

Raleigh Water and Sewer Non-Residential Permitting Process

- ❖ The non-residential permitting process is a guide; please understand other requirements may be needed for permitting not covered in this permitting process

Raleigh Water Services for Permitting

- [Raleigh Water and Sewer Availability Form](#)
- [Due Diligence Service](#)
 - [Form](#) Application
- [Sketch Review](#)
 - [Sketch Plan Review Application](#)
- [Express Review](#)
 - [Express Review Application](#)

Permit and Submittal

Fill out the appropriate Permit

Raleigh	Merger Town
<ol style="list-style-type: none">1. Need approval from the departments below before submitting the non-residential Permit. All approvals must be digitally affixed to plans<ul style="list-style-type: none">◦ Fats, Oils, and Grease Program◦ Cross Connection Control Program2. Fill out the Permit Checklist and submit a non-Residential Permit Application	<ol style="list-style-type: none">1. Need approval from the departments below before submitting the non-residential Permit. All approvals must be digitally affixed to plans<ul style="list-style-type: none">◦ Fats, Oils, and Grease Program◦ Cross Connection Control Program2. Please fill out the Permit Checklist and submit it to the appropriate merger town for permits. Garner, Knightdale, Rolesville, Wake Forest, Wendell, Zebulon

Submit Permit

<ul style="list-style-type: none">• Submit Raleigh non-Residential Permits Via email;<ul style="list-style-type: none">• CommercialBuilding@raleighnc.gov• SiteReview@raleighnc.gov	<ul style="list-style-type: none">• Submit Permits with the appropriate merger town. Garner, Knightdale, Rolesville, Wake Forest, Wendell, Zebulon
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Fees and Payment

<ol style="list-style-type: none">1. Fees in Raleigh are submitted online via a registered Permit and Development Portal account.	<ol style="list-style-type: none">1. Fees in merger towns are submitted to the appropriate merger town. Garner, Knightdale, Rolesville, Wake Forest, Wendell, Zebulon
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Inspections

<ul style="list-style-type: none">• In Raleigh, Call in inspections through the Raleigh Inspection Request. A Sewer Plug Permit for Raleigh needs to be filled out at the first inspection.	<ul style="list-style-type: none">• In Merger Town, call in inspections through the Merger Town Inspection Request. At the time of the first inspection, a Sewer Plug Permit for Merger Town needs to be filled out.
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Warranty Walkthrough and Acceptance

<ol style="list-style-type: none">1. Raleigh and Merger Towns both need the Utility Infrastructure Walkthrough Checklist to be completed and given to Raleigh or Merger Town Inspectors with all paperwork before the walkthrough can be requested for inspection.<ol style="list-style-type: none">a. Sewer Plug Permit Raleigh and Merger Town need to complete the sewer plug permit. The Contractor certifies that the utility lines associated with the below-referenced project are installed, adequately cleaned, removed all plugs, and ready for a City of Raleigh CCTV camera inspection. The Contractor also acknowledges that if unacceptable items and/or issues are observed during the CCTV inspection, the inspection will be suspended until the issues are corrected. Re-inspection fees shall apply.b. Requested for walkthrough inspection Inspection Request - Raleigh Inspection Request - Merger Towns2. After the walkthrough has been accepted, submit all acceptance paperwork and the Utility Infrastructure Acceptance Checklist to Raleigh or Merger Town Inspectors.<ol style="list-style-type: none">a. DSasbuiltsumittals@raleighnc.gov - Raleighb. Merger Town Inspectors - Merger Town

Water Meter

<ul style="list-style-type: none">• Once the acceptance paperwork is submitted, reviewed, and approved by Raleigh Water staff, the information will be released to billing to set up the account for activation.• Follow the steps below for activation<ol style="list-style-type: none">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 is set, and the meter is turned on to start service.
