



Durham

News and Information from the City of Durham

CITIZENS' NEWSLETTER

September 2014

www.DurhamNC.gov

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Downtown Water Main Improvements Underway

Beginning in September, the 18-month project to replace the water main and upgrade the water meters in Durham's downtown loop will be underway.

The project replaces water lines that were originally constructed in the 1930s. The work will include replacing approximately 12,000 feet, or nearly 2.3 miles, of waterlines within the downtown loop and upgrading 25 water meter boxes. The project will cost an estimated \$7 million and will be paid for by previously authorized capital improvement program (CIP) funds.

While the work will take place on public property,

there will be changes in traffic patterns, detours, and temporary limited access to some properties as well as planned water service disruptions. Potential noise impacts throughout the area during construction should also be expected. Affected property owners, residents, and visitors to the downtown area will be notified with door-hangers, postcards, signage, and social media alerts.

For information, visit the project webpage at <http://durhamnc.gov/ich/op/dwm/Pages/Downtown-Loop-Water-Main-Replacement-and-Water-Meter-Upgrades-Project.aspx> or contact the City's Water Management Department at (919) 560-4381, or by email at DowntownLoopWRP@DurhamNC.gov.

Upcoming City Holidays

Thanksgiving, Thursday, Nov. 27, Friday Nov. 28, 2014

For information about City holidays, garbage collection, or other City services, contact Durham One Call.



Waste Disposal and Recycling Center

2115 E. Club Blvd., Durham

Monday - Friday: 7:30 a.m. - 4 p.m.

Saturday: 7:30 a.m. - noon / Closed Sundays

Accepting old electronics, appliances, tires, yard waste, and other recyclables.

Contact the Durham Convention & Visitors Bureau for public events and non-City holiday schedules at (919) 687-0288.

The Citizens' Newsletter is published quarterly 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.

Annual Sewer System Report Released

The City annually prepares a report outlining wastewater treatment processes, compliance with permit conditions, collection system maintenance activities and sanitary sewer overflows occurring during the fiscal year. By devoting additional resources to maintenance activities and fats, oils and grease education, the City has reduced both the number of spills and the volume of spills. The most recent reports are available at <http://durhamnc.gov/ich/op/dwm/Pages/Annual-Sewer-System-Report.aspx>. For older reports, contact the Regulatory Compliance staff at (919) 560-4381. For the Durham County wastewater treatment plant report, visit <http://dconc.gov/modules/showdocument.aspx?documentid=10328>.

Subscribe to the City Manager's Report

www.durhamnc.gov/managersreport

City Briefs

Latino Festival Set For Sept. 27

Learn about Hispanic traditions and folklore at Durham's Annual Latino Festival. The festival will be held Sept. 27 from noon - 5 p.m. at Rock Quarry Park, 701 Stadium Dr. Enjoy great food, entertainment, kid's activities and more! For details, visit www.DPRPlayMore.org or call (919) 560-4355.

Phone Option Added For Water Bill Payments

Making your water bill payment just got a little easier. City water customers can now pay their bills by phone. Just call Durham One Call at (919) 560-1200 (press option 3) or (919) 407-8959 with your account number ready. Through the phone system, you'll be able to pay using your checking or savings account, or a Visa, MasterCard or Discover debit or credit card. There will be no charge for this service. Visit <http://durhamnc.gov/ich/op/dwm/Pages/Home.aspx> for information.

Help Needed For Tax Preparation

The Retired Senior Volunteer Program (RSVP) of Durham County is recruiting volunteers 55 and older to prepare income tax returns for low-to-moderate income tax payers. Free training is provided. After training, volunteers must commit to serving as an RSVP/VITA tax preparer. Call RSVP at (919) 536-7247, ext. 5301.

Newsletter Becomes Quarterly

Due to changes in water bill payment schedules, the *Citizens' Newsletter* will now be published and distributed quarterly, starting with this issue. The newsletter can always be found online at durhamnc.gov/ich/pa/Pages/Citizens-Newsletter.aspx.

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.

Water Bill Email Scam

The City of Durham does not use third-party services to remind customers to pay their water bills or to collect payments. If you receive an email from any service claiming to be affiliated with the City, do not click on any links or share any personal information.

For your protection when paying your utility bill via the web, only use the link provided at the City's official website at www.durhamnc.gov. To report potential e-scams, go the FBI Internet Crime Complaint Center at www.ic3.gov/complaint/default.aspx and file a report. If you receive unsolicited email offers or spam, you can forward the messages to the Federal Trade Commission at spam@uce.gov.

If you have concerns about your account or payments, call (919) 560-1200 or email wsbillinginquiry@durhamnc.gov.

Stormwater Property Reviews Can Result In Stormwater Rate Changes

Durham residents receiving stormwater fee statements after July 1 of this year noticed an increase in the stormwater fee. Another way a residents bill could have changed is due to the amount of impervious surface on the property.

Public Works staff use GIS imagery to periodically review the amount of impervious surface (hard or compacted surface that does not absorb water easily) located on properties. These reviews can result in changes to the rate a customer pays and what stormwater tier the customer is placed in. Last year, as many as 8,000 customers saw their fee either increase or decrease through this process.

Customers are notified of impervious surface fee changes through a courtesy letter informing them of any billing adjustment. This affords customers the opportunity to contact the City with any questions or to request a review. Staff will follow up with a site visit if needed to measure the impervious area in person or provide maps of the area if it is visible from imagery.

Watch Us On Durham Television Network
<http://durhamnc.gov/ich/pa/Pages/DTV8/default.aspx>