YOUR SERVICE CONNECTION

Keeping You Connected To ALL Things Raleigh Water

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

SEPTEMBER 2026

Yard Waste Pickup Starts September 8

Beginning on September 8, loose-leaf collection will be replaced with **weekly** yard waste pickup. This enhanced service will make things more consistent and reliable for residents like you! Learn more about the new service and collection options by scanning the QR code below or by heading to **raleighnc.gov/leaf.**





New Payment Policy:

The Solid Waste Services Yard Waste Center now accepts only cashless payments. This change took effect on August 1, 2026.

This transition will improve efficiency, enhance security, reduce expenses, and provide a better customer experience.
Payments accepted include:

- Credit cards (Visa or Mastercard)
- Debit cards

We appreciate your understanding and cooperation as we make this improvement.

If you have questions or need assistance, call our Customer Service Team at 919-996-3245 or email sws@raleighnc.gov.

Important Reminder: Stormwater Utility Fee

The Stormwater Utility Fee rate increased on July 1, 2026. The utility fee is based on the impervious or "hard" surface on a property. Please refer to the chart below to see what rate you would pay based on the square feet of impervious surface on your property.

Stormwater Residential Rates		
Property Type	**Impervious Area (Sq. ft.)**	**Monthly Rate**
-	0-399	No Fee
Tier 1	400 - 1,000	$3.39
Tier 2	1,001 - 3,870	$8.47
Tier 3	3,871 - 6,620	$14.40
Tier 4	6,621 - 9,500	$24.56
Commercial Property	Over 9,500	Commercial Rate

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How to calculate the commercial fee rate:

$$\left(\frac{\text{Amount of Impervious Surface}}{\text{1 Single Family Equivalent Unit (SFEU)}}\right) \text{ x Approved Stormwater Fee Rate per SFEU}$$

The 1 Single Family Equivalent Unit (SFEU) is **2,260 SQFT,** and the Stormwater Fee Rate per SFEU is **$8.47.**

Have Questions? Contact Raleigh Stormwater at **919-996-3778** or send an email to **StormwaterFee@raleighnc.gov.**
Visit **raleighnc.gov** and search **"Stormwater Utility Fee"** to learn more about the stormwater fee and what we use it for.



Save the Date!

The **Engage Raleigh Community and Neighborhood Expo** is a **FREE** event that aims to connect residents, neighborhoods, community groups, and local government. Our theme this year is **"Community in a Digital Age,"** and we'll explore how local government and community organizations are leveraging emerging technologies to better serve residents and strengthen our city.

Join us to learn why community engagement matters and how you can make a difference. Explore exciting ways to participate in local decision-making in your community.

When? Saturday, Sept. 26, 10 a.m. to 2 p.m.
Where? McKimmon Center, 1101 Gorman Street, Raleigh, NC 27606

For more info, visit **raleighnc.gov** and search for **"Engage Raleigh Expo 2026.**

Back to School: Water Education

Early alarm clocks and late-night homework, back-to-school season is here, and we're ready to head back to the classroom!

Curious about where your water comes from or how it's treated? Raleigh Water offers fun, engaging presentations on topics such as the water cycle, stormwater runoff, water treatment, and more.

Know a teacher or classroom that might be interested? Contact us to discuss our educational programs and presentation options: RW.Communications@raleighnc.gov

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Correction: *In our July YSC issue, we stated that: A plastic gallon of spring water at the grocery store might cost roughly $1.50. If you turn on the tap and pour a gallon, it will cost you significantly less, around 40 cents per gallon. Please note that it should have read:* ***.04 cents per gallon.***

City of Raleigh Water Restrictions Lifted in August

Recent rainfall in late July, including several periods of heavy rain, helped increase water levels in Falls Lake. This meant the water supply level met the requirement to lift restrictions under the City's Water Shortage Response Plan.

Thank you for helping conserve water

While that rainfall did make a big difference, dry conditions could continue across our region. As of August, Falls Lake was not yet back to full capacity, and it is important to continue using water wisely.

Residents' efforts during Stage 1 restrictions helped lower water use and protect our water supply. Simple actions, like limiting unnecessary outdoor water use and being mindful of daily water habits, such as shorter showers or only full laundry loads, continue to make a difference.

Thank you for helping protect Raleigh's water supply. Every drop counts!

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™

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