

Raleigh Water Financial Aid Checklist

This page covers the water and sewer financial aid process for:

1. Existing single-family homes
2. Water and sewer service from the street to the meter box.

If your connection fees require financial aid for an existing single-family home to connect to Raleigh's water and sewer service. Look over the Raleigh Financial Aid Checklist to see if you qualify.

❖ All Fees change each year on July 1st and run through the following year to June 30th.

#1 Financial Aid Agreement Requirements

#1-A) Decide if you meet the below requirements for water and sewer financial aid.

- You are the property owner
- Have approval for Raleigh Water to install the water and sewer service
 - a. The City *does not* install taps across divided roadways
 - b. The City *does not* install service across roadways/streets measuring 45 feet or longer as measured from back of curb to back of curb. (When no curb exists, the measurement shall be marked from the edge of pavement)
 - c. The City does not install services for new construction (renovations and new SFD construction)
- There must be an existing single-family home on the property
- Financial Aid Agreement will cover City installed water and sewer service. Permitting fees are covered by the owner of property
- You are aware that the Financial Aid Agreement will be added to the house deed as a Lien on the property

NOTE;

A plumbing permit is needed. Need the signature of the Plumbing Contractor on the permit doing the work. A plumber is not part of the Financial Aid Agreement (from the meter box to house).

#2 Permitting for Financial Aid

#2-A) Submit a residential permit application

1. Applications should be made through [the Planning and Development Department](#).
2. Use the [Residential Permit](#) form and fill out the general information [Page 1](#), Utility [Page 3](#), and Plumbing sections [Page 5](#)
3. On the [Residential Permit](#) write in [\(Raleigh Water Financial Aid Agreement\)](#) in the Project Information section of the [Residential Permit](#) on page 1.
4. Submit Residential Permit via email: DowntownDS@raleighnc.gov

#2-B) Development Services reviews residential permit application

1. Development Services will process the permit to meet all the agreement requirements
2. Once Development Services approves, the Financial Aid Development Services will contact the owner.
3. Financial Aid paperwork will be sent to the owner for completion
4. Homeowner sends notarized Financial Aid paperwork and a [\\$26 check payable](#) to [Wake County Register of Deeds](#). back to Development Services (needs to be the original paperwork and not a copy and must be notarized)
6. Development Services will set up permitting and billing
 - Once reviewed and approved, the permit will be placed in the portal
 - Pay permitting fees on the portal
 - Once paid, the Permits are ready.

#2-C) Raleigh Water Starts Work

1. Raleigh Water will install the water and sewer services to the existing single-family house
2. Once installed owner needs to contact the plumbing contractor on the permit

#2-D) Plumbing Contractor

1. The plumbing contractor will install the water service from the meter box to the house.
2. Have water service to the house inspector under the plumbing permit
3. Closeout Plumbing permit

#3 water and sewer services

#3-A) Call Customer Care

1. Call Customer Care Line at [\(919\)-996-3245](tel:919-996-3245)
2. Ask for Utility Billing to set up a New Utility Billing Account and payment for billing and Financial Aid
3. Request Utility Billing to submit a request for a new meter to be set at the new account location
4. Meters will get a request that day and schedule an installation date. (*most times the next*)
5. Meter Department will need to see that the well and/or sewer is capped off at the house before the meter is set.
6. Meter set and meter turned on.