



Durham

News and Information from the City of Durham

CITIZENS' NEWSLETTER

October 2016

DurhamNC.gov

FY 2016-2017

Water and Sewer Billing Updates Approved by City Council

Durham City Council has approved several changes and clarifications to the billing process for water and sewer customers. These changes will impact and improve how customers are billed for water and sewer services. One anticipated improvement authorizes email as an approved method to deliver bills and late notices. Through the use of expanded web and phone technology, the City will begin collecting customer email

addresses in preparation for the e-billing process. Customer email addresses will be securely stored, and no email address will be sold or provided to third parties. Be on the lookout for notices from the City on how to enroll in e-billing in the near future.

Other billing changes include amending the late payment penalty to be the greater of 1 percent of the past due balance or \$5, and clarifying that the \$50 delinquency charge will be assessed based on failure to pay the bill on time, regardless of whether the water was actually turned off for delinquency. Supervisors will allow a one-time courtesy waiver of the delinquency charge if the customer has not had any delinquency fees assessed before, and there are other contributing causes beyond the customer's control.

Ordinance changes also allow Water Management staff to add or remove additional billing

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Annual Sewer System Report Now Available

Each year, the City of Durham prepares a report outlining the wastewater treatment processes, compliance with permit conditions, maintenance activities in the collection system, and provides a list of reportable sanitary sewer overflows that have occurred during the most recent fiscal year. This report is available to all customers and is submitted to the North Carolina Department of Environmental Quality.

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Upcoming City Holidays

Veterans Day - November 11
Thanksgiving - November 24 and 25
Christmas - December 23 and 26
New Years - January 2

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 the first month of each quarter with the water bill. For the most current information, visit the website at durhamnc.gov.

City Briefs

Tax Preparers Needed

The Retired Senior Volunteer Program (RSVP) of Durham County is seeking volunteers to assist with tax preparation services offered at several locations during the 2017 tax season. Through the Volunteer tax Assistance (VITA) program, RSVP provides free tax services to low income and senior Durham County community members. Volunteers should be available from the beginning of February through mid-April. Training is provided. For information, contact RSVP Coordinator Paula Reif, rsvp@durhamtech.edu or call 919-536-7270.

Hallow-Eno

The Hallow-Eno event will be held Oct. 31 from 6 p.m. – 9 p.m. at West Point on the Eno, 5101 North Roxboro Road. This event is for all ages and will feature activities including campfire stories and songs, hayrides, treats, face painting, arts and crafts and more! Rain or shine. Call 919-471-1623, option 2, for details.

Remembrance Day

Come enjoy veterans and friends to remember and honor the men and women who fought for our country on Nov. 12 from 11 a.m. – 2 p.m. The event will be held at the Vietnam Veteran's Memorial Site at the Edison Johnson Recreation Center, 500 W. Murray Avenue. For details, call 919-560-4270.

Holiday Parade

Join us for the return of the Holiday Parade on December 10 in downtown Durham at 10 a.m. Watch dynamic floats and cheer on hometown bands, drill teams, schools, community groups and more as they make their way through downtown. Participants and volunteers are needed. If you want to participate in the parade, visit www.DPRPlayMore.org or call 919-560-4355.

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 919-560-4196, TTY 919-560-1200, or at ADA@durhamnc.gov as soon as possible but no later than 48 hours before the event or deadline date.

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charges for costs incurred by the City to remove obstructions that limit access to water meters after customers receive appropriate notice. These changes clarify the order of payment if customers make partial payments of bills. Payments will now be applied in the following order: delinquent stormwater charges, delinquent solid waste charges, delinquent miscellaneous charges, delinquent water and/or sewer charges, capital facilities fees, current stormwater charges, current solid waste charges, and current miscellaneous charges. For information, call 919-560-1200 or visit <http://durhamnc.gov>.

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The most recent report is available [online](#). Customers may also contact Water Management staff at 919-560-4381 for information. For Durham County's annual wastewater treatment plant report, visit [online](#).

October is Shower Better Month: Make the Switch and Save

Showering is one of the primary ways Durham residents use water at home. To many customers, the shower represents the all-important "me time." It's an escape from the outside world where they can wake up, wind down, or get ready to tackle the day. So what if there was an even better way to shower? Luckily there is, thanks to WaterSense® labeled showerheads.

By replacing a showerhead with a WaterSense labeled model, the average family can save more than 2,900 gallons of water each year—the amount it takes to wash more than 70 loads of laundry. A WaterSense labeled showerhead can also save the amount of electricity it takes to power the average family's home for 13 days and reduce their annual water and energy costs by more than \$70!

The Department of Water Management provides Save Water Kits at City Hall year-round for just \$3 each. These kits include a WaterSense showerhead, kitchen and bath faucet aerators, and other useful items for saving water around your home. Visit the cashiering counter at City Hall to buy a kit, or email savewater@durhamnc.gov and visit www.DurhamSavesWater.org for information.