# Raleigh Water and Sewer Permitting Process

## 1 Will Annexation Be Required?

<table>
<thead>
<tr>
<th>No, annexation is not required.</th>
<th>Yes, annexation is required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Move to section 2.</td>
<td>Follow LINK: <a href="#">Annexation Process</a></td>
</tr>
<tr>
<td></td>
<td>Once annexation is approved, move to section 2.</td>
</tr>
</tbody>
</table>

## 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)

<table>
<thead>
<tr>
<th>Requirements for Raleigh Water to Install Water &amp; Sewer</th>
<th>Utility Contractor Required to Install Water &amp; Sewer</th>
</tr>
</thead>
<tbody>
<tr>
<td>- The city will install only a ¾” water service and a 4” sewer service.</td>
<td>- 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.</td>
</tr>
<tr>
<td>- The city cannot install water or sewer service if any of the following are present:</td>
<td>- 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.</td>
</tr>
<tr>
<td>1. The road width from right-of-way to right-of-way is greater than 48’</td>
<td>- Stub permits are required.</td>
</tr>
<tr>
<td>2. Within a divided HYW</td>
<td></td>
</tr>
<tr>
<td>3. New construction</td>
<td></td>
</tr>
<tr>
<td>4. Water and sewer are in a sewer easement</td>
<td></td>
</tr>
<tr>
<td>5. The water or sewer main is more than 40 feet away from the property right-of-way</td>
<td></td>
</tr>
</tbody>
</table>

**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

1. Fees can be paid online via a registered Permit and Development Portal account.
2. 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

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 set, and the meter is turned on to start service.