

A Message from the Mayor

The days seem uncertain now, as we face an unprecedented and historic time. And yet, there is a constant—our shared values of optimism, resilience, kindness, diversity, collaboration, and excellence. We are proud of the vision and work that has created this place we call home, and we look forward to what the future holds for it. Even so and as I write this, we are in the midst of the COVID-19 pandemic and we see the very fabric of our communities changing before us. Residents throughout our state been asked to stay at home, businesses have closed, schools have shut down, jobs have been lost, and lives have been changed. But, we are a town of distinction and have always strived to be more, to be better. This is who we are. This is Cary. And in the months to come, you can count on the leaders of Cary to keep your safety and wellbeing in the forefront of our minds as we navigate the new realities that come with our continued response to the pandemic. Be assured that, although our physical locations may be closed for now, the Town of Cary is still very much operational, providing essential services like police, fire, curbside collections and sanitation, water distribution, wastewater treatment, inspections, and 911 and 311 services. And, we vow to continue to find ways to serve and support our citizens, businesses, non-profits, and places of worship in the weeks and months ahead.

Thank you for choosing each day to uphold the values that make Cary great. I am grateful for the opportunity to be your mayor, and am proud of the community I serve. We shall gather together again soon and, until then, take care of yourselves and your families.

Sincerely,

Mayor Harold Weinbrecht, Jr.

Here to Help

Small businesses are the backbone of our community in Cary, and it's important that we show our support now more than ever during this difficult time. You are encouraged to continue to support local business as you are able through online purchases, to-go or delivery orders, and donations. The Cary Chamber of Commerce is accepting submissions from local business owners on how they best need our support and, then, sharing that information with the public. They have also compiled a list of federal and local relief options, as well as other resources, for small business owners. You can find details, including a listing of local businesses, online at www.carychamber.com/covid-19-coronavirus. The Cary Chamber of Commerce remains a source of support for our business community. Reach out to them at (919) 467-1016. And, remember, the health of our community is dependent on each of us being good neighbors.



Got a Burning Question?

Our 311 Citizen Advocates are trained to handle your questions about utility payments and billing inquiries, schedule inspections, answer permit and rezoning inquiries, and provide information about parks, traffic alerts, and public safety. Our advocates can also assist you with questions about a closure, operation, or service related to the COVID-19 pandemic.



Available weekdays from 7 a.m. to 7 p.m., our advocates are ready to provide prompt answers and swift resolutions. Dial 311 inside Town limits and (919) 469-4000 outside Town limits. **If you require emergency service, please dial 911.**

You are our priority and we want to help you thrive and prosper. In doing so, we will continue to connect and engage with you in meaningful ways.

Reach us by phone, email, our website, and via our social media channels listed below.

You can find up-to-date information about Town services during the COVID-19 pandemic at www.townofcary.org/covid-19.

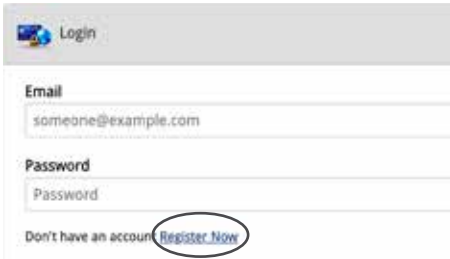
Heads Up!

As you adhere to the stay at home order, you may see an increase in the amount of water you and your family members are using. You may be doing more dishes, flushing the toilet more frequently and, of course, washing hands often.

Aquastar, the Town's innovative meter system, digitally monitors your hourly, daily, and monthly water consumption. To avoid any surprises, view your water usage data and set up text and email alerts through your online utility account. Follow these simple steps to start monitoring!

New Users:

(1) Visit aquastar.townofcary.org to set up your account. Select "Register Now" at the bottom of the Login box.



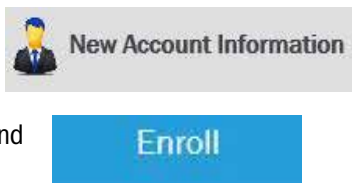
Login

Email
someone@example.com

Password
Password

Don't have an account [Register Now](#)

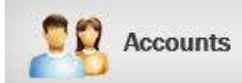
(2) Enter the requested account information and click "Enroll".



New Account Information

Enroll

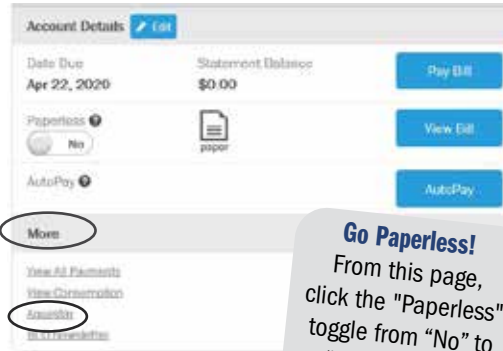
(3) Then, select "Accounts" and follow the instructions to add an account. You'll need your account number found in the top right corner of any past water bill. **Be sure to include the dash!**



Accounts

Now you're ready to view your bill, pay your balance, review bill history, and monitor your water usage. See "To View Your Water Usage" directions in the next column.

To View Your Water Usage: Visit aquastar.townofcary.org and log in with your email and password. Under the "More" tab, choose "Aquastar" and begin exploring!



Account Details

Date Due: Apr 22, 2020 | Statement Balance: \$0.00 | Pay Bill

Paperless: No | View Bill

AutoPay: | AutoPay

More

View All Payments | View Consumption | Alerts

Go Paperless!
From this page, click the "Paperless" toggle from "No" to "Yes". That's it!

To Set Alerts: To monitor your water usage, you can set up an alert. Click on the "Take Action" tab and select "Create Alerts" from the dropdown menu (see below). Choose an alert type based on your interest and preferred frequency, and you're all set.



AQUASTAR
automated meter system

Your Water Use - Graphs | Your Water Use - Tables | Take Action | Alerts

Conserve | Catch leaks | **Create Alerts**

Due to the economic impact of the pandemic, the Town has suspended disconnection for nonpayment and assessing late fees. If you need a payment plan to manage your utility charges, please call 311 or (919) 469-4000. We can also help you log into your online utility account, answer questions about your utility bill and water usage, and help you create alerts. Visit www.townofcary.org/aquastar for more.

Conservation Corner

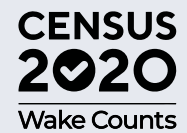
Stay up to date on solid waste, recycling, and yard waste collection schedules at www.townofcary.org/carycollects or download the free app for your mobile device.



Please note that we are not scheduling special collections including electronics, bulky items, appliances, extra cardboard, oils/filters, off day/week collections, and cart swap outs at this time. Search the Waste Wizard for alternate disposal options.

Yard waste doesn't belong in the storm drain. Only rain should go down the drain. When mowing your lawn, let those grass clippings fall where they are or compost them. For more, visit www.townofcary.org/stormwater.

A friendly reminder that you count! Respond online, by mail, or by phone. Visit 2020census.gov for complete details.



The May Bud newsletter looks a little different than previous issues. Since your last newsletter, the Town has declared a State of Emergency, and Wake County and the Governor have issued Stay at Home orders. This has resulted in closed facilities and canceled events and programs. But your Town Government is not closed! Many essential services continue including police, fire, solid waste collection, water distribution, wastewater, inspections, and 911 and 311 services. You can find up-to-date information about the Town's operations at www.townofcary.org/covid-19 or call us at 311. So much in our community has changed and we are here for you through this time. Stay safe and well.