



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

With Street Paving Bonds Approved, It's Time to Get to Work

On November 2, Durham voters said "yes" to better roads for Durham. City of Durham officials are grateful for your trust to use the \$20 million wisely to finish smoothing out 150 miles of city streets.

Now it is time to deliver on our commitment to you. The City is dedicated to continued transparency and accountability of how we spend 2010 bond funds.

The City is already hard at work on this important task. The Public Works Department has issued bid requests to secure contractors to begin repaving at the beginning of the 2011 paving season. Our plan is to repave all 150 miles of streets by winter 2012. We made this commitment and we intend to fulfill it.

We want you to see real progress since taxpayers agreed to a small tax increase beginning next year – less than \$1 a month for the owner of a \$150,000 home – in order for us to catch up on all streets in desperate need of repaving.

We are also planning to build ongoing street repaving funds

into future budgets so this deferred maintenance backlog does not occur again. That means that we will be able to maintain streets at a fair or better condition during their 20-year life cycle. Plus, the City's long-term financial and strategic plans, both of which include ongoing street maintenance, means Durham has a fiscally sound plan for moving forward.

The City website will be frequently updated to keep you fully informed on how your tax dollars are being spent. Be sure to bookmark www.DurhamOperationGreenlight.org and visit it often for updates on our street repaving progress.

And, finally, thank you to voters and organizations that endorsed this bond for your foresight in understanding the importance of well-maintained streets in Durham. As a community that receives so many national accolades as a place to live, work, and play, Durham deserves no less.

Now, we roll up our sleeves and get to work.

WaterSense High Efficiency Toilet Rebate Program Expanding

The Department of Water Management is expanding its WaterSense High Efficiency Toilet (HET) rebate program to better serve the Durham community, increase participation and water savings.

- The quantity of rebate credits will be expanded for each eligible residence.

Each single-family residential customer will be allowed to receive a credit for replacement of all existing 1.6 gallons (or more) per flush toilets in their residence with a WaterSense HET model. As part of the program expansion, customers who have submitted rebate applications indicating they replaced more than one toilet will be retroactively credited the additional rebate amounts.

- Eligibility will be expanded for customers who can receive rebates.

Rental and multifamily properties will be eligible for rebates. Each account holder may receive up to 75 rebates of \$100 each. Each customer will have the option to appeal for additional rebates. Staff will evaluate the needs of the program, including program equity and availability of funds, when determining the outcome of the request.

- Commercial, Industrial, and Institutional

Commercial, industrial, and institutional customers will be eligible for rebates upon the replacement. Each customer in this class will be eligible for up to 75 rebates of \$100 each.

Upcoming City Holidays

Thanksgiving - Thursday and Friday, Nov. 25 and 26, 2010
Christmas - Friday and Monday, Dec. 24 and 27, 2010

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



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 website at www.durhamnc.gov.

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

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City Briefs

Durham Police Department's New Master Facilities Study

Stay informed, or get involved in the Durham Police Department's (DPD's) new Master Facilities Study. Public forums will highlight the scope and goals of the study, and provide attendees with handouts for reference. Citizens will also have the opportunity to ask questions and express their ideas for additional citizen engagement throughout the new study development and implementation. Information about the study and public forums will be posted on the DPD website, www.durhampolice.com, under Events and Features. For information, call DPD Community Services at 560-4438, ext. 29230.

Sustainable Landscapes Seminar

Learn to "green" your garden on Monday, January 24, 2011, 9 a.m. to 3 p.m. at the Durham County Center for the NC Cooperative Extension Service at 721 Foster Street. Topics covered include managing soil for best results, smart watering techniques, integrated pest management, rain gardens, and raised vegetable beds. Contact Pana Jones to register (560-0525 or prjones@durhamcountync.gov). The \$25 fee covers lunch and refreshments.

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. We want to be your best resource for getting answers to important questions about Durham. Call us at 560-4123 or e-mail us at speakersbureau@durhamnc.gov.

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 ADA@durhamnc.gov, as soon as possible but no later than 48 hours before the event or deadline date.

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Each customer will have the option to appeal for additional rebates.

The program expansion will occur in two phases. Effective Nov. 1, Phase I ensures that all residential water customers who submitted applications and were eligible for a single rebate will retroactively receive any additional rebates due. Once Phase I is completed, Phase II will include information posted to the City's website that details expanding the program to include rental and multifamily properties and commercial, industrial and institutional customers. For information on the HET rebate program, contact conservation program staff with the Department of Water Management at (919) 560-4381, or visit the website at www.durhamnc.gov/departments/wm/.

You Would Be Wise To Winterize

As winter approaches, the Department of Water Management offers the following tips to prevent pipes from freezing:

Indoors

- Do NOT leave water running; this wastes water and will not always prevent pipes from freezing.
- Keep kitchen and bath pipes exposed to warm air by leaving cabinet doors open during periods of extreme cold.
- Don't turn the thermostat too low when leaving for work or extended absences. Keep the temperature set at a normal nighttime setting.

Outdoors

- Disconnect and drain outdoor hoses. Detaching the hose allows water to drain from the pipe.
- Protect faucets with insulated covers available at hardware and building supply stores.
- Close all windows and doors near water lines, including garage doors.

For more tips on protecting pipes from winter weather, contact the Department of Water Management at (919) 560-4381 or visit the website at www.durhamnc.gov/departments/wm/.

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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.