

Raleigh Water Hydrant Meter Office:

Phone: 919-996-3245 (Choose Option 4 then 2)

Operational Hours: 7:45A-3:45P

Phone Hours: 8:30A-5P (M, T, W, F) 9A-5P(TH)

Application Process:

- After successfully completing and submitting the online application, you will receive an email from DocuSign requesting a final signature.
- Completing the final signature will allow us to process your application as well as enable you to receive a copy of the contract and installation and use guidelines. *Please note, unsigned applications cannot be processed*
- Applications will be processed within two (2) business day of receipt. Due to seasonal demands, the “Requested Pick Up Date for Rental Units” shown on the submitted application may not be available. Customers who require specific pick-up dates or multiple rental units are encouraged to submit an application as least five (5) business days in advance.
- If workload and scheduling allow, same day rentals applications may be processed, and equipment picked up.
- Once an application has been processed and the customer account is created, a message will be sent, to the email address provided on the application, requesting the \$500 deposit and any other applicable fees be paid. Follow the link to the online payment portal and use the provided account # and zip code found in the email.
- Upon receiving your payment confirmation email, please call 919-996-3245 to confirm your scheduled pick-up date and time.
- **Please note, if you have not received a confirmation of payment and scheduled your appointment, your application process has not been completed.** Please call 919-996-3245 for any questions or concerns

Equipment Pickup:

- Rental equipment will be staged outside at the below address and labeled with the appropriate customer’s name and appointment time.
City of Raleigh Field Operations
3304 Terminal Dr. Building 200
Raleigh, NC 27604
- 3” rental units will have an accessories bag that includes two (2) wrenches, 10’ hose, and adapters needed to successfully connect to a public hydrant in Raleigh Water’s service area.
- 5/8” rental units will be placed in the accessory bag along with two (2) wrenches and adapters to successfully connect to a public hydrant in Raleigh Water’s service area.
- Please call 919-996-3245 with adapter and connection issues.
- A copy of the signed application will be included in the accessories bag. Please follow connection and usage instructions outlined in the application. Violations of the policy will be reported to Raleigh Water’s Code Enforcement Division.

Equipment Drop Off:

- An appointment is required prior to returning a rental unit. Please call 919-996-3245 to schedule an appointment.
- A cart will be staged outside the Hydrant Meter Office labeled with the appropriate customer’s name and appointment time. Please place the rental unit and accessory bag on the cart. Any damage or alterations to the rental unit found during the return process will be charged back to the customer.
- Rental units dropped off without a scheduled appointment will be given a stopped service date of the next available appointment.