

Residential Customer Rate & Fee Increases

As part of the FY2024 City of Raleigh budget adopted by City Council on June 12, 2023, monthly fees for city-provided water, garbage, and stormwater services will increase beginning July 1, 2023.

Water & Wastewater Services--Raleigh, Garner, Knightdale, Rolesville, Wake Forest, Wendell, and Zebulon service areas. As costs throughout the utility and industries continue to rise, Raleigh is committed to managing those costs, and operating efficiently, while maintaining a high level of service.

The Water and Wastewater Base and Consumptive Charges on the utility bill will increase by 4.0%, resulting in a 3.6% or \$2.14 monthly increase in the utility bill for most residential customers. This monthly increase applies to all inside city limits residential customers with a 5/8-inch water meter, which includes almost all single-family residential customers in Raleigh, Garner, Knightdale, Rolesville, Wake Forest, Wendell, and Zebulon. Outside city limits customers will see a proportional increase. Since city sales and property taxes do not fund the costs of water and wastewater services, those costs must be recovered through utility rates and fees. These rate adjustments will help ensure the reliability of critical services. They will also support Council's commitment to the replacement of aging infrastructure, particularly the most critical pipes whose failure would have significant social, environmental, and economic impacts.

You can learn more about the Water and Wastewater rate increase by visiting raleighnc.gov and searching 'utility rates'.

Solid Waste Services—Raleigh

Beginning July 1st, 2023, Solid Waste Services will raise its monthly Solid Waste Collection Fee from \$15.70 to \$17.80. This \$2.10 monthly rate increase will support heightened costs associated with landfill fees, fuel, vehicle repair, and personnel costs. The Recycling Collection Fee will remain at its current rate of \$4.60 a month.

Effective January 27th, 2024, Solid Waste Services fees will have a new look on your utility bill. While the total fee will not change, the Solid Waste Collection fee will now be separated into two fees: 1. Solid Waste Collection Fee (Garbage) (\$12.90/month) and 2. Yard Waste Collection Fee (\$4.90/month).

There will be no change to the Recycling Collection Fee (\$4.60/month) on your monthly bill. Coming this winter, residents will be able to request a second yard waste cart for a \$50 fee and additional \$2.00 monthly service charge.

Stormwater Services—Raleigh

The fee for Stormwater Services will increase by 2.5 percent for commercial and residential customers. The fee rate is solely based on the impervious or hard surface on property. Residential properties that are larger than 9,500 square feet are billed at the commercial rate. Please refer to the chart below to see what rate you would pay based on the square feet of impervious surface on your property.

The rate increase will be used to fund:

- Working on major projects that improve the stormwater system
- Repairing aging stormwater pipes and streams
- Getting a better understanding of the stormwater needs across the city
- Helping address flooding and erosion on private property caused by stormwater runoff coming from public streets

- Investing in innovative, green stormwater projects that help offset impacts from development and reduce water pollution

Please contact the Stormwater Management Division at 919-996-3778 or StormwaterFee@raleighnc.gov if you have any questions. You can also learn more about the stormwater fee by visiting raleighnc.gov/stormwater/stormwater-utility-fee

Stormwater Single-Family Residential Rates				
Tier	Square Feet of Impervious Surface Area	SFEU Charged	Current Monthly Fee	Proposed Monthly Fee
	0-399	0	No Fee	No Fee
1	400-1,000	0.4	\$2.87	\$2.94
2	1,001-3,870	1	\$7.18	\$7.36
3	3,871-6,620	1.7	\$12.21	\$12.52
4	6,621-9,500	2.9	\$20.82	\$21.34
5	Over 9,500		Commercial Billing Applies	Commercial Billing Applies

Stormwater Commercial, Industrial, Institutional and Multi-Family Rates	
Current Rate Per *SFEU	Proposed Rate Per *SFEU
\$7.18	\$7.36
Commercial Fee Rate = (Amount of Impervious Surface/1 SFEU) x \$7.36	
*1 SFEU (Single Family Equivalent Unit) equals 2,260 square feet of impervious area	

Rate increases described in this article were approved and adopted by the Raleigh City Council on June 12, 2023, as part of the FY2024 budget and will be effective July 1, 2023.

City officials and staff recognize the financial and budgetary challenges many customers face, and we remain dedicated to providing high quality water, wastewater, solid waste, and stormwater services at a reasonable cost. Visit raleighnc.gov and search 'utility rates' for more information.