



DURHAM CITIZENS' NEWSLETTER

News and Information from the City of Durham

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Updated Water Rates Now in Effect

In June, the Durham City Council approved new water consumption (usage) charges for the existing Tiered Rate structure. Rate increases were only made to the water consumption charge for Tiers 2 through 5; there was NO increase to the Tier 1 water consumption charge. Additionally, there will be NO increase to the sewer consumption charge and NO increase to existing water and sewer service charges.

For bills generated after August 1, 2009, the inside-city* monthly residential rates are:

- Tier 1 (0 – 200 cubic feet): \$1.72 per 100 cubic feet
- Tier 2 (>200 – 500 cubic feet): \$2.59 per 100 cubic feet
- Tier 3 (>500 – 800 cubic feet): \$2.84 per 100 cubic feet
- Tier 4 (>800 – 1500 cubic feet): \$3.71 per 100 cubic feet
- Tier 5 (>1500 cubic feet): \$5.56 per 100 cubic feet

The rates above apply to single-family residential customers only. All non-residential and multi-family residential customers are billed at the Tier 3 rate. Dedicated irrigation

accounts are billed at the Tier 5 rate for all water used.

For inside-city customers, the monthly sewer usage charges remain at \$3.28 per 100 cubic feet. The water and sewer service charges, based on meter size, will remain the same for all customers (for example 5/8 inch meter charges will remain at \$5.12 per month for water and \$5.71 per month for sewer).

Based on usage, different customers will see different percentage increases in actual bills. For example, a residential customer using 652 cubic feet (Tier 3) would pay \$3.64 more per month. A residential customer using 369 cubic feet (Tier 2) would pay only \$1.32 more per month. Residential customers that stay within Tier 1 (less than 200 cubic feet per month) will not see any increase at all.

For more information about Durham's Tiered Rates Structure and for tips and ideas on ways to get the lowest rates, including how to follow the new mandatory irrigation schedule, visit www.DurhamSavesWater.org.

**All charges noted are for inside-city customers; outside-city customers pay doubled rates.*

Upcoming City Holidays

Thanksgiving - Thursday and Friday, November 26 and 27

For information about City holidays, garbage collection schedules or any City service, call your local government customer service and information center.



Upcoming Household Hazardous Waste Collection

The City's household hazardous waste facility at 1900 E. Club Blvd. is open Tuesday and Wednesday from 12 p.m. to 6 p.m., Thursday and Friday from 9:30 a.m. to 3 p.m. and on Saturday from 7:30 a.m. to 3 p.m.

Call 560-4186 for information.

The Citizens' Newsletter is published every other month with the water bill on a staggered schedule. Information can be dated for some receiving their bill at the end of the mailing cycle. For the most current information, visit the Web site at www.durhamnc.gov.

Contact the Durham Convention and Visitors Bureau for holiday schedules and events at 687-0288.

Durham JobLink Mobile Unit Comes to Northgate Mall

In an effort to reach out to the community and assist with the high volume of traffic at the Durham JobLink Career Center, the City of Durham, the Durham JobLink Career Center and the State Division of Workforce Development have partnered to bring the Durham JobLink Mobile Unit to Northgate Mall.

Durham residents can receive job leads, conduct job searches, and submit online applications at the Durham JobLink Mobile Unit via express service every Monday through Thursday from 8:30 a.m. to 4 p.m. through October 29. The mobile unit will be located in the Sears parking lot of the Guess Road side of Northgate Mall.

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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.



The Durham Holiday Parade and Tree Lighting

Mark your calendar now for the Durham Holiday Parade and Tree Lighting, Saturday, December 5 beginning at 4 p.m. in downtown Durham. For information, call 560-4355 or visit www.durhamnc.gov/departments/parks.

Senior Holiday Party

Durham Parks and Recreation’s annual Senior Holiday Party will be held on Tuesday, December 8 from 4:30 p.m. to 7:30 p.m. at the Sheraton Imperial Hotel and Convention Center, 4700 Emperor Blvd. Tickets for the event go on sale November 2. For information, call 560-4355 or visit www.durhamnc.gov/departments/parks.

Fall Leaf Collection

The Department of Solid Waste Management and Stormwater Services remind residents that the City does not have a leaf vacuuming program. Residents who rake or blow leaves into the street are subject to a fine. Residents subscribing to the optional yard waste program may place up to 10 biodegradable paper bags at the curb for collection each week on their normal service day. The yard waste cart with a current sticker must be at the curb and filled before paper bags can be used. If a yard waste customer has more than 10 bags, the excess will be collected the following week or residents may call 650-4186 to schedule a bulky brush collection.

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...

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If applicants are not currently registered with Durham JobLink, they should come prepared to receive this new “express service” after filling out a brief registration card.

Residents that need assistance with resume writing, career search information, assistance with job applications or unemployment insurance benefits should continue to use the Joblink Career Center at 1105 South Briggs Avenue. Durham JobLink satellite sites are also available at:

- W.D. Hill Recreation Center, 1308 Fayetteville St.
- Durham County Main Library, 300 N. Roxboro, St.
- Oxford Manor, 3633 Keystone Place
- Durham Technical Comm. College, 1637 Lawson St.
- Antioch Baptis Church, 1415 Holloway St.

Citizen Satisfaction Survey Coming Your Way

Every two years, the City of Durham conducts a satisfaction survey to determine how satisfied Durham residents are with city services. It’s an important part of the planning process to gather input from the citizens on a wide range of issues that have an impact on our quality of life. The survey only takes a few minutes to complete and will be mailed to randomly selected residents who live within the city limits of Durham.

“In addition to providing useful feedback about City services, the information that is gathered helps us make critical decisions about prioritizing City resources and helps set the direction for the future of our community,” said City Public Affairs Director Beverly B. Thompson.

Since only a representative sample of homes will be randomly chosen from the city’s population, it is important that those who receive a survey return it by the cutoff date. More information regarding the survey will be provided as the November mailing date approaches. Findings will be provided in January.

Notice Under the Americans with Disabilities Act

The City of Durham will not discriminate against qualified individuals with disabilities on the basis of disability. Anyone requiring an auxiliary aid or service for effective communications, or assistance to participate in a City program, service, or activity, should contact the office of Stacey Poston, acting ADA coordinator, voice: (919) 560-4197, ext. 21254, TTY: (919) 560-4809; Stacey.Poston@durhamnc.gov, as soon as possible but no later than 48 hours before the scheduled event.

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.