

# City of Duluth Stormwater Utility

## *Stormwater Utility User Fee Credit Manual*

JUNE 13, 2011

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## **SECTION 1 – GENERAL INFORMATION**

Stormwater Utility (SW Utility) user fee credits are made available to private and public entities that undertake specific stormwater management activities to reduce their impact/demand on the City's Stormwater Management Program (SWMP) and the associated costs that would otherwise be expended by the City SWMP. If a customer enacts a specific credit activity that is approved by the City, then the customer will receive a credit on their monthly stormwater user fee bill. Credits will be periodically reviewed by the City for compliance with the applicable standards in the City of Duluth SW Utility Credit Manual (the Manual). Credits are given for both structural and non-structural stormwater management activities and include, but are not limited to, the following: detention ponds, stormwater controls, best management practices (BMPs), education programs, watershed stewardship and other approved activities as determined/defined by the City.

The Manual outlines the criteria and procedures for the City of Duluth SW Utility customers to secure and maintain a stormwater user fee credit(s) for their property/customer account. An approved SW Utility user fee credit will result in a reduction of the customer's monthly stormwater user fee charge. Implementation of the credit activities by the customer should reduce the impact of stormwater runoff from the subject property on the City's stormwater management system, and corresponding cost to the City to provide SWMP services to that customer. The credit is only applicable for City approved stormwater BMPs, activities and/or programs that are properly designed, constructed (or implemented) and maintained in accordance with this Manual.

### **Definitions**

The definitions included in the SW Utility Ordinances will be adopted herein by reference.

*Georgia Stormwater Management Manual (GSMM):* The GSMM is a technical guidance document governing stormwater management design, construction and long-term maintenance activities in Georgia. The GSMM can be found by using the following link: <http://www.georgiastormwater.org/>.

## Summary of Stormwater User Fee Credits

Table 1 summarizes the user fee credits available to the SW Utility customers. Please refer to the ensuing sections of this document for further details on the various credits, policies, procedures, etc. Per City policy, the maximum user fee credit that a customer account can receive is **50%** off their user fee charge amount.

<b>Table 1: Stormwater User Fee Credit Summary</b>				
<b>Credit Description</b>	<b>Credit Term</b>	<b>Potential Stormwater User Fee Credit Customer Types and Amount</b>		
		<b>Single Family Residential (SFR)</b>	<b>Non Single Family Residential (NSFR)</b>	<b>Stormwater User Fee Credit</b>
<b>User Fee Credits</b>				
Residential Environmental Technologies	5 years	x		10%
Rain Barrel	5 years	x		(up to) 10%
Low-Impact Parcel	5 years	x	x	25%
Reduced DSFR Footprint	5 years	x		50%
No Direct Discharge	5 years	x	x	(Up to) 40%
Watershed Stewardship	1 year	x	x	5%
Septic Tank Maintenance	5 years	x	x	10%
Stormwater Runoff Infiltration	5 years	x	x	(Up to) 40%
Natural Area Preservation	Unlimited	x	x	(Up to) 20%
Reduced Imperviousness	1 year	x	x	See Credit Description
Water Resources Education Program	1 year		x	40%
NPDES Industrial Stormwater General Permit	1 year		x	15%
Hot Spot BMP Implementation	5 years		x	15%
<i>GSMM Unified Stormwater Sizing Criteria<sup>1</sup></i>				
Water Quality	5 years		x	(Up to) 10%
Channel Protection	5 years		x	(Up to) 10%
Overbank Flood Protection	5 years		x	(Up to) 10%
Extreme Flood Protection	5 years		x	(Up to) 10%

<sup>1</sup> Residential customers that are part of a larger common development (or subdivision) can collectively apply for credits related to the GSMM Unified Stormwater Sizing Criteria.

### Stormwater User Fee Credit Policies

The City has established the following general policies regarding consideration and approval of stormwater user fee credits. Please refer to applicable sections of the City SW Utility Ordinances for additional guidance and requirements pertaining to the stormwater user fee credits.

- Applications for a stormwater user fee credit for existing facilities may be submitted to the City at any time. Approved credits will be applied to the customer's next stormwater user fee bill following approval. For the initial billing scheduled for September 2011, customers will have until December 31, 2011 to submit their credit applications if they desire to be eligible for retroactive credit. **If the credit application is received by December 31, 2011 and it is approved without the need for significant revisions, the approved credit(s) will be applied retroactively to the initial user fee bill (September 2011).** Credit applications submitted after December 31, 2011 will be processed as outlined in this Manual.
- Applications for a stormwater user fee credit associated with new development (or redevelopment) sites may be submitted once the BMP is constructed, the BMP has been inspected by representatives of the City and the stormwater user fee charge is scheduled for billing.
- Credits are only approved for (and applied to) eligible customers that meet applicable criteria as set forth in the Manual. The stormwater user fee is being assessed on an individual customer account basis as outlined in the City SW Utility Ordinances. Therefore, credit applications must be made by the entity that is responsible for payment of the utility account. If the responsible entity for payment of SW Utility user fee changes, the new customer must re-apply for the credit with the City regardless if the term has expired or is still active. The new customer may be able to rely on some (or all) of the information from a previous credit application package but it will be the responsibility of the applicant to verify the information within the submitted credit application package.
- A group of customers cannot apply for a credit except as stipulated below. An eligible customer is defined as a property or site that contributes stormwater runoff to the qualifying stormwater control and/or BMP located on the same property/site via natural and/or manmade conveyance systems. If a group of properties/sites are served by a BMP(s), then the credit can be applied to the customer on whose property/site which the BMP resides. This applicant will be referred to as the primary applicant. If the primary applicant provides a memorandum of agreement (MOA) between the primary applicant and another customer(s) for which the BMP(s) provides adequate treatment for the applicable credit, the City will consider application of the credit to all customers named in the MOA. The credit shall be applied to all applicants until such time as the primary applicant notifies the City that the MOA is no longer in effect or the term of the credit expires, whichever occurs

sooner. If the MOA is revoked by the primary applicant, the credit shall only apply to the primary applicant.

