

# YOUR SERVICE CONNECTION

## Keeping You Connected To ALL Things Raleigh Water

Serving people of Garner, Knightdale, Raleigh, Rolesville, Wake Forest, Wendell, and Zebulon

JULY 2025



### Know What's Changing: Residential Customer Rate & Fees

As part of the FY2026 City of Raleigh budget adopted by City Council on June 9, 2025, monthly fees for city-provided water, garbage, and stormwater services will increase beginning July 1, 2025.

#### Water & Wastewater Services

Raleigh Water provides service to more than 650,000 people across Raleigh, Garner, Knightdale, Rolesville, Wake Forest, Wendell, and Zebulon. Like many utilities nationwide, Raleigh Water faces higher costs for materials, equipment, and skilled workers. Rising costs across the industry mean a 4% monthly increase in base and usage charges. For most residential customers, that's about \$1.91 per month.

Raleigh Water is funded by customer payments, not taxes. This money will maintain pipes, pumps, and treatment plants to ensure clean drinking water and safe wastewater treatment for everyone in our region.

Learn more by visiting [raleighnc.gov](http://raleighnc.gov) and searching 'utility rates'.

#### Solid Waste Services—Raleigh

FY26 Rate Increases			
	CURRENT	INCREASE	RATE
GARBAGE	\$13.70	\$0.90	\$14.60
YARD WASTE	\$ 5.60	\$0.70	\$ 6.30
RECYCLE	\$ 4.80	\$0.25	\$ 5.05
TOTAL	\$24.10	\$1.85	\$25.95

Other Fees	CURRENT	INCREASE	RATE
Yard Waste Tip Fee	\$35.00	\$ 10.00	\$ 45.00
Bulky Pickup	\$0.00	\$ 35.00	\$ 35.00

The City's Solid Waste Services collect your household garbage, recycling, and yard waste from the curb. To keep up with rising costs in the industry, the monthly fee for these core services will increase starting July 1, 2025.

In addition to the regular curbside collection, fees for special services are also changing:

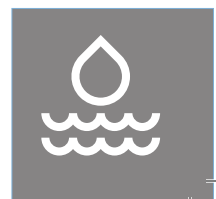
- Yard Waste Center Tip fee is increasing to \$45 per ton. Tip fees are the cost to customers who dispose of yard waste materials at the Raleigh Yard Waste Center.
- The Bulky Pickup fee is increasing to \$35 per pickup. Bulky Load Collection is for items like mattresses and furniture that can go in the landfill but are too large for regular curbside pickup.

#### Stormwater Services—Raleigh

The fee for Stormwater Services will increase by 7.5% for commercial and residential customers. The fee rate is based on the impervious or hard surface on your property (like driveways). Homes with more than 9,500 square feet are billed at the commercial rate. See the chart below to find your rate.

#### What do these fees pay for?

- Major projects that improve the stormwater system
- Repairing aging stormwater pipes and restoring streams
- Planning to better understand stormwater needs across the city
- Projects that help address flooding and erosion on private property caused by stormwater runoff from public streets
- Investing in innovative, green stormwater infrastructure projects that help offset impacts from development and reduce water pollution



Stormwater Commercial, Industrial, Institutional and Multi-Family Rates	
Current Rate Per *SFEU	New Rate Per *SFEU Effective July 1, 2025
\$7.65	\$8.22
Commercial Fee Rate = (Amount of Impervious Surface/1 SFEU) x \$8.22	
*1 SFEU (Single Family Equivalent Unit) equals 2,260 square feet of impervious area	

Stormwater Single-Family Residential Rates				
Tier	Square Feet of Impervious Surface Area	SFEU Charged	Current Monthly Fee	New Monthly Fee Effective July 1, 2025
	0-399	0	No Fee	No Fee
1	400-1,000	0.4	\$3.06	\$3.29
2	1,001-3,870	1	\$7.65	\$8.22
3	3,871-6,620	1.7	\$13.01	\$13.97
4	6,621-9,500	2.9	\$22.19	\$23.84
5	Over 9,500		Commercial Billing Applies	Commercial Billing Applies

Contact Raleigh Stormwater at 919-996-3778 or [StormwaterFee@raleighnc.gov](mailto:StormwaterFee@raleighnc.gov) if you have any questions. You can also learn more about the stormwater fee by visiting [raleighnc.gov](http://raleighnc.gov) and search "Stormwater Utility Fee".

