

# YOUR SERVICE CONNECTION

## Keeping You Connected To ALL Things Raleigh Water

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

JULY 2022

### Residential Customer Rate & Fee Increases

As part of the FY2023 City of Raleigh budget adopted by City Council on June 13, 2022, monthly fees for city-provided water, garbage, and stormwater services will increase beginning July 1, 2022.

**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 1.5%, resulting in a 1.37% or \$0.80 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.

If you have questions, please contact Stephen Balmer, Raleigh Water Administration, 919-996-3523 or Stephen.Balmer@raleighnc.gov. You can also learn more about the Water and Wastewater rate increase by visiting [raleighnc.gov](http://raleighnc.gov) and searching 'utility rates'.

#### Solid Waste Services – Raleigh

The adopted budget includes \$0.25 increase per month in Solid Waste Services to support increase costs associated with employee compensation, fuel, vehicle repair and maintenance, and landfill fees.

#### Stormwater Services – Raleigh

The fee for Stormwater Services will increase from a \$7.00 to \$7.18 monthly charge for most residential customers. The fee increase will vary by the amount of impervious or hard surface on property. Residential properties that are larger than 9,500 square feet and commercial properties will have a 2.57 percent increase from the current 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](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 searching '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	\$2.80	\$2.87
2	1,001-3,870	1	\$7.00	\$7.18
3	3,871-6,620	1.7	\$11.90	\$12.21
4	6,621-9,500	2.9	\$20.30	\$20.82
5	Over 9,500		Commercial Billing Applies	Commercial Billing Applies

Stormwater Commercial, Industrial, Institutional and Multi-Family Rates	
Commercial, Industrial, Institutional and Multi-Family Rates	Proposed Monthly Fee
\$7.00 per SFEU	\$7.18 per SFEU
1 SFEU equals 2,260 square feet of impervious area	

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](http://raleighnc.gov) and search 'utility rates' for more information.





## Find Your Garbage, Recycling, Yard Waste Calendar Online

We have mailed the FY23 Solid Waste Services collection calendar to Raleigh residents, but you can always find it online! Just enter an address in the Find Your Services search box at [raleighnc.gov/services](http://raleighnc.gov/services). You'll see your collection day and a downloadable

version of your collection calendar. Anyone with questions about the new collection calendar or upcoming yard waste enhancements should contact [SWS@raleighnc.gov](mailto:SWS@raleighnc.gov) or call 919-996-3245.

### As a reminder, starting July 5:

- Yard waste will be picked up on opposite weeks from your recycling.
- Use your new bright green 95-gallon cart for yard waste only
- In addition to your yard waste cart, you can use up to 15 biodegradable bags, and up to 5 bundles (tied with natural twine) on your collection day
- Garbage continues to be picked up weekly.



## Water Project Communication: A Two-Way Effort

It is wonderful when clean water comes into our homes, schools, and businesses and used water goes out. When this process happens in a fast and efficient way, we all benefit from a healthy and sustainable

environment. For this to happen with the fewest impacts on our lives, there will be times when our aging shared water infrastructure will need to be repaired, refurbished, and replaced. These actions will require the City of Raleigh, or those that the City has contracted with, to enter private property to complete work related to infrastructure enhancements. This work might be to complete property surveys or prepare a property for an easement. Easements are portions of private property dedicated for public use to improve the shared water infrastructure.

The City of Raleigh takes several steps to ensure that property owners are alerted before any access to private property is taken. These include, but are not limited to, property owner letters, public or virtual project information meetings, phone calls, emails, social media alerts, and/or water project-based web updates. It is very important that when a property owner receives any of these types of infrastructure related contacts, they read them very carefully and then reach out immediately with any project or property related questions.

The City of Raleigh strives to keep open communication with property owners and residents who may be impacted by a water infrastructure project. Help keep this communication free flowing by reaching out to the City immediately should any concerns about an infrastructure project occur.

Raleigh Water information sent to property owners includes a contact name, phone number, and email so that you can reach the appropriate person to answer your questions. For more information, please visit '[Raleighnc.gov](http://Raleighnc.gov)' and search 'Raleigh Water CIP'. Follow project page links for further project and contact information. We thank you for the opportunity to work together to keep water and communication flowing.

## Are You Able to Help Your Neighbor? Consider Giving to Project Share

If you would like to help your neighbors in financial crisis, consider a contribution to the City's "Project Share" program. 100% of these contributions provides emergency funds to utility residents who are unable to pay their utility bill. You can contribute monthly on your utility bill or make a one-time contribution. For more information, go to [www.raleighnc.gov/project-share](http://www.raleighnc.gov/project-share), email [customercare@raleighnc.gov](mailto:customercare@raleighnc.gov), or call 919-996-3245.

## Pay Online or by Phone

SAVE this easy to remember web address: [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay)

SAVE this toll-free phone number: 888-905-3169

Convenient methods to pay: Visa, Mastercard, American Express, Discover, Venmo, PayPal, PayPal Credit, Amazon Pay, E-check, bank draft

## You can do so much online 24/7!

Don't wait on the phone, do it yourself with so much to offer at [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay)

1. One-time payment and recurring payments
2. Sign up for Auto Pay Bank drafts
3. Create a Pay Plan
4. Start eBilling and stop receiving a paper bill
5. Review your Financial & Billing History – get PDF's of your bills
6. Review Correspondence History
7. Request to Start and Stop Accounts
8. Add or modify Project Share Contributions
9. Update Contact Information
10. And More...

## 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.



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Wake Forest, Wendell, and Zebulon