- A residential homeowner's association (HOA), or a common development such as a multi-family apartment complex, which has its own properly designed, constructed, and maintained stormwater BMP(s) should contact the City SW Utility Manager to determine if the HOA members, or common development customers, are eligible for a credit. For the purposes of the credit, the BMP(s) must be located on a parcel that is platted within the common development and owned by the HOA (or a single property owner within the subdivision or common development). BMPs located on City owned property are not eligible. Additionally, BMPs that the City maintains through a dedicated maintenance easement or other legal agreement though lying within private property cannot be used by the customer for credit purposes. Please refer to the City's SW Utility Ordinances for further clarification regarding the City's extent of service policy and its scope of responsibility.
  - For the purposes of awarding the credit, the credit being applied for must be met for the entire common development and must meet the Manual criteria.
  - Any resulting credit awarded will be divided among eligible customers within the HOA or the common development.
- The City may, at its discretion, undertake periodic visual inspections of the BMPs and/or programs being utilized for stormwater user fee credits by customers to ensure compliance with the Manual. If the BMP facility is found to be functional and being properly maintained, the credit will remain in effect. Likewise, if the BMP facility is not functional or is not being maintained, the City has the authority to void the credit on the next billing cycle. Before a credit is re-instated, the customer will have to reapply for the credit as outlined in this manual.
- The term of the credit varies based upon the type credit (see Table 1 for stormwater user fee credit duration). As such, the City will utilize an annual certification process for customer accounts that have secured a credit for multiple years. The purpose of the annual certification process will be to require the customer to certify that the existing credit that is in place still meets the criteria outlined in the Manual for the next billing cycle. Failure of the customer to certify his/her credit as required by the City policy could result in credit revocation for the next annual billing cycle. The City will develop the annual certification procedure and make it available to customers via the City website and other methods as deemed appropriate. However, it will be the responsibility of the customer to ensure compliance with the annual certification requirement.

### **Stormwater User Fee Credit Application Process**

The following is a general summary of the stormwater user fee application process.

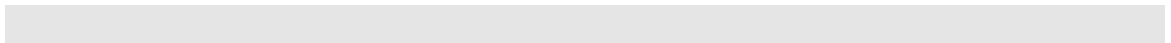
- The SW Utility customer seeking the credit must submit a complete application package to the City for review based on procedures outlined in the Manual.
- The customer should consult the City's current fee schedule to determine if payment of a credit application review fee is required.
- The City staff, or their designee, will review the application package for completeness and to establish if the request adheres to the applicable criteria in the Manual.
- Any stormwater management system designed and constructed within the City must adhere to the requirements set forth in the City's ordinances, and applicable design standards, such as the GSMM.
- The City may elect to perform an inspection of the customer's site and proposed activity, or to review the non-structural practice being implemented, to ensure conformance to the Manual criteria. As such, the customer must grant the City a Right-of-Entry or access easement as part of the application and approval process. The City may elect to conduct follow up or periodic inspections of the site and credit activities to ensure continued compliance with applicable requirements.
- Approved credits will result in a corresponding credit to the customer's monthly stormwater user fee charge.

### **Stormwater Utility User Fee Credit Application Procedures**

The following is an overview of the stormwater user fee credit application procedures that a customer should follow to obtain and maintain credits. All of the credits in this Manual require an application, and some of the credit applications require engineering analysis to demonstrate and verify credit eligibility. The credits associated with engineering analysis are identified in the Manual along with the credit application forms. The City requires that these calculations be performed, signed, and sealed in accordance with the appropriate Georgia professional certification provisions outlined herein. The procedure for submitting a credit application generally includes the following tasks:

- Obtain a copy of the Credit Manual from the City and determine what (if any) credits the customer may be eligible to apply for and fill out the required application materials.
- If required by the credit, retain a Georgia Professional Engineer and/or Land Surveyor to perform the required engineering analysis.
- Submit the completed credit application with all sections appropriately filled out and attach all the required supporting documentation.
- The City will review the application package and notify the customer if the request is approved or denied within 30 days of receipt of the completed application.

Incomplete application packages will not be considered by the City and will be returned to the customer for completion and/or revision.

- If the credit application is approved, the City will apply the stormwater user fee credit to the next customer billing cycle, except those applications submitted before December 31, 2011 and which are subsequently approved without the need for significant revision.
  - During the credit term outlined in the Manual, the City has the right to conduct inspections and/or inquiries to the applicant to ensure conformance to the Manual criteria.
  - Stormwater user fee credits expire automatically at the end of the credit term. It will be the responsibility of the customer to renew the credit at the appropriate time by resubmitting the application package for review and approval by the City.
  - Stormwater user fee credits are issued to individual customer accounts per the policy outlined herein.
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## SECTION 2 – CREDIT POLICY AND PROCEDURES

This section explains the procedures involved in applying for a stormwater user fee credit. The procedures include step-by-step instructions and eligibility requirements for obtaining the SW Utility user fee credit.

Listed below are the stormwater user fee credits that SW Utility customers are eligible to apply for and secure. Customers should follow the credit application procedures outlined herein for each credit they desire to secure.

