

# YOUR SERVICE CONNECTION

## Keeping You Connected To ALL Things Raleigh Water

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

JULY 2023

### 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 increase, 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 percent, resulting in a 3.6 percent, 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. This includes almost all single-family residential customers in Raleigh, Garner, Knightdale, Rolesville, Wake Forest, Wendell, and Zebulon. Customers outside of city limits 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 City 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](http://raleighnc.gov) and searching 'utility rates.'

#### **Solid Waste Services—Raleigh**

Beginning July 1, 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 Jan. 27, 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 of Raleigh
- 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 questions. You can also learn more about the stormwater fee by visiting [raleighnc.gov/stormwater/stormwater-utility-fee](http://raleighnc.gov/stormwater/stormwater-utility-fee). Please see table below.

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| 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 |
| <b>\$7.18</b>                                                           | <b>\$7.36</b>           |
| Commercial Fee Rate = (Amount of Impervious Surface/1 SFEU) x \$7.36    |                         |
| *1 SFEU 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](http://raleighnc.gov) and search 'utility rates' for more information.

## You Have Options When It Comes to Paying Your Bill!

Short on time or going out of town? You can schedule your payment today to pay later. You can log in any time after your bill is created to schedule a payment for a day in the future up to and including your due date. Log in at [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay) to schedule your payment today!

Need more time? You may qualify for a pay plan. Log in at [raleighnc.gov/utilitypay](http://raleighnc.gov/utilitypay) and select "pay plan" and follow the prompts. About pay plans:

- Maximum three-month period
- Pick your installments – weekly, bi-weekly, monthly
- You will receive a letter showing installments and due dates and reminder emails
- Any bills generated must be paid on or before due date or pay plan is cancelled (pay plan covers current balance only)

## Are You Going to be Away from Home?

Make sure your home doesn't use water while you're away! Before you go, check for leaking toilets, dropping faucets, and leaking hose bibs. If you're going to be away for an extended time, you should close your interior cut off valve to prevent unexpected water consumption.



## 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 shared water infrastructure will need to be repaired, refurbished, and replaced.

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
- 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 carefully and then reach out immediately with any questions related to the project or property.

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 you have any concerns about an infrastructure project. We thank you for the opportunity to work together to keep water and communication flowing.

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.

### 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**

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