



Durham

News and Information from the City of Durham

CITIZENS' NEWSLETTER

October 2017

DurhamNC.gov

FY 2017-2018

New Way For Customers to See and Pay Water Bills Online

The City of Durham is excited to announce a new and improved way for water customers to access their accounts and pay their bills. In September, the Department of Water Management launched a new customer account portal. Hosted by nationally-known Paymentus Corporation, this new portal features several improvements to existing billing features, along with some brand

new features as well. After creating a new login, customers can set up their personalized portal to:

- Store account and payment method details
- Set up one-time or recurring payments using a credit/debit card or e-check
- Receive email and/or text message notifications when a new bill has been issued
- Access bills in PDF format for easy viewing and printing
- View past bills and payment history
- Link several water accounts to a single login

To get started, customers can visit durhamnc.gov/3199 for a list of frequently asked questions about the new portal and a link to sign up. For additional assistance creating or navigating your portal account, please contact 919-560-1200.

Upcoming City Holidays

Veterans Day - November 10
Thanksgiving - November 23-24
Christmas - December 25-26
New Years - January 1

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.

Celebrate the Holidays In Durham *Holiday Parade and Fun Fest*

Mark the beginning of the holiday season on December 2 in downtown Durham at the Holiday Parade and Fun Fest. Join us for the Holiday Parade at 10 a.m. as dynamic floats, hometown bands, drill teams, schools, community groups and more make their way down Main Street.

The Holiday Fun Fest (1 p.m. – 4 p.m.) will be held at the American Tobacco Complex – across from the Durham Bulls Athletic Park. Participants will enjoy snow sledding, pony rides, inflatable bounce houses, arts and crafts activities, visits with Santa, train rides, music and more. Participants and volunteers are needed. If you want to participate in the parade, visit www.DPRPlay-More.org or call 919-560-4355.

City Briefs

Annual Sewer System Report Now Available

Each year, the City prepares a report outlining its wastewater treatment processes, compliance with permit conditions, and maintenance activities in the collection system. Also included is a list of reportable sanitary sewer overflows that occurred during the most recent fiscal year. This report is available at <http://durhamnc.gov/archivecenter/viewfile/item/3097>. Customers may also contact the Department of Water Management at 919-560-4381. To view Durham County's annual report, visit <http://www.dconc.gov/home/showdocument?id=21488>.

Be Smart When Disposing of Grease

- Do not pour grease down the drain!
- Allow grease to cool to a safe temperature after cooking.
- Use a container with a re-sealable lid.
- Pour the cooked oil and grease into a container.
- Place a lid on the container and dispose of it in the garbage.
- Scrape or wipe cookware using a paper towel or spatula into the garbage before washing.

For information, call 919-560-4386.

Remembrance Day

Come enjoy local veterans and friends to remember and honor the men and women who fought for our country on November 11 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 West Murray Avenue. For details, call 919-560-4270.

Have a neighborhood project in mind? Apply for a Neighborhood Matching Grant to Make It Happen!

The Neighborhood Matching Grants (NMG) program awards matching funds to eligible neighborhood-based organizations to help make Durham's neighborhoods better places to live, work and play.

Through NMG, the City funds projects, planned and implemented by residents, which will improve the livability of neighborhoods. Neighborhoods match City funds through volunteer labor, professional services, material donations, and/or cash.

Upcoming application deadlines:

- January 31, 2018 for Neighborhood Matching Grants (up to \$2,500 in grant funds)
- April 30, 2018 for Neighborhood Matching Grants for Health (up to \$1,500 in grant funds)

For information:

- Email CommunityEngagementTeam@DurhamNC.gov
- Call 919-560-1647, ext. 34259
- Visit <https://durhamnc.gov/2907/Neighborhood-Matching-Grants>.

Tax Preparers Needed

The Retired and Senior Volunteer Program (RSVP) of Durham County is seeking volunteers to assist with tax preparation services offered at several locations during the 2018 tax season. Through the Volunteer Income Tax Assistance, (VITA), program, RSVP provides free tax services to low income and senior Durham County residents. Training is provided. For information, contact the RSVP Coordinator, Paula Reif, rsvp@durhamtech.edu, 919-536-7247.

Senior PharmAssist

Confused about your Medicare health and drug benefits? Get help during Medicare's open enrollment period Oct. 15 - Dec. 7 at any age or income. Need help managing or paying for medicines at age 60 or older? Call 919-688-4772 or visit SeniorPharmAssist.org for information.