



DURHAM CITIZENS' NEWSLETTER

News and Information from the City of Durham

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Water Meter Replacement and Automated Meter Reading (AMR) Project Continues

The City of Durham Department of Water Management is continuing its water meter replacement project utilizing automated meter reading (AMR) technology this summer. Phase 1 of the project is underway and affects residential customers north of Interstate 85. The project will eventually replace every water meter in the city.

New Water Meter Installation

The new water meters being installed are Neptune meters and are being 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

Automated meter reading, or AMR, includes automatic collecting of 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. In this phase of the project, 20,000 meters are scheduled for replacement. As more automated meters are in place, the City anticipates moving to monthly meter reading.

Benefits of AMR

The benefits of an automated 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.

The Department of Water Management will provide updates on the project as specific dates and areas for meter replacements are identified. For information about the AMR project, visit www.durhamnc.gov or contact the Department of Water Management's Water and Sewer Maintenance Division at (919) 560-4344.

Water Efficiency Ordinance Restricts Watering Days

The summer weather has brought back abnormally dry conditions to parts of central and southeastern North Carolina, including Durham. 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.

Bull City Connector Taking to the Streets

Park your car and let the Bull City Connector take you where you want to go! It's a convenient, fare-free, and frequent bus service connecting visitors, business travelers, students, and downtown workers to key destinations in and around Durham, including Duke University, Durham's historic downtown, Ninth Street and Golden Belt. Whether you're looking for dining, entertainment or conducting business, this environment friendly bus service offers an alternative way to get to where you're going. For information and a route map, visit www.durhamnc.gov.



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.

3rd Fridays Series Offers Music at the CCB Plaza

Start your weekend with live music and fresh air in the heart of downtown Durham. Performance in the "3rd Fridays" series will continue into October on the CCB Plaza, 201 N. Corcoran Street in downtown. All concerts begin at 6 p.m. For information, visit www.durhamnc.gov/departments/parks or call 560-4355.

Applicants Sought for 2010 Durham Neighborhood College

Applications are now available for the 2010 Durham Neighborhood College. This series of classes, co-sponsored by the City and County of Durham, consists of interactive sessions facilitated by various local government officials, allowing residents to learn about key government operations directly from the

elected officials and staff responsible for overseeing key City and County services. The final day to apply for this year's session is August 13. For information, visit www.durhamnc.gov/departments/public/dnc.cfm.

Durham Adjusts Solid Waste Collection Schedules for Summer Heat

Summer in North Carolina means one thing for City of Durham employees who work outside all day long – soaring temperatures and the risk of heat-related injuries. To combat the heat and its effect on employees, the City's Department of Solid Waste Management is adjusting its solid waste, yard waste, recycling, and bulky item collection schedules to begin earlier each day. Through September 30, the City is asking residents to place their carts on the curb the night before their normal pick-up day since work crews may start collections at 6 a.m.

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.