- Residential Environmental Technologies
- Rain Barrels
- Low-Impact Parcel
- Reduced Detached Single Family Residential (DSFR) Footprint
- No Direct Discharge
- Watershed Stewardship
- Septic Tank Maintenance
- Stormwater Runoff Infiltration
- Natural Area Preservation
- Reduced Imperviousness
- Water Resources Education Programs
- NPDES Industrial Stormwater General Permit Compliance
- Hot Spot BMP Implementation
- GSMM Unified Stormwater Sizing Criteria
  - *Management of the Stormwater Runoff Water Quality Volume*
  - *Management of the Stormwater Runoff Channel Protection Volume*
  - *Management of the Stormwater Runoff Overbank Flood Protection Volume*
  - *Management of the Stormwater Runoff Extreme Flood Protection Volume*

### **Residential Environmental Technology**

#### Eligible Customer Classes: Residential

##### *Credit Description*

SW Utility customers are eligible for a stormwater user fee credit if the customer implements an eligible, City approved Residential Environmental Technology. These Residential Environmental Technologies may include, but are not necessarily limited to, practices such as cisterns, rain gardens, pervious pavements, etc. The City wishes to encourage the installation of these types of stormwater management practices to mitigate the impacts of development at the source – in this case the individual residential parcel. The City believes that the customer should first consider which practices are the most appropriate to their parcel and then work with the City SW Utility Manager to select and install the most appropriate Residential Environmental Technology for their site. In each case, the City will be using the GSMM standards and criteria to evaluate the proposed BMP and its eligibility for securing a user fee credit.

A credit shall apply to those customers who can prove that their property has successfully installed an appropriate Residential Environmental Technology. Each customer that wishes to apply for this credit shall work with the City to establish the effectiveness of the Residential Environmental Technology and the customer will be responsible for providing the necessary information in support of the user fee credit application. Each customer shall utilize the following procedures:

- Determine the type of Residential Environmental Technology to be installed and submit the necessary supporting information for review and approval by the City.
- If the parcel meets all the requirements above, the customer would be eligible for a credit of 10% off their stormwater user fee for a period of five years.

*Stormwater User Fee Credit Application Procedures*

The customer shall follow the procedures below when applying for a stormwater user fee credit for a Residential Environmental Technology:

STEP 1: Obtain a Manual and credit application packet from the City.

STEP 2: The customer shall identify the BMP to be utilized and ensure it is designed, maintained, and operated in accordance with general stormwater management requirements outlined in the GSMM and this Manual.

STEP 3: The customer shall submit the user fee credit application, an executed Right of Entry Agreement and a maintenance plan for the Residential Environmental Technology to the City.

Upon receipt of the credit application, the City shall review the documentation. If the credit is approved, the stormwater user fee credit will be applied, starting with the next customer billing cycle. If the City representative does not approve of the customer's application, the City will send a letter to the customer explaining why the credit application was not approved.

The customer shall continue to maintain the Residential Environmental Technology during the full credit term of five years. Renewal of the stormwater user fee credit shall be in accordance with the procedures outlined in this Manual.

## **Rain Barrels**

### Eligible Customer Classes: Residential

#### *Credit Description*

The City recognizes that reducing the amount of runoff leaving a residential property via interception and storage in rain barrels not only reduces the demand on the downstream drainage network but also reduces the need for irrigation water from the potable water system. As such, the City has implemented a credit for those customers who install rain barrels on their property to intercept and store runoff.

A credit shall apply to those customers who can provide documentation that at least 50% their downspouts from their roof gutter system are connected to a rain barrel of at least 40 gallons in size. For example, if a home has 4 downspouts then a total of 4 rain barrels would need to be installed such that a rain barrel has been placed under each discharge point in order to receive the maximum credit of 10% off their total stormwater user fee. If a homeowner is unable to install rain barrels on all downspouts, then they may install rain barrels on ½ of their downspouts and be eligible for a credit of 5% (or half the total). Each customer shall utilize the following procedures:

- The customer shall provide documentation via a sketch of the home and/or photographs of the rain barrels such that each downspout is connected to an approved rain barrel device.
- Approved rain barrels shall consist of a water tight barrel with a capacity of 40 gallons or more which results in the interception of runoff from a downspout. Additionally, the rain barrel must have a spigot such that stored runoff water can be drained in a controlled manner at a later time.
- If the customer meets all the requirements above, the customer would be eligible for a stormwater user fee credit of up to 10% off their stormwater user fee as outlined herein for a period of five years.

#### *Stormwater User Fee Credit Application Procedures*

The customer shall follow the procedures below when applying for a stormwater user fee credit for a rain barrel credit:

STEP 1: Obtain a Manual and credit application packet from the City.

STEP 2: The customer shall submit the user fee credit application and the executed Right of Entry Agreement to the City.

Upon receipt of the credit application, the City shall review the documentation. If the credit is approved, the stormwater user fee credit will be applied, starting with the next customer billing cycle. If the City representative does not approve of the customer's application, the City will send a letter to the customer explaining why the credit application was not approved. The customer shall continue to maintain the rain barrels during the full credit term of five years. Renewal of the stormwater user fee credit shall be in accordance with the procedures outlined in this Manual.

## Low-Impact Parcel

### Eligible Customer Classes: Residential and Non-Residential

#### *Credit Description*

There are some properties/sites in the City where the total impervious area footprint is relatively small as compared to the gross parcel area. The ratio of impervious surface to gross parcel area can result in reduced stormwater runoff impacts since a majority of the parcel is undeveloped.

A credit shall apply to customers who can prove that their parcel meets the “low-impact” development criteria presented herein. The low impact parcel credit criteria are summarized in Table 2:

Parameter	Requirements*
Total Impervious Area (%)	Must be less than 15% of total site area
Total Site Area (Acres)	Must be greater than 2 acres

\* *The requirements were derived from applicable research materials including The Watershed Vulnerability Analysis Report, Center for Watershed Protection, January 2002 and the Georgia Stormwater Management Manual (GSMM), August 2001.*

Each customer that wishes to apply for this credit shall be responsible for calculating the total site area and impervious surface area. Each customer shall utilize the following procedures:

- Determine the total gross area of the parcel. The gross area must be a minimum of two (2) acres.
- Determine the total impervious area for the parcel. The impervious area shall include the structure, driveway, loading dock, sidewalk (do not include the sidewalk in the City right of way), pool deck, patio, shed, or any other accessory impervious area. The total amount of impervious surface must be less than 15% of the total gross area. Total gross area includes both pervious and impervious areas.
  - total parcel area (TPA)
  - impervious area (IA)

Calculation:  $TPA / IA = 15\%$  (or less)
- If the parcel meets all the requirements above, the customer would be eligible for a credit of 25% off their total stormwater user fee charge for a period of five years.

