



DURHAM CITIZENS' NEWSLETTER

News and Information from the City of Durham

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101 City Hall Plaza - Durham, NC 27701 - Phone (919) 560-4123 - Fax - (919) 560-4483

Water Meter Replacement and Automated Meter Reading (AMR) Project Set to Begin

The City of Durham Department of Water Management is slated to begin its water meter replacement project utilizing automated meter reading (AMR) technology this summer. Phase 1 of the project will affect residential customers north of Interstate 85. While the first phase of this project addresses northern Durham, eventually, every water meter in the city will be replaced.

New Water Meter Installation

The new water meters being installed are Neptune meters and will be installed by Vanguard Utility Services, an industry leader in the installation of residential and commercial meters. For Durham, Vanguard will provide complete services, removing and cataloging old meters and installing and calibrating the new meters.

Automated Meter Reading System

Automatic meter reading, or AMR, includes automatic collecting consumption, diagnostic, and status data from a water meter (or other utility meter) and transferring that data to a central database for billing, troubleshooting, and analyzing. Durham's AMR system will employ a mobile system for meter reading. Each meter will include a small battery powered radio unit, operating on FCC regulated frequencies. Water meter readers will have a receiver in their vehicles and as they drive by meter locations, the receiver will collect meter readings transmitted by the individual meters.

Benefits of AMR

The benefits of an automatic meter reading system include convenience for both the City and the customer. With AMR, the meter readers can collect meter readings much quicker by simply driving by meter locations. The new meters will assist customers in detecting leaks and will assist utility staff in detecting malfunctioning or tampered meters. Additionally, this timely information coupled with analysis, can help both utility staff and customers better manage the City's potable water usage.

What Customers Can Expect

The water meter replacement and automated meter reading project is a major undertaking and

will require cooperation between the City, the contractor, and customers. Every effort will be made to minimize any inconvenience to customers during this period. As each meter is replaced, a door-hanger will be left to notify you that the change-out has been made. If the contractor is unable to replace the meter due to an obstruction or other obstacle, you will also be notified and contacted to coordinate a resolution. As a result of work on each meter, customers may notice discolored water and/or debris. If this occurs, customers should run their taps until the water runs clear. (As always, this water can be collected for use in household plants and gardens.) If you have questions about this project, visit www.durhamnc.gov or contact the Department of Water Management Water and Sewer Maintenance Division at (919) 560-4344.

Water Efficiency Ordinance Restricts Watering Days

A lack of rainfall in April brought back abnormally dry conditions to parts of central and southeastern North Carolina including Durham, and residents are asked to be mindful of their outdoor water usage and to follow the City of Durham's Year-Round Water Efficiency Ordinance. The outdoor irrigation schedule applies to any spray irrigation system and allows customers with addresses that end in an odd number to water on Tuesday, Thursday and Saturday. Customers with even-numbered addresses are allowed to water on Sunday, Wednesday and Friday. No watering is allowed between 10 a.m. and 6 p.m. any day and no watering is permitted on Mondays. Temporary licenses are available for the establishment of new landscapes and hand-watering, and drip irrigation systems are not restricted by this ordinance.

Open the Door to a Census Taker

By being counted, you are standing up for Durham's needs. That's why census takers are so important. A census taker is a person from our area who is hired by the Census Bureau to make sure that your neighborhood gets represented as accurately as possible. The census taker's primary responsibility is to collect census information from residences that have not sent back their 2010 Census form. The Census Bureau provides the census taker with a binder containing all of the addresses that didn't send back a filled out census form. The census taker then visits all of those addresses and records the answers to the questions on the form. If no one answers the door, a census taker will visit a home up to three times and attempt to reach the household by phone three times. The census taker will leave a double-sided (English and Spanish) Notice of Visit in the doorway that includes a phone number for the resident to schedule an appointment. The Census taker will only ask the questions that appear on the census form. For more information about the 2010 Census, visit www.2010Census.gov, or contact the Durham Local Census Office, located at 201 W. Main Street, Suite 201, or by phone at (919) 328-1310.

Subscribe to the City Manager's Report

Receive the latest information and important City news via e-mail with the City Manager's Report. The report from City Manager Thomas J. Bonfield highlights the latest happenings in Durham City Government. To subscribe, visit www.durhamnc.gov/managersreport.

Bimbé Cultural Arts Festival Set For May 22

Durham Parks and Recreation will host the 41st Annual Bimbé Cultural Arts Festival on Saturday, May 22, from 12 p.m. to 9 p.m. A family tradition since 1969, Bimbé will be held at the CCB Plaza, 201 Corcoran Street, and will feature old school hip hop artists Special Ed and Slick Rick. There will be weekday activities May 17 through May 21. Vendors and volunteers are needed. For information, call 560-4355 or visit www.durhamnc.gov/bimbe.

Safety in Numbers Campaign

Safety in Numbers is a 2010 initiative to mobilize Durham residents against gun crime and violence. It is coordinated by Project Safe Neighborhoods, a division within the Durham Police Department that partners citizens with law enforcement representatives. The campaign provides accurate violent crime data; offers various strategies citizens can employ to keep Durham safe; and promotes the importance of volunteering time to anti-crime efforts and programs for at-risk youth. For information about the Safety in Numbers campaign, call Jennifer Snyder at 560-4438, ext. 29230.

Toilet Rebate Program Still Available

The City of Durham is offering rebates valued at \$100 for qualified water customers who replace their existing toilets with EPA WaterSense labeled High Efficiency Toilet (HET) models. Any toilet that meets the criteria and is purchased after January 1, 2008, is eligible for the rebate. Rebates will be applied as credits to customers' water bills. For information and the rebate form, visit www.DurhamSavesWater.org.

Senior PharmAssist Help Available to Medicare Beneficiaries

Senior PharmAssist is a nonprofit program that provides assistance with medication management, paying for prescriptions, choosing Medicare-approved drug plans and staying independent as long as possible. If you are 60 years old or older or have Medicare and need help with your medications, call Senior PharmAssist at (919) 688-4772. Senior PharmAssist participates in three statewide programs: ChecKmeds NC, NCRx and Seniors' Health Insurance Information Program (SHIIP).

Durham ... Beyond the Headlines

It's that time of year, when organizations are looking for speakers. The City of Durham is available to talk to you on a wide variety of topics about your city. For us, it's simple. We want to build strong partnerships with our residents by providing presentations on topics ranging from where your tax dollars go, our water quality, code enforcement in neighborhoods, to parks and recreation and the list goes on... Frankly, we want to be your best resource for getting answers to important questions about Durham. Call us at 560-4123 or email us at speakersbureau@durhamnc.gov. We're waiting ...

Your City - Your Channel

DTV8 provides programming to keep Durham informed on the important issues and services involving citizens every day. City government produced programs include scheduled meetings of the Durham City Council and the Durham Planning Commission. The City also produces "City Hall This Week," a program dedicated to informing citizens on what is going on inside Durham's city hall, and "CityLife," a

show featuring information on current City issues and upcoming events. For a programming schedule, or to watch DTV8 live on the Web, visit www.durhamnc.gov/dtv8.

Notice Under the Americans with Disabilities Act

A person with a disability may receive an auxiliary aid or service to effectively participate in city government activities by contacting the ADA Coordinator, voice (919) 560-4197, fax 560-4196, TTY (919) 560-1200, or <mailto:ADA@durhamnc.gov>, as soon as possible but no later than 48 hours before the event or deadline date.