

Raleigh Water and Sewer Permitting Checklist

This page covers the water and sewer connection process for:

1. Existing Homes
 2. New single-family dwellings
- ❖ If your project involves site plan approval, subdivision approval or extension of water and sewer mains, additional requirements will apply
- ❖ All Fees change each year on July 1st and run through the following year on June 30th.

#1

Determine Availability:

#1-A) Are these Existing Homes and/or New single-family dwellings? If yes then you will need an Availability Letter.

1. Availability can be determined by sending an email to UtilitiesReview@raleighnc.gov.
 - 1.1. Please include your address, what utilities you plan to connect to and the size/type of service required.
(Water-only connections are allowed.) - (Sewer only connections are prohibited.)

#1-B)) Are these Existing Homes and New single-family dwellings going to need Annexation?

#1-B-1) No: Annexed into Raleigh

1. Move to step #2

#1-B-2) Yes: Annexed into Raleigh

1. **Follow LINK: [Annexation Process](#)**
 - 1.1. Annexation Approved
 - 1.1.1. Moving to #2

#2

Apply for Utility Permits and Plumbing Permit:

#2-A) Decide who will install water and sewer?

1. The City

1. Only installs ¾" or 1" water for existing homes in public right-of-way
 - Only install 4" sewer services for existing homes in public right-of-way*
- 1.1. Only install where the roadway width does not exceed 45'
- 1.2. Will not install service lines in easements or for new construction/development.
- 1.3. City-installed taps require payment of the tap fee(s). A City representative will contact the applicant within 3 business days of permit issuance to schedule the installation and confirm the desired service location. Installation is typically within two to six weeks following permit issuance.

2. Licensed Utility Contractor

- 2.1. Get an Application and Stub Permit
- 2.2. Schedule an inspection of the stub(s) corresponding to the previously issued stub permit.
- 2.3. Have PU# on site
 - 2.3.1. *Your plumber should recommend a water and sewer service size based on the plumbing code. Typical water service size for a residential connection is three-quarter-inch water service line with a five-eighths-inch meter and a four-inch sewer service*
- 2.4. *The City does not make recommendations for private contractors; however, you can verify if a contractor is [licensed](#) through the State Licensing on property Board.*

3. Plumber (Existing Water or Sewer on Property)

- 3.1. Plumbing permit only needed
 - 3.1.1. Move to step #2-B) 1 and 5 then #3A) then #3B-2) 2 then #4 and #5.

#2-B) Have you filled out the Applications and submitted application?

1. Merger Town jurisdictions take in all Raleigh Water applications through the appropriate merger town. Follow the Link to the right of Merger Town for permitting.

- 1.1.1. [Garner:](#)
- 1.1.2. [Knightdale:](#)
- 1.1.3. [Rolesville:](#)
- 1.1.4. [Wake Forest: Permitting / Inspections](#)
- 1.1.5. [Wendell](#)
- 1.1.6. [Zebulon](#)

#2-C) Do you have approved permits and all fee paid?

1. Merger Town jurisdictions take in all Raleigh Water applications through the appropriate merger town. Follow the link to the Merger Town for permitting.

- 1.1.1. [Garner:](#)
- 1.1.2. [Knightdale:](#)
- 1.1.3. [Rolesville:](#)
- 1.1.4. [Wake Forest: Permitting / Inspections](#)
- 1.1.5. [Wendell](#)
- 1.1.6. [Zebulon](#)

1. Well or Septic Permit

1.1. [Abandoned Well or Septic](#) with the applicable permit through Wake County.

#3

Permits Approved and Fees Paid:

#3-A) Permit Ready

1. Download and print permits

#3-B-1) Raleigh Installs

- 1. The Raleigh Water representative will call you within 3 days to find out the location of tap(s).
 - 1.1. City installs service
 - 1.1.1. City completes service and approved
- 2. Have plumber install service from house to meter box
 - 2.1. Plumber calls in inspection
- 3. All permits approved
- 4. Move to step #4

#3-B-2) Licensed Utility Contractor

- 1. Provide all permits to Licensed Utility Contractor - or - Licensed Utility Contractor pulls permits for you.
 - 1.1. Licensed Utility Contractor can start work
 - 1.1.1. Call in Utility inspection through the DS portal
 - 1.1.1.1. Utility Inspection approved
- 2. Have plumber install service from house to meter box
 - 2.1. Plumber calls in inspection
 - 2.1.1. All permits approved
- 3. Move to step #4

#4

All Permits are Approved in Portal:

#4-A) Customer Care Line

- 1. Call Customer Care Line at (919)-996-3245
 - 1.1. Ask for Utility Billing to set up a **New Utility Billing Account**
 - 1.1.1. Utility Billing Account is set up
 - 1.1.1.1. **Request Utility Billing to submit a request for a new meter** to be set at new account location
 - 1.1.1.2. Meters will get request that day and schedule an installation date. *(most times the next)*
 - 1.1.1.2.1. Meter Department will need to see that the well and/or sewer is capped off at house before approval.
 - 1.1.1.2.2. Approved and meter turn on.
- 2. Move to step #5

#5

Service is Active

Save Permit