#### *Stormwater User Fee Credit Application Procedures*

The customer shall follow the procedures below when applying for a stormwater user fee credit for a Low-Impact Parcel:

STEP 1: Obtain a Manual and credit application packet from the City.

STEP 2: The customer shall provide the City the necessary information pertaining to the total gross parcel area and the total impervious surface area. Total impervious surface area shall be detailed to include which portion pertains to the structure, driveway, sidewalk, and other accessory areas that do not allow for infiltration of rainfall and runoff. This information should be documented in the form of a sketch that will allow City personnel to verify the measurements, calculations and other pertinent information.

STEP 3: The customer shall submit the user fee credit application and the Right of Entry Agreement to the City.

Upon receipt of the credit application, the City shall review the documentation. If the credit is approved, the stormwater user fee credit will be applied, starting with the next customer billing cycle. If the City representative does not approve of the customer's application, the City will send a letter to the customer explaining why the credit application was not approved. Renewal of the stormwater user fee credit shall be in accordance with the procedures outlined in this Manual.

### **Reduced DSFR Footprint**

#### Eligible Customer Class: Residential

##### *Credit Description*

The City SW Utility has established the Equivalent Residential Unit (ERU) at 2,654 square feet, and the City has assigned most Detached Single-Family Residential (DSFR) parcels a flat rate user fee charge of 1.0 ERU for stormwater services. The user fee charge for a DSFR parcel with an impervious area footprint in excess of 7,962 square feet (3 ERUs) is calculated using the NSFR parcel method. In recognition of the fact that some DSFR parcels within City of Duluth have a proportionally smaller impervious surface area than the 1.0 ERU area of 2,654 square feet, a credit is available to those DSFR customers with less than 1,327 square feet of impervious surface area. If the customer is able to demonstrate that the total impervious surface area on the DSFR parcel is 1,327 square feet or less, then the customer will receive the maximum allowable credit of 50% off the flat rate user fee charge amount for DSFR customers. If a customer secures a Reduced DSFR Footprint credit, he/she will have met the maximum allowable credit of 50% and not be eligible for any additional credits.

Each customer that wishes to apply for this credit shall be responsible for determining the total amount of impervious surface area on the property using the following approach and procedures:

- Determine the total impervious area for the parcel. The impervious area shall include the structure, driveway (concrete, asphalt, gravel, compacted soil), sidewalk (not including the sidewalk in the City street right of way), pool deck, patio, shed, or any other accessory impervious area.

- The total impervious area determination for the parcel must be documented using one of the following methods unless otherwise approved by the SW Utility Manager: (1) aerial photography with a pixel resolution of one foot or (2) a survey plat prepared by a Georgia Registered Land Surveyor.
- If the total impervious area of the parcel is 1,327 square feet or less, the customer will be eligible for a 50% credit off the DSFR flat rate user fee charge for a period of five years.

#### *Stormwater User Fee Credit Application Procedures*

The customer shall follow the procedures below when applying for a stormwater user fee credit for a Reduced DSFR Footprint:

STEP 1: Obtain a Manual and credit application packet from the City.

STEP 2: The customer shall provide the City the necessary information pertaining to the parcel's total impervious surface area as required herein.

STEP 3: The customer shall submit a user fee credit application and a Right of Entry Agreement to the City.

Upon receipt of the credit application, the City shall review the documentation. If the credit is approved, the stormwater user fee credit will be applied, starting with the next customer billing cycle. If the City representative does not approve of the customer's application, the City will send a letter to the customer explaining why the credit application was not approved. Renewal of the stormwater user fee credit shall be in accordance with the procedures outlined in this Manual.

#### **No Direct Discharge**

##### Eligible Customer Classes: Residential and Non-Residential

##### *Credit Description*

A property or site that does not contribute a discernable amount stormwater runoff to the City's public drainage system either directly or indirectly shall be eligible for a No Direct Discharge stormwater user fee credit, if it meets the criteria outlined in this Manual.

The No Direct Discharge credit is typically available to those residential and non-residential property owners (or customers) who can demonstrate that the following condition exists with regard to their property/site:

- Stormwater runoff after leaving the property does not immediately drain/discharge to a City owned drainage facility and/or system and ultimately drains/discharges to the drainage system of another local government such that the site discharge never flows through the City of Duluth public drainage system at any point downstream. The situation where this type of condition would most likely exist is for properties that abut to the City limits and stormwater runoff discharges into Gwinnett County, another municipality, or to the Chattahoochee River.

- A credit of up to 40% off the stormwater user fee charge is available for No Direct Discharge for a period of five years. The total credit may be reduced if only a portion of the site drains to the City's public drainage system. For example, if half the customer's property drained to City of Duluth's system and half drained to the Gwinnett County system, that customer would be eligible for a 20% (or half of 40%) credit off their stormwater user fee charge.

#### *Stormwater Credit Application Procedures*

The customer shall follow the procedures below when applying for a stormwater user fee credit for No Direct Discharge:

STEP 1: Obtain a Manual and credit application packet from the City.

STEP 2: The customer shall provide the City the necessary information pertaining to the drainage conveyance from their property to the appropriate downstream points. This information should be documented in the form of a topographical based drainage map prepared by a Georgia Professional Engineer, or Land Surveyor, unless otherwise approved by the SW Utility Manager.

