

# Raleigh Water and Sewer Permitting Process

## 1 Will Annexation Be Required?

### No, annexation is not required.

Move to section 2.

### Yes, annexation is required

Follow LINK: [Annexation Process](#)

Once annexation is approved, move to section 2.

## 2 Finding a Utility & Plumbing Contractor

### 2.1 Will Raleigh Water or a Utility Contractor be Installing the Water & Sewer in the Street

(Installation is from the water & sewer main in the street to the meter box and sewer cleanout located at the property right-of-way)

#### Requirements for Raleigh Water to Install Water & Sewer

- The city will install only a ¾" water service and a 4" sewer service.
- The city cannot install water or sewer service if any of the following are present:
  1. The road width from right-of-way to right-of-way is greater than 48'
  2. Within a divided HYW
  3. New construction
  4. Water and sewer are in a sewer easement
  5. The water or sewer main is more than 40 feet away from the property right-of-way

#### Utility Contractor Required to Install Water & Sewer

- The city cannot install water or sewer service because the service includes one of the situations listed to the left, therefore a Utility Contractor will need to install the water and sewer service.
- The city does not make recommendations for utility contractors; however, you can verify if a contractor is [licensed](#) through the State Licensing on property Board.
- Stub permits are required.

### 2.2 Plumbing Contractor will be installing the water and sewer on the property

(Installation is from the meter box and sewer cleanout to the house or building)

- The plumbing contractor will need to be [licensed](#) to pull the plumbing permit on [Page 3](#) of the [Raleigh residential permit](#) to install water and sewer service to the house or building.
- \*There is an existing Water Meter Box and Sewer Cleanout installed on the property right-of-way. A plumbing contractor is only needed on the Residential Permit to get water & sewer service to the house or building.

## 3 Permit Application

### 3.1 Fill out Residential Permit

Complete [Raleigh residential permit](#) sections.

- General Information, Project Information, and Description work to be installed. [Page 1](#)
- Plumbing Contractor [Page 3](#)
- Utility Connection, Stub, and Utility Contractor (Plumbing) [Page 5](#)
- [Abandoned Well or Septic](#) with the applicable permit through Wake County.

### 3.2 Submit Residential Permit

Submit permit via email: [DowntownDS@raleighnc.gov](mailto:DowntownDS@raleighnc.gov)

## 4 Permit Fees and Payment

- [Fees](#) can be paid online via a registered [Permit and Development Portal](#) account.
- [Fees](#) can also be paid over the phone by calling 919-996-2500.
  - Capital Facilities [Fees](#) are required for all new water and sewer connections based on meter size. Meter fees apply for all new water services.
  - If there is an existing, City-installed tap on a given parcel, the applicant must pay for the fixture (s) at the prevailing rate at a first-time connection. Tap [fees](#) only apply for City-installed taps.
  - If assessments exist against a property for water and sewer main extensions previously constructed by the City, payment is due at the time of connection.
  - Meter [fees](#) apply for all new water services
  - Street Cut permits may be required for projects encroaching into public streets.
  - For water and sewer services in NCDOT right-of-way, an NCDOT encroachment agreement must first be submitted to NCDOT for execution and then to the City of Raleigh transportation dept for approval.

## 5 Installation and Inspections

- Call in inspections through the [Raleigh portal](#) once water and sewer are installed before covering up the work.
- Provide closeout documents and submitted documents to the below email.  
[DSAsbuiltsubmittals@raleighnc.gov](mailto:DSAsbuiltsubmittals@raleighnc.gov)
- All open permits must be closed out to activate the new billing account for the meter.

## 6 How to Set the Water Meter

- Call the [customer care line](#) at (919)-996-3245. Ask for new Utility service to activate the billing account.
- Once the billing account is activated, request utility billing to schedule a water meter to be set.
- Meters set will be scheduled to be installed.
- Before setting the meter, the well and septic are checked to see if the lines have been capped off before installing the meter.
- Meter set, and the meter is turned on to start service.