



April 22, 2024

Ref: Utility Rate Increase

Dear Customer,

In response to requests to communicate pending rate increases, the Raleigh City Council and Raleigh Water staff share the following proposed water and wastewater utility rate increases for the upcoming fiscal year beginning July 1, 2024.

WATER	Current Charge	Proposed Increase	Proposed Charge
Base: 5/8" Meter	\$6.71	\$0.85	\$7.56
3/4"	\$9.11	\$0.37	\$9.48
1"	\$13.90	\$0.21	\$14.11
1.5"	\$25.92	No Change	\$25.92
2"	\$40.32	No Change	\$40.32
3"	\$78.75	\$8.66	\$87.41
4"	\$121.98	\$13.99	\$135.97
6"	\$242.05	\$36.29	\$278.34
8"	\$386.14	\$84.76	\$470.90
10"	\$554.26	\$164.00	\$718.26
Infrastructure	Variable	No Change	Variable
Watershed	\$0.11	No Change	\$0.11
Usage	\$3.59	\$0.28	\$3.87

SEWER	Current Charge	Proposed Increase	Proposed Charge
Base: 5/8" Meter	\$8.15	\$0.05	\$8.20
All Other Sizes	Variable	No Change	Variable
Infrastructure	Variable	No Change	Variable
Usage	\$4.86	\$0.07	\$4.93

Raleigh Water: Serving the people of Garner, Knightdale, Raleigh, Rolesville, Wake Forest, Wendell, and Zebulon areas.

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The City of Raleigh conducted a Cost of Service Rate Study in 2024. A Cost of Service Study analyzes operational and billing data to balance rates so that we recover costs from customers based on their proportional use of the system. As an industry best practice, we perform one of these studies every 5 years. The proposed rate recommendations above reflect the results of the study, with variable adjustments to the base charges and a higher increase on water usage.

Even though the final decision on the utility rate increases are usually not made until late June each year by the City Council, the City wishes to communicate this information at this time in order to help you prepare your budgets. If approved, the new rates will be effective on bills beginning July 2024.

As utility costs throughout the industry continue to rise, staff is committed to managing those costs and staying efficient while upholding the city's commitment to a sustainable future. These rate adjustments will help ensure the reliability and affordability of water and wastewater services. They will also support Council's commitment to the replacement of aging infrastructure, particularly the critical pipes whose failure would have significant social, environmental, and economic impacts.

City officials and Raleigh Water staff recognize the financial and budgetary challenges facing many customers and we remain dedicated to providing high quality water and sewer services at a reasonable cost.

If you should have questions regarding the pending rate changes and what it means to you and your company, please contact myself or Stephen Balmer, Fiscal Manager at 919-996-3523 or Stephen.Balmer@raleighnc.gov.

Sincerely,

Whit Wheeler, PE
Raleigh Water Director

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