STEP 3: The customer shall submit the user fee credit application, complete with the relevant documentation, and a Right of Entry Agreement to the City.

Upon receipt of the credit application, the City shall review the documentation. If the credit is approved, the stormwater user fee credit will be applied, starting with the next customer billing cycle. If the City representative does not approve of the customer's application, the City will send a letter to the customer explaining why the credit application was not approved. Renewal of the stormwater user fee credit shall be in accordance with the procedures section of this Manual and the requirements listed above.

### **Watershed Stewardship**

#### Eligible Customer Classes: Residential and Non-Residential

##### *Credit Description*

SW Utility customers are eligible for a stormwater user fee credit if the residential and/or non-residential customer participates in a City approved local watershed stewardship event. Eligible events are set up, organized, and executed through a partnership with the City. There shall only be one stormwater user fee credit certificate issued per property/customer account.

In general, eligible watershed stewardship activities will include community programs such as Adopt-A-Stream, City approved Rivers Alive Great American Cleanup Day (or other City approved stream clean up events), City approved Stormdrain Marking, etc that require participation in at least one event per year. Other eligible credit programs may be added in the future, but customers should verify activity eligibility with the City SW Utility Manager in advance.

- A 5% credit off the stormwater user fee charge is available for the Watershed Stewardship Credit for a period of one year.

### *Stormwater User Fee Credit Application Procedures*

The customer shall follow the procedures below when applying for a stormwater user fee credit for Watershed Stewardship:

STEP 1: The customer shall secure the appropriate certificate for the City's Watershed Stewardship Program event. Attendance at events not sponsored by the City may not be transferable to the City's stormwater user fee credit program, unless approved by the City SW Utility Manager.

STEP 2: The customer shall submit the credit application, complete with the relevant supporting information, to the City.

Upon receipt of the credit application, the City shall review the documentation. If the credit is approved, the stormwater user fee credit will be applied, starting with the next customer billing cycle. If the City representative does not approve of the customer's application, the City will send a letter to the customer explaining why the credit application was not approved.

The customer will need to participate in the watershed stewardship events annually to receive a certificate. Renewal of the stormwater user fee credit shall be in accordance with the procedures section of this Manual and the requirements listed above.

### **Septic Tank Maintenance**

#### Eligible Customer Classes: Residential and Non-Residential

#### *Credit Description*

Residential and non-residential customers are eligible for a stormwater user fee credit if the customer conducts approved maintenance activities on existing septic systems located on the customer's property. SW Utility customers with septic systems can receive a credit by having their septic tanks pumped out on a regular basis (minimum of every five years). Customers would be eligible to receive the credit for the period of five years after the septic tank was pumped out. The customer must submit documentation to the City in the form of a receipt from a properly licensed hauler of septic wastes. It is the customer's responsibility to confirm that the hauler has secured the required State and/or Local permits and license to haul and dispose of septic wastes. Customers may re-apply for this credit at the end of every five year term. The septic system maintenance credit will be applied to the customer applying for the stormwater user fee credit.

There shall only be one stormwater user fee credit issued per customer account in which regular maintenance is conducted on the septic system and it shall only be good for a period of five years. It is the customer's responsibility to contact a licensed hauler of septic wastes and submit the necessary documentation that the septic system maintenance has been conducted.

- A 10% credit off the stormwater user fee charge is available for five years for approved septic tank maintenance activities.



### *Stormwater User Fee Credit Application Procedures*

The customer shall follow the procedures below when applying for a stormwater user fee credit for septic system maintenance:

STEP 1: Obtain a Manual and credit application packet from the City.

STEP 2: The customer shall secure the pertinent documentation from a licensed hauler of septic waste. For the purposes of securing a credit, a receipt from the hauler will be sufficient if the receipt contains the date the maintenance was performed (provided it is within 12 months of the date of the application for a credit unless otherwise approved by the City), the address of the property matching the address on the stormwater user fee credit bill and the name of the company performing the work.

STEP 3: The customer shall submit the credit application, complete with the necessary documentation, to the City.

Upon receipt of the credit application, the City shall review the documentation. If the credit is approved, the stormwater user fee credit will be applied, starting with the next customer billing cycle. If the City representative does not approve of the customer's application, the City will send a letter to the customer explaining why the credit application was not approved.

The customer shall continue to conduct maintenance on the septic system at a minimum of every five years in order to qualify and receive the stormwater user fee credit on a continual basis. Renewal of the stormwater user fee credit shall be in accordance with the criteria outlined in this Manual.

### **Stormwater Runoff Infiltration**

#### Eligible Customer Classes: Residential and Non-Residential

#### *Credit Description*

SW Utility customers are eligible for a stormwater user fee credit, if the customer can demonstrate that through innovative on-site stormwater management practices that the runoff impacts of development have been successfully mitigated. The pre-development condition is considered naturally wooded for this credit criterion.

The Stormwater Runoff Infiltration credit will be available to those customers that can demonstrate through engineering analysis and appropriate documentation that the post construction stormwater runoff peak flow discharge rate and volume leaving the property mimic the conditions that existed on the property in a naturally wooded state prior to development. This analysis should be shown for the 1, 2, 5, 10, 25, 50 and 100-year, 24-hour storm events per the applicable sections and criteria in the GSMM. In order to qualify for this credit, the customer will need to provide the following information:

- Pre-Development runoff rates and volumes leaving the property prior to development in a naturally wooded state.

