



Raleigh Utility Setup Checklist

Before, during, and after your move

Use this checklist to confirm which services apply to your exact address, track account details, and make sure the new home is ready before the moving truck arrives. Fill it in digitally or print it.

Your move

NEW SERVICE ADDRESS

MOVE DATE

PROPERTY TYPE

MUNICIPALITY / CITY LIMITS

- ☐ Inside Raleigh ☐ Outside Raleigh / unsure

LANDLORD / HOA / BUILDER CONTACT

Utility setup timeline

3-4 weeks before moving

- ☐ Confirm whether the address is inside Raleigh city limits or another municipality.
- ☐ Ask the seller, landlord, builder, HOA, or apartment office which services are included.
- ☐ Check internet availability using the exact address and unit number.
- ☐ Schedule internet installation, especially for new construction or apartment access.
- ☐ Create a folder for account numbers, confirmation emails, and appointments.

About 2 weeks before moving

- ☐ Request electricity start or transfer service.
- ☐ Request Raleigh Water or the correct local water service.
- ☐ Arrange natural gas only if the property has gas appliances.
- ☐ Schedule shutoff or transfer dates for the old home.
- ☐ Ask about deposits, identification, or closing / lease documents.

About 1 week before moving

- ☐ Confirm all activation dates and save confirmation numbers.
- ☐ Check whether trash, recycling, and yard-waste carts are already at the home.
- ☐ Confirm internet equipment delivery or technician access.
- ☐ Review apartment, condo, HOA, or building move-in requirements.

The day before moving

- ☐ Confirm electricity is active.
- ☐ Confirm water is active and all faucets are turned off before connection.
- ☐ Confirm gas service is active if needed.
- ☐ Verify internet appointment and building-access instructions.
- ☐ Set the thermostat to a safe, comfortable temperature.

Moving day

- ☐ Test lights, outlets, faucets, toilets, hot water, and the HVAC system.
- ☐ Check under sinks and near appliances for leaks.
- ☐ Make sure the refrigerator has power.
- ☐ Confirm trash and recycling instructions for boxes and packing materials.
- ☐ Keep utility emergency numbers and confirmation details easy to find.

The first week after moving

- ☐ Create online utility accounts and review the first billing dates.
- ☐ Set up paperless billing or autopay if desired.
- ☐ Save collection reminders and outage alerts.
- ☐ Update the billing address on important accounts.

Utility account tracker

Record the provider and confirmation details for the exact service address.

Service	Provider	Start date	Account / confirmation	Done
Electricity				☐
Water / sewer				☐
Natural gas				☐
Internet				☐
Trash / recycling				☐
HOA / apartment				☐

Electricity, water, and natural gas

Electricity

- ☐ Confirm the provider for the exact address; do not rely only on the Raleigh mailing address.
- ☐ Request start or transfer service about 1-2 weeks before moving.
- ☐ Provide identity, lease, or closing information if requested.
- ☐ Ask about a deposit if this is a new account.
- ☐ Keep power active at the old home through final cleaning and walkthrough.
- ☐ Save the outage-reporting number in your phone.

Natural gas

- ☐ Verify that the property has a gas meter or gas-powered appliances.
- ☐ Confirm the current provider for the exact address.
- ☐ Schedule start or transfer service before moving day.
- ☐ Do not attempt to activate disconnected appliances yourself.
- ☐ Test carbon-monoxide alarms after moving in.

Water and sewer

- ☐ Confirm whether Raleigh Water, another municipality, a private utility, well, or septic applies.
- ☐ Allow the City of Raleigh's recommended processing time when starting service.
- ☐ Provide identity, lease, rental, or closing documents if requested.
- ☐ Ask whether water is included or billed through apartment / condo management.
- ☐ Before activation, close faucets, outdoor spigots, and sink or tub drains.
- ☐ Check the home shortly after water is turned on.
- ☐ Save the account number and first billing date.

