



NewsPeak

February/
March
2015

This publication discusses the services provided by the Town of Apex Public Works & Utilities Department

Water Treatment Plant will Temporarily Change Method of Disinfection During Month of March—Your Water is Still Completely Safe to Drink!



Beginning March 1, 2015 the Cary/Apex Water Treatment Plant will implement the annual switch from chloramine disinfection to free chlorine disinfection. This change will last until the end of March and is being coordinated with an identical switch by other local municipalities. Periodic alternate disinfection is mandated by State and Federal regulatory agencies.

During the disinfection switch in the month of March, the water will continue to be completely safe to drink, but some consumers may notice a stronger chlorine taste and odor.

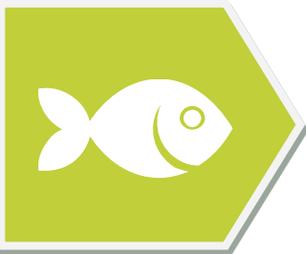
Annual Water System Flushing—Clearing the Lines

Annual water distribution system flushing will be coordinated with the March disinfection switch. Public Works employees will be in Apex neighborhoods from March 1 - April 1 opening fire hydrants in a planned sequential order to flush the entire water distribution system. Crews will make every effort to avoid disturbances to yard waste and trash carts in the curb. Some work may be performed at night to avoid inconvenience to residents.

During or just after the time of this flushing operation, residents are urged to check their water before washing white clothing. If the water appears discolored, try running household faucets for a few minutes to flush household lines. If the water fails to clear, call Public Works at (919) 249-3356 for further assistance.



Special Alerts—Dialysis Patients and Aquarium Owners



Kidney dialysis users should be aware that your water may contain chloramine, chlorine, or a mixture during the month of March. During the month of April, the water plant will return to the use of chloramine disinfection. Mixtures of chlorine and chloramine may still be present in the early days of April.

Aquarium owners should use neutralizers that work on chlorine as well as chloramine during this time period. Please contact your local aquarium supply dealer for more information.

Quick Reference Contact List

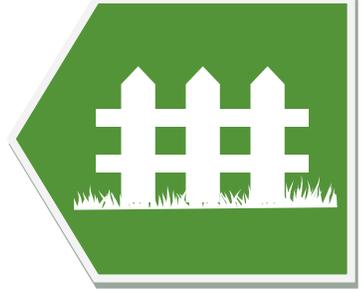
Report a power outage: (919) 249-3531
Water quality concern: (919) 249-3356
Sewer concern: (919) 249-3356

Trash & Recycling: (919) 362-8676
Yard Waste: (919) 249-3354
Billing questions: (919) 362-8676

Keeping Easements Clear

An easement is property that the Town uses to access utilities such as water, sewer, and electric lines in order to perform routine maintenance and repairs. Easements should be kept clear of large plantings and fences as these obstructions can hinder inspections required by the State and prevent Town employees from making timely repairs.

All easements are indicated on recorded property surveys. Homeowners are encouraged to check these surveys before adding fences or plantings in order to keep the areas clear as intended. Please call Public Works at (919) 249-3427 for more information.



Yard Waste Basics



The Town provides curbside collection of grass clippings and leaves with vacuum trucks. In order to prevent damage to the trucks and potential collection delays, we ask that residents **do not place items such as dirt and rocks within the piles of grass clippings and leaves.**

Please also keep grass clippings and leaves separate from branches and limbs that the Town regularly collects with separate chipper trucks.

Do not place yard waste in bags or in your trash cart. Ideally these piles should be placed 10 feet or more away from any stormwater curb inlet to prevent pollution and clogging of the stormwater system.

Get more info on the program at www.apexnc.org/yardwaste.

Holiday Trash & Recycling Collection Schedule

The curbside collection of solid waste and recyclables is provided by contract service from Waste Industries. There are six annual holidays when these services cannot be provided because the Wake County landfills are closed. These holidays include **Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Christmas Day, and New Year's Day.**

If your regular collection day falls on one of these holidays, service will be postponed to the following day and any subsequent collection day in that same week will also be postponed by one day. Call Customer Service at (919) 362-8676 for more information about this contracted service or about your collection day.



Electric Utilities



The Town of Apex Electric Division's goal is to provide our customers with safe, affordable and reliable electric power in a prompt, courteous and environmentally responsible manner.

To learn about ways in which you can save money by reducing your energy consumption through various programs offered by the Town, please visit our website at www.apexnc.org/electric.

To report a power outage during normal working hours please call (919) 249-3531. After hours, please call (919) 362-8661 to report a power outage or electrical problem.