- Post-Development runoff rates and volumes leaving their property in its current state.
- Documentation regarding site groundwater table conditions and the impacts (if any) those conditions have on surface water infiltration.
- Description of the methods and calculations utilized to develop the predictions of pre-development and post-development flow rates and volumes.
- Description of the site improvements implemented to reduce the increased runoff rates and volumes to pre-development conditions or less.
- Description of the BMPs utilized along with supporting data demonstrating that the site conforms to the water quality standards for an individual site development as outlined in the GSMM (i.e. capture and treat the first 1.2-inches of runoff for 80% TSS removal).
- Maintenance plan for those site features necessary to maintain the reduction in stormwater runoff discharge rates and volumes to pre-development runoff conditions or less.
- A credit of up to 40% off the stormwater user fee charge is available for stormwater infiltration for a period of five years. The total credit may be reduced if part of the site does not infiltrate stormwater to the standards outlined above. For example, if half the customer's property is infiltrated at the rate described above then that customer would be eligible for a 20% (or half of 40%) credit off the stormwater user fee charge.

#### *Stormwater User Fee Credit Application Procedures*

The customer shall follow the procedures below when applying for a Stormwater Runoff Infiltration user fee credit:

STEP 1: Obtain a Manual and credit application packet from the City.

STEP 2: The customer shall provide a hydrology report prepared by and sealed by a Georgia Professional Engineer or Professional Hydrologist demonstrating compliance with the requirements and criteria outlined herein.

STEP 3: The customer shall submit the user fee credit application, an executed Right of Entry Agreement and a maintenance plan for the site stormwater BMPs/controls to the City.

Upon receipt of the credit application, the City shall review the documentation. If the credit is approved, the stormwater user fee credit will be applied, starting with the next customer billing cycle. If the City representative does not approve of the customer's application, the City will send a letter to the customer explaining why the credit application was not approved.

The customer shall continue to conduct maintenance as per the maintenance plan provided with the original application. The customer may reapply for the credit every five years. If a customer is reapplying for a Stormwater Runoff Infiltration credit and site conditions have not changed since the original application, the application only needs to include a copy of the original hydrological study and certification that all maintenance been performed per the maintenance plan for re-issuance of the credit. If site

improvements or changes have been made to the property then the hydrology study will need to be updated to document compliance with the Manual criteria.

## **Natural Area Preservation**

### Eligible Customer Classes: Residential and Non-Residential

#### *Credit Description*

The City will grant a stormwater user fee credit for those customers that provide for Natural Area Preservation in accordance with the criteria outlined in this Manual. In order for a customer to be eligible for this credit, the customer must demonstrate that at least one acre of contiguous green space must be preserved. In general, lands that would likely qualify for natural area preservation credit meet the following criteria:

- Undeveloped land in its natural state.
- Environmentally sensitive lands including: (1) Federally recognized wetlands; (2) State of Georgia designated Groundwater Recharge Areas; (3) Lands containing Federally Endangered Species; (4) Undeveloped lands within stream buffers and/or floodplains; (5) Constructed stormwater wetlands; and (6) other approved site conditions as set forth by the City.
- The natural area must be permanently protected through a conservation easement or other deed restriction.
- Land set aside and permanently protected as part of a conservation subdivision development.

The customer would be eligible to receive a 1% credit for every 1% of the total area of the property that is permanently protected. The customer could receive a maximum of up to a 20% credit for Natural Area Preservation for an unlimited period of time.

#### *Stormwater User Fee Credit Application Procedures*

The customer shall follow the procedures below when applying for a stormwater user fee credit for Natural Area Preservation:

STEP 1: Obtain a Manual and credit application packet from the City.

STEP 2: The customer shall provide the City the necessary information which documents that the site conditions meet the applicable criteria for this credit. This information should be documented in the form of a site plan and map it must be prepared and sealed by a Georgia Professional Engineer or Land Surveyor, unless otherwise approved by the SW Utility Manager. A copy of the conservation easement agreement or deed restriction that creates the permanent protection must also be included. The necessary paperwork documenting that a properly prepared and executed conservation easement exists on the property/site must also be included.

STEP 3: The customer shall submit the credit application, complete with the relevant documentation and calculations, and a Right of Entry Agreement to the City.

Upon receipt of the credit application, the City shall review the documentation. If the credit is approved, the stormwater user fee credit will be applied, starting with the next customer billing cycle. If the City representative does not approve of the customer's application, the City will send a letter to the customer explaining why the credit application was not approved. Renewal of the stormwater user fee credit shall be in accordance with the procedures section of this Manual and the requirements listed above.

Reduced Imperviousness Parcel.

## **Reduced Imperviousness**

### Eligible Customer Classes: Residential and Non-Residential

#### *Credit Description*

The City desires to promote the reduction of impervious cover in the watersheds in Duluth and has developed this credit for utility customers who voluntarily choose to reduce the amount of existing impervious surface on their property. The removal of impervious surfaces from the customer's property will result in a reduction of runoff and will therefore be classified as a Reduced – Imperviousness Parcel.

A credit shall apply to those customers who can prove that they have successfully removed impervious surfaces from their property and replaced the areas with a pervious area. Customers who remove 10% or more of the existing impervious surface on their property shall qualify for a credit equal to two (2) times the amount of impervious surface removed. This is a one-time credit that will last for one year. However, as a result of this removal, there is a reduction of the storm water utility fee that shall be permanent, as long as the impervious surface is not replaced in the future.

### Reduced Imperviousness Parcel Credit Requirements:

- Impervious cover (%) removal must be equal to or greater than 10% of the existing impervious surface.
- All removal of impervious surface must be consistent with the City's Zoning Ordinance and other applicable development codes.
- If impervious surface is removed and replaced with pervious asphalt, pavers, or the like, the bill reduction and associated Reduced Imperviousness Parcel credit will be calculated in accordance with the City's Stormwater Utility Credit Manual, unless the applicant can demonstrate a higher rate of infiltration.
- If impervious surface is removed, and the subgrade is removed or ameliorated to allow for infiltration at pre-development rates, and this area is replaced with vegetation and landscaping, the total area of the impervious surface replaced shall be removed from that parcel's stormwater utility bill calculation.

