

Raleigh Merger Town Water and Sewer Permitting Process

1 Will Annexation Be Required?

No, Annexation is Not Required

Move to section 2

Yes, Annexation is Required

Merger Town jurisdictions take in all annexation applications through the appropriate Merger Town

2 Finding a Utility & Plumbing Contractor

2.1 Will Raleigh Water or Utility Contractor be Installing the Water & Sewer in the Street

(Installation is from the water & sewer main in the street to the meter box and sewer cleanout located at the property right-of-way)

Requirements for Raleigh Water to Install Water & Sewer

- The city will install only a ¾" water service and a 4" sewer service.
- The city cannot install water or sewer service if any of the following are present:
 1. The road width from right-of-way to right-of-way is greater than 48'
 2. The installation will be within a divided highway
 3. New construction
 4. Water and sewer are in a sewer easement
 5. The water or sewer main is more than 40 feet away from the property right-of-way

Utility Contractor Required to Install Water & Sewer

- The city cannot install water or sewer service because the service will contain one of the situations listed to the left; therefore a Utility Contractor will need to install the water and sewer service.
- The city does not make recommendations for Utility contractors; however, you can verify if a contractor is [licensed](#) through the State Licensing on property Board.
- Stub permits are required.

2.2 Plumbing Contractor will be installing the water and sewer on the property

(Installation is from the meter box and sewer cleanout to the house or building)

- The plumbing contractor will need to be [licensed](#) to pull the plumbing permit on [Page 3](#) of the [Raleigh residential permit](#) to install water and sewer service to the house or building.
- *There is an existing Water Meter Box and Sewer Cleanout installed on the property right-of-way. A plumbing contractor is only needed on the Residential Permit to get water & sewer service to the house or building.

3 Permit Application

3.1 Fill out Merger Town Permit

Complete Merger Town residential permit application.

- Raleigh Merger Towns take in all Raleigh Water permit applications through the appropriate Merger Town. Follow the link to the Merger Town for permitting.
- [Abandoned Well or Septic work](#) with the applicable permit through Wake County.

[Garner:](#)

[Knightdale:](#)

[Rolesville:](#)

[Wake Forest:](#)

[Wendell:](#)

[Zebulon:](#)

3.2 Submit Merger Town Permit

Submit the permit to the appropriate Merger Town.

[Garner:](#)

[Knightdale:](#)

[Rolesville:](#)

[Wake Forest:](#)

[Wendell:](#)

[Zebulon:](#)

4 Permit Fees and Payment

- Submit Fees to the Raleigh Merger Town you filed the permit with.
 - Capital Facilities Fees are required for all new water and sewer connections based on meter size. Meter fees apply for all new water services.
 - If there is an existing, City-installed tap on a given parcel, the applicant must pay for the fixture (s) at the prevailing rate at a first-time connection. Tap fees only apply for City-installed taps.
 - If assessments exist against a property for water and sewer main extensions previously constructed by the City, payment is due at the time of connection.
 - Meter fees apply for all new water services
 - Street Cut permits may be required for projects encroaching into public streets.
 - For water and sewer services in NCDOT right-of-way, an NCDOT encroachment agreement must first be submitted to NCDOT for execution and then to the City of Raleigh transportation dept for approval.

5 Installation and Inspections

- Call in inspections through the [Merger Town Inspection Request](#) once water and sewer are installed before covering up the work.
- Provide closeout documents and submitted documents to the inspector doing inspection by email.
- All open permits must be closed out to activate the new billing account for the meter.

6 How to set Water Meter

1. Call the [customer care line](#) at (919)-996-3245. Ask for new Utility service to activate the billing account.
2. Once the billing account is activated, request utility billing to schedule a water meter to be set.
3. Meters set will be scheduled to be installed.
4. Before setting the meter, the well and septic are checked to see if the lines have been capped off before installing the meter.
5. Meter set, and the meter is turned on to start service.