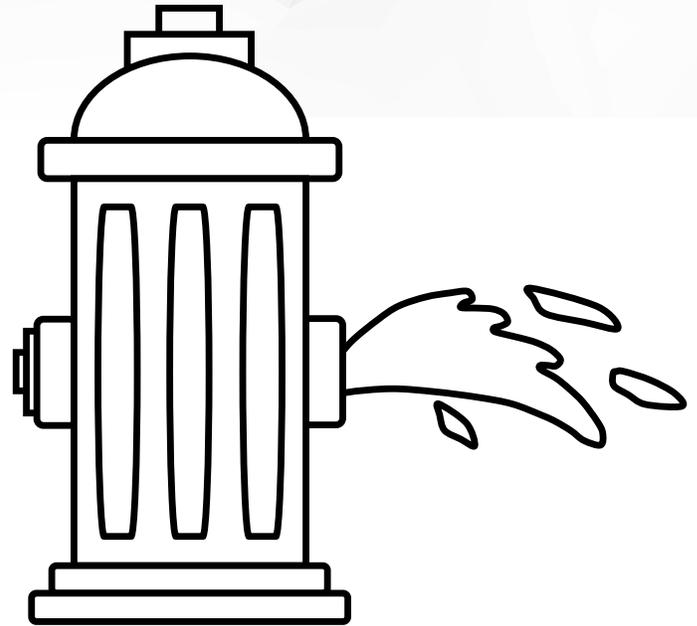
raleighnc.gov

#RALEIGH

KIDS' CORNER

Fire Hydrant Coloring

We will be painting our public fire hydrants yellow. Try coloring this fire hydrant yellow.



For more information contact:

Water.Conservation@raleighnc.gov

Assistance Program Funding Continues

In 2017, the City of Raleigh established a program to help economically distressed water and sewer utility customers manage their utility bills. This year, the municipalities of Garner and Rolesville are joining Raleigh and Garner in funding this program for their residents. The Utility Customer Assistance Program (UCAP) is administered in partnership with the Wake County Human Services Department, which provides eligibility screening services for the program.

Call 919-996-3245 to learn more about the program. To qualify for assistance, customers must visit the Wake County Human Services office located at:

Swinburne Center, 220 Swinburne St., Raleigh, NC 27610

Qualified utility customers are eligible for up to \$240 per fiscal year, and the assistance funds will be directly applied to their utility account. The UCAP is currently only available to customers in Raleigh, Garner and Rolesville until funds are expended.