### Reduced Imperviousness Parcel Credit Calculation Example for a Commercial Parcel:

Example: A commercial parcel has 100,000 sqft of impervious area and elects to remove 10% of its total impervious area (10,000 sqft) and replace it with vegetation.

*Commercial Parcel Original Bill:*

100,000 sqft / 2,654 sqft (ERU) = 37.6 ERUs x \$36/yr/ERU = \$1,353.60 per year

*Commercial Parcel New Bill after Impervious Surface Removal:*

100,000 sq ft – 10,000 sq ft = 90,000 sqft/2,654 sqft (ERU) = 33.9 ERUs x  
\$36/yr/ERU = \$1,220.40

*Reduction in Annual SW Utility Bill for Commercial Parcel:*

\$1,353.60 - \$1,220.40 = \$133.20

*One Year Additional Reduced Imperviousness Parcel Credit for Commercial Parcel:*

\$133.20 x 2 = \$266.40

*Annual SW Utility bill for Commercial Parcel with the Impervious Parcel Credit Applied:*

Bill amount for 1<sup>st</sup> year: \$1,220.40 - \$266.40 = \$954.00

Bill amount for each ensuing year: \$1,220.40

*Stormwater Credit Application Procedures*

Each customer that wishes to apply for this credit shall be responsible for calculating the total site area, impervious surface area, impervious area removed and total impervious area replaced with pervious area. Each NSFR customer shall utilize the following procedures:

STEP 1: Determine the impervious area for the NSFR parcel. The impervious area shall include the structure, driveways, parking lots, sidewalks (not the sidewalk within the City right of way), patios, sheds, or any other ancillary impervious area. Prepare a site plan illustrating which impervious areas will be removed as part of the credit application with the City SW Utility Manager. The impervious surface removed must be at least 10% of the total impervious surface area of the parcel.

STEP 2: Coordinate the plan with the City to determine compliance with the City zoning ordinance and/or other applicable ordinances.

STEP 3: Develop a landscaping plan to re-vegetate the area or a construction plan to replace the area with a pervious surface. Landscaping and/or re-vegetation plans must be approved by the SW Utility Manager and any other applicable City departments.

STEP4: Remove the impervious surface areas and re-vegetate or replace with pervious surfaces in accordance with the approved the plan.

STEP 5: Submit a credit application to the City including the site as-built plans or documentation that the landscaping plan has been installed. Documentation must also show that the area to be removed equates to 10% of the total impervious area for the site.

Upon receipt of the credit application, the City shall review the submitted information. Upon verification, the stormwater credit will be applied, starting with the next billing cycle. If the installation has happened mid – year, the SW utility bill reduction shall be retroactively applied to the date of credit approval. The additional Reduced Imperviousness Parcel credit shall be applied to the next full calendar year. If the City does not approve of the customer’s application, the City will send a letter to the customer explaining why the credit application was not approved. If the customer’s parcel meets all the requirements above, the customer would be eligible for a Stormwater Utility user fee rate credit of two times the amount of the reduction of the revised stormwater bill applicable for one year. Additionally, the customer’s user fee bill reduction will be permanent as a result of the impervious area removal.

### **Water Resources Education Program**

#### Eligible Customer Classes: Non-Residential (Public & Private Education Institutions)

##### *Credit Description*

The City encourages and supports the efforts of both public and private organizations to educate and inform the public on the importance of water conservation and water resources issues. In an effort to further encourage this type of educational activity, the City shall offer a stormwater user fee credit to eligible customers that meet the criteria outlined in this Manual. For the purposes of this manual “eligible schools” will be limited to Schools, Postsecondary Institutions, Daycare and Pre-K as defined below.

- School – A school as defined by Unannotated Georgia Code 20-2-690 recognizes the existence of public schools, and private schools as educational entities.
- Postsecondary Institutions – Postsecondary educational institutions are defined in the Official Annotated Code of Georgia Code Section 20-3-519.7.
- Daycare – The Georgia Department of Early Care and Learning defines and has jurisdiction for the licensing and registration for Group Day Care, and Child Care Centers.
- Pre-K – The Georgia Department of Early Care and Learning is authorized to administer the Lottery funded Georgia Pre-K program and defines its authority over these programs.

The Water Resources Education Program credit shall be made available to all public or private organizations that meet the criteria set forth herein and that perform approved educational activities as part of their day-to-day operations. Approved credit applications will result in the award of a credit to the parcel’s stormwater user fee. The per-parcel

credit may not total more than 40% and credit may only be applied to the property where the educational activities are taught. Credits cannot be applied to administrative facilities, bus lots, parking lots that are not associated with the educational facility, or warehouse/facility operations related parcels.

In order to be eligible for this credit, the education program must be consistent with the City's stormwater management program and must also be pre-approved by the City SW Utility Manager.

- The program should address the following elements: stormwater runoff/pollution prevention, water quality, water conservation, and/or recycling.
- A 40% credit off the stormwater user fee charge is available for the Water Resources Education credit for a period of one year.

#### *Stormwater User Fee Credit Application Procedures*

The following information shall be provided to the City in order to receive approval of the Water Resources Education Program credit:

- The person responsible for the customer account shall certify to the City SW Utility Manager that a water resources based curriculum is being taught at the facility and the details regarding the program.
- Name of the customer applying for the credit.
- Address of site (property) and the point of contact.
- Approximate number of participants that have been taught the approved curriculum.

Upon receipt of the user fee credit application, the City shall review the documentation. If the credit is approved, it will be applied, starting with the next customer billing cycle. If the City representative does not approve of the application, the City will send a letter to the customer explaining why the credit application was not approved. Renewal of the stormwater user fee credit shall be in accordance with the procedures outlined in this Manual.

