



CITY OF DURHAM DIGEST

Durham Digest en español:
bit.ly/espanol-april2020

APRIL 2020

Quarterly Updates from the City of Durham ★ durhamnc.gov

What You Need to Know as the City Responds to COVID-19

As Durham, the state of North Carolina, and our entire country face the unknowns of COVID-19, the City's top priority is to maintain essential services for our community while protecting the health and safety of our residents and employees.

The City is in frequent communication with our partners at the Durham County Department of Public Health and officials at local, state, and federal agencies who are monitoring the situation and providing guidance on how to respond.

The City will continue to provide essential services to residents, including access to clean drinking water; trash collection; and emergency services from police, fire, and 911.

Because this is an evolving situation, residents are encouraged to visit durhamnc.gov/covid19 for updates and resources related to City departments and services.



View Mayor Schewel's message to the community on YouTube at bit.ly/2wyDWH6

For updates and resources related to COVID-19, visit durhamnc.gov/covid19

Ways to Engage with the City Remotely

While the City continues to provide essential services, we ask that residents observe social distancing guidelines and avoid in-person contact as much as possible. Below are some of the ways you can still engage and do business with the City:

- **Pay your water bill** online, by phone, or by mail at no additional charge - see reverse for details.
- **Submit a Durham One Call service request.** Call 919-560-1200 or visit durhamnc.gov/onecall.
- **View your trash/recycle schedule** and get updates through the Durham Rollout App, available from Google Play and the App Store.
- **Sign up for City news** at durhamnc.gov/alerts.
- **Follow @CityofDurhamNC** on Facebook, Twitter, Instagram, and YouTube.

Avoid COVID-19 Scams and Misinformation

The Durham Police Department warns residents to beware of scams and misinformation related to COVID-19, and provides the following tips. Learn more at durhamnc.gov/scam.

- *Never provide personal information in response to an unsolicited request, whether it is over the phone, internet, or in person.*
- *Do not respond to suspicious emails, calls, or text messages.*
- *Don't trust the caller ID.*
- *Avoid fraudulent sites by entering web addresses directly into the browser yourself or by using bookmarks.*

Official COVID-19 Information Sources:

- **Local:** Durham County Public Health, dcopublichealth.org
- **State:** NC Dept. of Health and Human Services, ncdhhs.gov
- **Federal:** Centers for Disease Control and Prevention, cdc.gov

This newsletter provides a quarterly snapshot—visit durhamnc.gov for the latest news.

As of Monday, March 23, all City facilities are closed to the public until further notice. Visit durhamnc.gov/covid19 to find the latest updates.
★ **DURHAM ONE CALL:** For info about water bills, garbage collection, or other City services, call 919-560-1200 or visit durhamnc.gov/onecall ★ **FIND US ONLINE:** Visit durhamnc.gov and follow @CityofDurhamNC on Facebook, Twitter, Instagram, and YouTube.

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Durham Water FAQs: COVID-19

Is Durham's water safe to drink?

We want you to know that City water remains safe to drink. The World Health Organization and CDC both report the COVID-19 virus has not been detected in drinking water.

How do I pay my water bill if City Hall is closed?

In an effort to reduce the spread of COVID-19, residents are asked to take advantage of our convenient payment options (listed at right) at no additional cost.

What if I can't pay my water bill?

During this uncertain time, if you can't pay your full bill, you can pay smaller amounts over the coming months. We can also provide information on community resources. For more info, call 919-560-1200 or visit durhamnc.gov/onecall.

Lawn Watering Schedule

Did you know that Durham has year-round, mandatory restrictions for outdoor irrigation? This schedule allows customers to water up to three days/week based on address:

- Customers with odd addresses may water on Tuesday, Thursday, and Saturday of each week.
- Customers with even addresses may water on Sunday, Wednesday, and Friday of each week.
- No watering is allowed at any time on Mondays.
- No watering is allowed Tuesdays through Sundays between 10 a.m. and 6 p.m.

LEARN MORE: Visit DurhamSavesWater.org.

MANY WAYS TO PAY



PAY BY PHONE: 1-844-592-4918



PAY ONLINE: durhamnc.gov/1341/Utilities



PAY BY MAIL: P.O. Box 30041 Durham, NC 27702

- Make checks/money orders payable to City of Durham and include your stub or ensure that your 12-digit customer number is listed on your payment.

OTHER OPTIONS:

- If you don't have a debit/credit card, you can load a Visa gift card and pay online or over the phone.
- You can also purchase a Money Order with cash and mail payment to our P.O. Box listed above.



A Word on Wipes—Do Not Flush!

While toilet paper may be hard to come by, for the health of your family and our community, it's important to note that "flushable" wipes are not actually flushable. Unlike toilet paper, these materials don't break down sufficiently in water. Wet wipes (baby wipes, pre-moistened towelettes, cleaning wipes, tissues, and paper towels) can wreak havoc on your home plumbing, septic tanks, and our City sewer system, leading to backups, clogged pipes, and even sewer overflows. This can cause tens of thousands of dollars in damage at our wastewater treatment plants. Bottom line—don't flush wipes!

To learn more about the Water Management Department, visit durhamnc.gov/water



Help Plan Durham's Future

Want a better Durham? We need your help to make it happen! Join us as we create two new plans for Durham, which will shape the way Durham grows and moves for the next 30 years. In the coming weeks and months, we'll be talking about our goals as a community—and we need to hear your voice. Please tell a friend, and help us spread the word!

LEARN MORE: Visit EngageDurham.com, email Lisa.Miller@DurhamNC.gov, or call (919) 560-4137 ext. 28270.

Attention Durham County Social Services Clients

Do you need to apply for food and nutrition benefits or Medicaid but don't want to leave your home? Did you know you can apply online at ePass.nc.gov? You can also download an application and mail it to: Durham County Department of Social Services, P.O. Box 810, Durham, NC 27702. You can also apply for the Low Income Energy Assistance Program (LIEAP) online or mail in an application. County staff are able to complete the interview over the phone. If you have any questions or need assistance, feel free to call us at 919-560-8000. We look forward to serving you!

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United States®
Census
2020

Census 2020 is Underway

During Census 2020, every person in the U.S. will be counted, and the results will help determine how billions of dollars in federal funding are distributed. The 2020 count is the first time households can respond online, but you still have the option to respond by phone or mail if you prefer. In March, you should have received instructions in the mail to complete your survey.

LEARN MORE: Find more information at dconc.gov and census.gov.

Find Durham Parks and Recreation (DPR) updates at DPRPlayMore.org

At the time of printing, due to COVID-19 and the health and safety of residents and staff, all DPR facilities are closed to the public. All events and activities are canceled including Spring Games, Durham Senior Games, and Earth Day Festival. Please check DPRPlayMore.org for current information.