

YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

JULY 2024

Residential Customer Rate & Fee Increases

As part of the FY2025 City of Raleigh budget adopted by City Council on June 10, 2024, monthly fees for city-provided water, garbage, and stormwater services will increase beginning July 1, 2024.

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 3.0% or \$1.58 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

Effective July 1, 2024, Solid Waste Services customers will see a fee increase in their utility bill. The following chart displays the current rate, the adopted increase, and the new rate customers will see in their utility bills in late July 2024.

FY25 Rate Increases			
	CURRENT	INCREASE	RATE
GARBAGE	\$12.90	\$0.80	\$13.70
YARD WASTE	\$ 4.90	\$0.70	\$ 5.60
RECYCLE	\$ 4.60	\$0.20	\$ 4.80
TOTAL	\$22.40	\$1.70	\$24.10
Other Fees	CURRENT	INCREASE	RATE
Special Load Fee	\$50.00	\$20.00	\$70.00
95 Gallon Cart	\$50.00	\$ 5.00	\$55.00
65 Gallon Cart	\$48.00	\$ 2.00	\$50.00

Stormwater Services—Raleigh

The fee for Stormwater Services will increase by 4 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

Stormwater Commercial, Industrial, Institutional and Multi-Family Rates	
Current Rate Per *SFEU	New Rate Per *SFEU Effective July 1, 2024
\$7.36	\$7.65
Commercial Fee Rate = (Amount of Impervious Surface/1 SFEU) x \$7.65	
*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, 2024
	0-399	0	No Fee	No Fee
1	400-1,000	0.4	\$2.94	\$3.06
2	1,001-3,870	1	\$7.36	\$7.65
3	3,871-6,620	1.7	\$12.52	\$13.01
4	6,621-9,500	2.9	\$21.34	\$22.19
5	Over 9,500		Commercial Billing Applies	Commercial Billing Applies

Please contact Raleigh Stormwater 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 and search “Stormwater Utility Fee”.

Rate increases described in this article were approved and adopted by the Raleigh City Council on June 10, 2024, as part of the FY2025 budget and will be effective July 1, 2024. 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.

NEW Raleigh Reuse App and Web Tool! View Your Collection Schedule & Get Up-to-date Information



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—the Raleigh Reuse app and web tool.

With the new app and web tool, you can:

- View and print a collection calendar at your convenience.
- View real-time schedule changes and receive alerts on collection days, including holiday updates for your exact address.
- Use the Waste Wizard directory to search over 300 materials to determine if and how items can be recycled, donated, disposed of, composted, or reused.
- Test your recycling knowledge with the Oak City Sort online game. Access the web tool at raleighnc.gov or download the free app available on the Apple App Store and Google Play Store.

Do You Have a Leak?

Residential water leaks can be costly, especially if the leak was difficult to identify, locate and/or repair. In some situations, utility customers can apply for an adjustment credit. An adjustment is only intended as financial assistance to cover a portion of the excess utility charges attributed to the leak event; it is not intended to fully compensate for the excess water usage or wastewater charges. For more information and to apply for an adjustment, visit Raleighnc.gov and search “utility adjustment”.

Start, Stop, Transfer Services - Request On-Line



Effective July 1, 2024, the City of Raleigh will accept service requests via online only. Remember to fill out your application contract 5 business days prior to your request date. Visit Raleighnc.gov and search “**start or stop utility services**” to make a service request or for more information.

CUSTOMER CARE & BILLING

Web account access: raleighnc.gov/utilitypay
Phone Payment: 888-905-3169
Email: 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