These rate increases were approved by City Council on June 9, 2025, and will take effect July 1, 2025. We understand rate changes can be challenging and are committed to providing safe, reliable services at a fair cost. Visit [raleighnc.gov](http://raleighnc.gov) and search 'utility rates' for more information.

Please contact Raleigh Water at 919-996-3245 or [PublicUtilityInfo@raleighnc.gov](mailto:PublicUtilityInfo@raleighnc.gov) if you have any questions. You can also learn more about the rate adjustment by visiting [raleighnc.gov](http://raleighnc.gov) and searching "Raleigh Water Invests".

## Download the Raleigh Reuse App!

Raleigh residents and curbside collection customers have a new way to view their collection schedule and get up-to-date information on recyclable and waste materials.

With the Raleigh Reuse App you can:

- View your collection calendar
- Set notifications so you never miss your collection day
- Use the Waste Wizard to determine if and how items can be recycled, donated, disposed of, composted, or reused.

Access the Raleigh Reuse webtool by searching 'Reuse' at [raleighnc.gov](http://raleighnc.gov) or download from the Apple App or Google Play Store. Please contact Raleigh Solid Waste Services at 919-996-3245 or email [SWS@raleighnc.gov](mailto:SWS@raleighnc.gov) if you have any questions.

## Important Summertime Reminder!



Fats, oils, and grease (FOG) pollution is usually cooking oil, butter, food grease, and other by-products of food. The EPA estimates that 47 percent (%) of sewer blockages and overflows are due to grease from restaurants, homes, and industrial sources.

When FOGs enter the sewer system, they harden and collect at the surface. This leads to blockages, sewer backups, pipes bursting, and overflows that can enter our storm system. Visit the Sanitary Sewer Overflow website for more information.

### Help Us Prevent Pollution

Follow these tips to help protect our waterways. Most blockages are avoidable with your help!

- Clean FOG spills with paper towel, then throw it in the garbage. Wet methods, like sponges or mops, are usually rinsed in the sink and FOG materials go down the drain where they may cause a blockage.
- Keep FOG out of the garbage disposal, even if it is connected to a grease trap.
- Collect and recycle the FOG. After cooking, pour the grease into a can until solidified. This grease can either be re-used or disposed of in the garbage.

Small amounts of FOG add up to large amounts in our stormwater and sewer systems!

### Report a F.O.G Incident

To report a sewer back-up or overflow, please send an email to [publicutilityinfo@raleighnc.gov](mailto:publicutilityinfo@raleighnc.gov) or call 919-996-3245. If any of the overflow material is entering the storm sewer system, call the Stormwater Helpline at 919-996-3940 or send an email to [IllegalDischarge@raleighnc.gov](mailto:IllegalDischarge@raleighnc.gov).

## CUSTOMER CARE & BILLING

Web account access: [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay)  
Phone Payment: 888-905-3169  
Email: [customercare@raleighnc.gov](mailto:customercare@raleighnc.gov)

Phone: 919-996-3245  
M T W F 8:30 am – 5:00 pm  
TH 9:00 am – 5:00 pm

WATER & SEWER EMERGENCIES  
24 hours/7 days/holiday/weekends

CUSTOMER CARE responds to inquiries and requests for all Public Utilities' services and billing throughout the Raleigh Water service area; and in Raleigh only, Solid Waste/ Recycling services and Stormwater billing.



**Raleigh  
Water**

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