Quick address reminder

- ☐ A Raleigh mailing address does not always mean City of Raleigh water, waste, or other municipal services.
- ☐ Check the full service address before applying.
- ☐ Ask the seller, landlord, builder, or property manager when provider territory is unclear.

Internet, waste services, and property-specific needs

Internet and home connectivity

- ☐ Check availability at the exact address and unit through the FCC map and provider tools.
- ☐ Confirm connection type, download speed, and upload speed.
- ☐ Ask whether professional installation or building access is required.
- ☐ Confirm equipment, installation, contract, and promotional-rate details.
- ☐ Schedule early for new construction or a newly assigned address.
- ☐ Keep a hotspot or backup connection until service is tested.

Renters, apartments, and condos

- ☐ Check the lease before opening water, trash, or gas accounts.
- ☐ Ask who sends each bill and whether charges are included, allocated, or submetered.
- ☐ Confirm approved internet providers and technician-access rules.
- ☐ Ask about elevator reservations, loading access, and move-in hours.
- ☐ Confirm where boxes, furniture, mattresses, and electronics must be placed.
- ☐ Save the property manager or concierge contact number.

Trash, recycling, and yard waste

- ☐ Confirm the property qualifies for City of Raleigh collection or identify the correct service.
- ☐ Check the address-specific collection schedule.
- ☐ Make sure City-issued carts remain at the property.
- ☐ Place clean recyclables loose in the recycling cart, not inside plastic bags.
- ☐ Ask apartment or HOA management where cardboard and large items belong.
- ☐ Save holiday and weather-related collection updates.

New construction

- ☐ Confirm the official address appears in provider systems.
- ☐ Verify electric and water meters are installed.
- ☐ Confirm gas inspections and appliance connections if applicable.
- ☐ Confirm the certificate of occupancy has been issued.
- ☐ Ask when builder utility accounts end and yours begin.
- ☐ Verify internet lines reach the individual lot or unit.
- ☐ Confirm trash and recycling cart delivery.
- ☐ Save the builder's utility or warranty contact.

Furniture, appliances, and electronics

- ☐ Donate usable items when possible.
- ☐ Schedule eligible bulky or electronic-waste pickup before placing items outside.
- ☐ Confirm current fees, load limits, and accepted items.
- ☐ Use Raleigh Reuse or the appropriate municipal tool for disposal guidance.

Useful official tools

MyRaleigh Services

Raleigh Water

Raleigh Reuse

FCC Broadband Map

Moving-day checks, old-home shutoff, and follow-up

Test the new home on moving day

- ☐ Lights and key outlets work.
- ☐ HVAC responds to the thermostat.
- ☐ All faucets and toilets work.
- ☐ Hot water is available.
- ☐ No visible leaks are present.
- ☐ Refrigerator and major appliances have power.
- ☐ Gas appliances work safely, if applicable.
- ☐ Internet equipment or appointment is confirmed.

Old-home shutoff

- ☐ Schedule shutoff dates after the final cleaning and walkthrough.
- ☐ Photograph final meter readings when appropriate.
- ☐ Provide a forwarding address for final bills.
- ☐ Review autopay so you are not charged after the account closes.
- ☐ Return rented internet equipment.
- ☐ Keep final confirmation emails and account numbers.

First-week follow-up

- ☐ Create online accounts and confirm billing dates.
- ☐ Review deposits, service fees, and promotional pricing.
- ☐ Set up paperless billing or autopay if desired.
- ☐ Save outage, emergency, and collection contacts.
- ☐ Sign up for local emergency or weather alerts.
- ☐ Call 811 before any digging project.

Important contacts

Electric company	
Water / sewer	
Gas provider	
Internet provider	
Property / HOA	
Mover / storage	

Notes, appointment windows, confirmation details, or first-bill reminders

Safety reminder: If you smell gas, leave the property and contact the gas utility from a safe location.