

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) Is this a 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)) Is this a Existing Homes and/or New single-family dwelling 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

Who will do the Work:

#2-A) 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. Licensed Utility Contractor

- 1.1. Get an Application and Stub Permit
- 1.2. Schedule an inspection of the stub(s) corresponding to the previously issued stub permit.
- 1.3. Have PU# on site
 - 1.3.1. *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.*
 - 1.3.2. *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.*

1.4. Plumber (Existing Water or Sewer on property)

- 1.5. Plumbing permit only needed
 - 1.5.1. 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 Residential Applications and submitted application?

1. Applications should be made through [Planning and Development Department](#).
 - 1.1. Use the "[Residential Permit Application](#)" form and fill out the general information [Page 1](#), Utility [Page 5](#), and Plumbing sections [Page 3](#).
 - 1.2. After application, you will be contacted with a final fee estimate to make arrangement for payment of fees. Permits are issued following payment of fees.
2. **PERMITTING SERVICES GO DIGITAL:** To maintain permitting services, a temporary digital submittal process will be implemented for development customers until further notice: Applications, plan sets, and supporting documents will be accepted via email as SEPARATE PDF FILES ONLY.
 - 2.1. Plan sets must be one PDF file—individual files of different sheets will not be accepted.
 - 2.2. PDF is the only accepted file format.

- 2.3. If multiple supporting documents are required, each document must be its own PDF file.
- 3. **PLEASE INCLUDE IN YOUR EMAIL SUBJECT LINE:** New Submittals: Indicate “New Submittal” and scope of work (alteration, repair, new building, etc.) Resubmittals: Indicate “Resubmittal” and include your case number and scope of work (alteration, repair, new building, etc.)
- 4. **FILES TOO LARGE TO EMAIL:** If your file is too large to attach via email, please send a link to your file on Dropbox or another file-sharing site to the appropriate project email address.
 - 4.1. This information must be provided in the body of the email. Please only place pertinent files in Dropbox and ensure no password is required for easy retrieval by staff.
- 5. **RESIDENTIAL PROJECTS:**
 - 5.1. Submit via email: DowntownDS@raleighnc.gov Residential services have been expanded to include additions, new single-family dwellings, decks/porches, accessory structures, and pools/spas
- 6. **FEES** - Fees can be paid online via a registered account in the [Permit and Development Portal](#).
 - 6.1. Fees can also be paid over the phone by calling 919-996-2500.
- 7. **TIME FRAME:** Please allow two business days for your case to be created and to appear in your portal account.
 - 7.1. If you do not see your case after two days, please email DS.Help@raleighnc.gov. We appreciate your patience as we adjust to this changing environment.

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

- 1. **Utility Connection Permits** are required for all new water and sewer service connections. Fees associated with this permit can be found in Raleigh's [Development Fee Schedule](#):
 - 1.1. Capital Facilities Fees are required for all new water and sewer connections and are based on meter size.
 - 1.2. Meter fees apply for all new water services.
 - 1.3. Tap fees only apply for City-installed taps.
- 2. **Stub permits** are required for each private contractor-installed water and sewer tap(s) ([Development Fee Schedule](#))
- 3. **Existing Water or Sewer**
 - 1. If there is an existing City-installed tap on a given parcel, the applicant must pay for the tap(s) at the prevailing rate at first-time connection. Applicants can check for existing water and sewer assessments and pay these assessments through [Raleigh Revenue Services](#).
 - 2. If assessments exist against a property for water and sewer main extensions previously constructed by the City, payment is due at time of connection. Applicants can check for existing water and sewer assessments and pay these assessments through [Raleigh Revenue Services](#)
- 4. **Other Fees and permits**
 - 4.1. Plumbing permits are typically required for the extension of a private water or sewer service connection onto private property.
 - 4.2. Street Cut permits may be required for projects encroaching into public streets.
 - 4.3. For water and sewer services in NCDOT right-of-way, an NCDOT encroachment agreement is required to first be submitted to NCDOT for execution and then to the City of Raleigh transportation dept for approval.

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|-----------------|--------|
| Stub Fees | \$0.00 |
| Assessment Fees | \$0.00 |

- 5. **Well or Septic Permit**
 - 5.1. [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 in 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. Raleigh Water Meters group will get request that day and schedule an installation date.
 - 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