Water and Sewer Systems

The State of North Carolina requires municipalities to flush at least 10% of its gravity sanitary sewer collection system each year. The Town of Apex operates 156 miles of gravity sewer lines, so 15.6 miles (or approximately 82,000 feet) must be flushed on an annual basis! This work is necessary to remove grease and other accumulations of solids that may block the lines and cause overflows.

The Town also inspects the sanitary sewer system with video cameras for general maintenance and assessment of structural integrity. Over 5,000 gravity sewer manholes are part of this system and are inspected and maintained as part of this process.

To help facilitate this work, please do not obstruct sewer easements in yards and along creeks with plantings or fences.



Oil and Grease Program



Improper disposal of cooking oil and grease to the sanitary sewer system is the main cause of sewer overflows. Help us protect the environment and prevent these overflows by following these simple steps.

Please DO NOT:

- Pour grease or oil from cooking down the sink drain.
- Dispose of food scraps in the sink with a garbage disposal.

Please DO:

- Collect grease in a container and dispose of in the regular trash once cooled.
- Wipe the grease from pots and pans with a paper towel prior to washing.
- Compost vegetable scraps and place meat scraps in the trash.

Online Service Request

The Town offers online service requests through our website at www.apexnc.org/servicerequest. Residents may choose from a variety of options including reporting a burned out street light, scheduling a large (bulk) item trash pick-up, or missed recycling collection.

If you would prefer to speak with someone about your request, please call Public Works at (919) 249-3427 and staff will be happy to assist you.



Backflow Prevention Program

Per federal law, the Town administers a Cross-Connection Control program to minimize potential contamination of the potable water supply. Town ordinance requires that all industrial, commercial, and irrigation customers install and test annually approved backflow prevention assemblies. By federal law, all new assemblies installed after January 2014 are required to be lead-free. This new law does not affect currently operating devices.

All customers with backflow prevention assemblies are sent annual testing reminder postcards the week prior to the beginning of their testing due month. A list of approved backflow testers is available on our website at www.apexnc.org. Please call Public Works at (919) 249-3356 for more information on this important program.

Western Wake Regional Wastewater Management Facilities

The Western Wake Partners include the Towns of Apex, Cary, and Morrisville. Together the Partners evaluated long-term wastewater management solutions. And after many years of planning and permitting and over 3 years of construction, the Western Wake Regional Wastewater Management Facilities are up and running as of July 2014. The facilities include three pump stations, a water reclamation facility (WRF), and all of the piping that connects them. West Cary and Beaver Creek pump stations move raw wastewater from Apex, Cary, and Morrisville to the new WRF. A third pump station at the WRF site moves the highly treated wastewater to a discharge point on the Cape Fear River.

The new WRF is located at 3500 Reclamation Road in New Hill and has an 18 Million Gallon per Day (MGD) treatment capacity. Although Apex owns a percentage of the plant, it is operated by the Town of Cary. Questions or concerns should be directed to Cary staff at (919) 535-5640.



Western Wake Partners logo

Water Conservation

Drinking water is a precious and limited resource. Apex citizens are encouraged to save water by checking their plumbing for leaks, installing water-saving devices, taking shorter showers, and using rain barrels in the yard.

The mandatory year-round odd/even irrigation schedule adopted by the Town helps facilitate conservation especially when reasonably implemented by our water customers. Town staff closely monitors water supply levels and more restrictive measures can be implemented as necessary. For more information, visit our website at www.apexnc.org.

Town of Apex Year-Round Irrigation Schedule

	MON	TUES	WED	THURS	FRI	SAT	SUN
Odd Addresses	NO	Yes	NO	Yes	NO	Yes	NO
Even Addresses	NO	NO	Yes	NO	Yes	NO	Yes

Hand Held Hose Watering is Allowed Everyday

Stormwater

Stormwater runoff is rainwater that runs off impervious surfaces (streets, parking lots, rooftops, etc.) as opposed to soaking into the ground. Contaminants (motor oil, detergents, fertilizers, etc.) can be picked up as the stormwater flows to the nearest creek or stream. This water does not receive treatment at a plant!

What you can do to help!

- Collect and bag pet waste
- Minimize lawn fertilizer use
- Report illegal dumping and soil erosion
- Volunteer to mark storm drains



Please call Public Works at (919) 249-3427 for more information.

Illicit Discharge Detection & Elimination

Federal regulations define an illicit discharge as any flow to a stormwater system that is not composed entirely of stormwater. In Apex, stormwater flows do not receive treatment at a plant!

Illicit discharges result in untreated flows that contribute high levels of pollutants to receiving water bodies. We encourage citizens to **report polluters!** By ordinance, illicit discharges are illegal in the Town of Apex.

Call Public Works at (919) 249-3427 to report violations. You may remain anonymous if you wish. Many environmental problems can be resolved as a result of these investigations. You can make a difference by calling!