

# Raleigh Water NON-Residential Permitting

This page covers the water and sewer connection process for:

1. [Non-residential Permitting](#)
2. Commercial

- ❖ 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 1<sup>st</sup> and run through the following year to June 30<sup>th</sup>.
- ❖ Process change, so the form is to be used as an outline of the permitting process

## #1

### Determine Location and Permits Needed (Raleigh or Merger Town)

#### 1) Raleigh Permits

##### [Non-residential Permitting](#)

1. [Non-Residential Permit Application](#)
2. **Most Popular.**
  - 2.1. [Authorization for Account Access Form \(for the Permit and Development Portal\)](#)
  - 2.2. [Express Review Application](#)
  - 2.3. [Express Review Application](#)
3. **Commercial Forms**
  - 3.1. [Pre-Construction Meeting Application](#)
  - 3.2. [Fats, Oils, and Grease Program](#)
  - 3.3. [Cross Connection Control Program](#)
  - 3.4. [Industrial Pretreatment Program](#)
4. **Water and Sewer Forms**
  - 4.1. [Private Gravity Sewer Application](#)
  - 4.2. [Public Gravity Sewer Application](#)
  - 4.3. [Public Sewer Pump Station and Force Main Application](#)
  - 4.4. [Water/Sewer Stub Permit Application](#)
  - 4.5. [Public Water Application and Engineers Report](#)
5. **Other Permits**
  - 5.1. [Annexation Petition Application](#)
  - 5.2. [Contractor Bond Form](#)
  - 5.3. [Encroachment Agreement](#)
  - 5.4. [Sketch Plan Review Application](#)
  - 5.5. [Standard Detail Drawings](#)
  - 5.6. [Due Diligence Online Service](#)

#### 2) Merger Town Permitting

#1 Fill out the Application and submit an application to the town working in

1. [Merger Town Water and Sewer Inspection Process](#)
2. [Town of Garner Inspections Department - Contact a Development & Permit Specialist](#)
3. [Town of Knightdale Development Services](#)
4. [Town of Rolesville Planning Department](#)
5. [Town of Wake Forest Planning Department](#)
6. [Town of Wake Forest Electronic Plan Review - Questions and Assistance: 919-435-9530](#)
7. [Town of Wendell Planning Department](#)
8. [Town of Zebulon Planning Department](#)

## #2

### Submittal Requirements

#### #2-A) Raleigh Submittal Requirements

1. Administrative Review
  - 1.1.1.1. Adequate Information

- 1.1.1.2. Questions regarding this process Contact a Planning and Development Technician at 919-996-2500
2. Obtain a recorded map of the property, if available, for new buildings, additions, change of use, and site reviews. If there is no recorded map, a copy of a current signed and sealed survey, in addition to the property description on file with the Wake County Register of Deeds, will be accepted
  3. Establish an address. Contact the GIS Addressing Team at 919-996-4471 for address assignments.
  4. Approved site permit drawings.
  5. Approved administrative site review or preliminary subdivision, if applicable.
  6. **Checklist completed**
    - 1.1. **Required for Submittal**
      - 1.2. [Non-Residential Permit Checklist](#)
      - 1.3. [Building Code Summary Sheet](#)
      - 1.4. Supplemental Forms:
      - 1.5. [Major Projects](#)
      - 1.6. [Shell Variable](#)
      - 1.7. [Special Inspection Statement](#)
      - 1.8. [Project Data Sheet](#)
      - 1.9. [Non-Residential Permit Application](#)
      - 1.10. Two copies of the proposed suite layout (for multi-tenant buildings only)
      - 1.11. Four complete sets of plans, including approved site plan, if applicable **OR** five complete sets of plans if food service is needed from Wake County, including approved site plan, if applicable
      - 1.12. Digital Copy Of Plans, Calculations, And Any Support Documents For Each Submittal
  7. Submit Via email;
    - a. [CommercialBuilding@raleighnc.gov](mailto:CommercialBuilding@raleighnc.gov)
    - b. [SiteReview@raleighnc.gov](mailto:SiteReview@raleighnc.gov)
  8. [Standard ReviewTimes](#)

#### #2-B) Merger Town Submittal Requirements

1. Applications should be made through Merger Towns
  - 1.1. [Merger Town Water and Sewer Inspection Process](#)
  - 1.2. [Town of Garner Inspections Department - Contact a Development & Permit Specialist](#)
  - 1.3. [Town of Knightdale Development Services](#)
  - 1.4. [Town of Rolesville Planning Department](#)
  - 1.5. [Town of Wake Forest Planning Department](#)
  - 1.6. [Town of Wake Forest Electronic Plan Review - Questions and Assistance: 919-435-9530](#)
  - 1.7. [Town of Wendell Planning Department](#)
  - 1.8. [Town of Zebulon Planning Department](#)

#### #2-C) Well or Septic Permit Submittal Requirements

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

### #3 Approved Permits

#### #3-A) Raleigh Permit Approved

1. Applicants will be notified by email when plans are ready for pick up.
2. Plan review comments can be viewed at all times in the [Permit and Development Portal](#).
3. Fees can be paid online via a registered account in the [Permit and Development Portal](#).
4. Fees can also be paid over the phone by calling 919-996-2500. Please allow five business days for your case to be created and appear in your portal account.

#### #3-B-1) Merger Town Approved

1. Fees can be paid at merger towns and online via a registered Permit and Development Portal account.

### #4 Acceptance Request

#### #4-A) Raleigh and Merger Town Acceptance

**1. Project Final Walk Approved by Raleigh Water**

**2. Submit the following items to Raleigh Water:**

**2.1. [Developer's Acceptance Checklist](#)**

- 2.2. A professional engineer's certified statement indicating that the work has been built in accordance with the City approved set of construction plans;
- 2.3. A Release of Liens document signed and notarized from the developer stating that all materials and workmanship associated with the water, reuse water, or sewer mains have been paid in full;
- 2.4. Certified surveyed "As-Built" plans and profile shall be furnished by the certifying engineer upon completion and acceptance by the City as stated above;
- 2.5. The developer is responsible for ensuring a one-year written operational warranty to the City before issuance of the Letter of Acceptance;
- 2.6. The developer and/or engineer shall provide a recorded map to the City of Raleigh showing all public rights-of-way and easements;
- 2.7. The engineer shall keep a preserved copy of the "As-Built" plans on file indefinitely.
- 2.8. For development projects in the merger towns, as-builts and supporting project acceptance documentation must be submitted directly to the inspector or mailed to their attention at the following address:
- 2.9. City of Raleigh Public Utilities Department - Inspections
- 2.10. 3324 Lake Woodard Drive, Raleigh, NC 27610
- 2.11. **As-Built Drawings**

**#4**

**Set up Account and Request Water Meter**

**#4-A) Set up Raleigh Water Account**

- 1. Final Acceptance approval from Raleigh Water
- 2. Call Customer Care Line at **(919)-996-3245**
- 3. Ask for Utility Billing to set up a New Utility Billing Account
  - 3.1. Utility Billing Account is set up
    - 3.1.1. Request Utility Billing to submit a **request for a new meter** to be set at the new account location
      - 3.1.1.1. Meters will get the request that day and schedule an installation date. *(most times the next)*
      - 3.1.1.2. Meter Department will need to see that the well and/or sewer is capped off at the house before approval.
        - 3.1.1.2.1. Approved and meter turned on.