



April 28, 2025

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, 2025.

- Increase water and sewer base charges by 4.0%
- Increase water and sewer volumetric charges by 4.0%
- No change to water and sewer infrastructure charges
- No changes to the watershed charge

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 2025.

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, Administration Manager at 919-996-3523 or Stephen.Balmer@raleighnc.gov.

Regards,

Whit Wheeler
Raleigh Water Director

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

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