### **NPDES Industrial Stormwater General Permit Compliance**

#### Eligible Customer Classes: Non-Residential

##### *Credit Description*

Customers can receive a stormwater user fee credit by complying with applicable NPDES Industrial Stormwater General Permit requirements for industrial facilities. Implementation of the applicable compliance requirements assists the City in addressing water quality impairment issues at the source prior to discharge into the City's publicly-owned drainage system and/or State Waters. If the customer has properly secured coverage under the NPDES Industrial Stormwater General Permit, and is in compliance with all applicable requirements, i.e. development and implementation of a Stormwater Pollution Prevention Plan (SWP3), a credit application may be filed with the City to secure a credit.

- The credit amount available for NPDES Industrial Stormwater General Permit compliance is 15% off the stormwater user fee charge for a period of one year.

*Stormwater User Fee Credit Application Procedures*

The following requirements will apply for customers who qualify for an NPDES Industrial Stormwater General Permit stormwater user fee credit:

STEP 1: Properties that operate a facility that must secure coverage per its Standard Industry Code (SIC) under the NPDES Industrial Stormwater General Permit are eligible for a stormwater user fee credit. For information regarding NPDES Industrial Stormwater Permit compliance requirements, please go to the Georgia Environmental Protection Division website or the following link:

[http://www.gaepd.org/Files\\_PDF/techguide/wpb/Informational\\_Brochure\\_GAR000000\\_Y2006.pdf](http://www.gaepd.org/Files_PDF/techguide/wpb/Informational_Brochure_GAR000000_Y2006.pdf)

STEP 2: It is the customer's responsibility to obtain a Manual and credit application package from the City. The customer shall complete the application and include the required documents that verify compliance with the NPDES Industrial Stormwater General Permit. At a minimum, the documentation attached to the credit application shall include the following items below:

- Customer address and facility point of contact
- Copy of the current NPDES Industrial Stormwater Permit Notice of Intent (NOI)
- Copy of the annual report of compliance
- Copy of the SWP3
- Certification by the responsible party/permit holder that the NOI is current and the SWP3 is being implemented
- An executed Right of Entry Agreement.

STEP 3: Once the application package is complete, the customer shall submit the application to the City for review.

Upon receipt of the credit application, the City shall review the documentation. If the credit is approved, the stormwater user fee credit will be applied, starting with the next customer billing cycle. If the City representative does not approve of the customer's application, the City will send a letter to the customer explaining why the credit application was not approved.

In order to maintain the credit, the customer shall send a copy of an annual report of compliance to the City SW Utility Manager each year. Failure to make the required submittals could result in forfeiture of the stormwater user fee credit.



## Hot Spot BMP Implementation

### Eligible Customer Classes: Non-Residential

#### *Credit Description*

Stormwater runoff hotspots are generally defined as land uses and site activities that could potentially generate higher levels of non-point source pollutants (such as oil & grease, hydrocarbons and/or metals) than would typically be found in stormwater runoff. Sites and facilities may be defined as “hotspots” but may not be required to secure coverage under the NPDES Industrial Stormwater Permit (or other applicable permits) due to the site’s industrial classification. This credit is intended to encourage industrial and commercial site operators to address the discharge of stormwater pollutants from their site through the use of hot spot or proprietary BMPs.

For the purposes of this Manual, the City would generally consider following land uses and site activities as hotspots that would have an increased potential for stormwater runoff pollution.

- Gas Station & Fueling Operations
- Large parking lots with more than 200 parking spaces
- Vehicle & Truck Maintenance Areas
- Vehicle Washing & Equipment Cleaning
- Vehicle and Truck Recycling Facilities
- Outdoor Material Storage Areas
- Loading and Transfer Areas
- Construction Sites
- Other sites as defined in the GSMM

The customer would be responsible for conducting the necessary site assessment activities and the selection of the most appropriate BMP to address the potential pollutants that could originate onsite. The types of BMP devices that would likely be applicable to the land uses and site activities outlined above would include the following: (1) oil/water separators; (2) oil/water/grit separators; (3) sand filters; (4) applicable erosion and sediment controls BMPs; and (5) other appropriate devices/BMPs.

The general design criteria should be in accordance with standard industry practices for the BMP device, or as stipulated by the manufacturer. The site operator and/or owner should consult with the City, and secure the necessary approvals, regarding the ultimate discharge point of the treated runoff (i.e. City sanitary sewer, site detention pond, City drainage system, etc) prior to commencement of the design process to ensure that applicable regulatory and local City code requirements are followed.

- A 15% credit off the stormwater user fee charge is available for a Hotspot BMP credit for a period of five years.
- NOTE: This credit is available only to those customers that are not otherwise required to secure coverage under the NPDES Industrial General Permit.

#### *Stormwater User Fee Credit Application Procedures*

The customer shall follow the procedures below when applying for a Hot Spot BMP Implementation user fee credit:

STEP 1: Obtain a Manual and credit application packet from the City.

STEP 2: The customer shall provide appropriate information and prepared by a Georgia Professional Engineer, or by a qualified professional, demonstrating compliance with the Manual criteria as well as the applicable local and State regulations. The City may allow for submittal of a design package by an entity other than a Georgia Professional Engineer depending on the details of the credit application package. This approach would be done on a case-by-case basis as determined by the City.

STEP 3: The customer shall submit the user fee credit application, an executed Right of Entry Agreement and a maintenance plan for the BMPs/devices to the City.

Upon receipt of the credit application, the City shall review the documentation. If the credit is approved, the stormwater user fee credit will be applied, starting with the next customer billing cycle. If the City representative does not approve of the customer's application, the City will send a letter to the customer explaining why the credit application was not approved.

The customer shall continue to conduct maintenance as per the maintenance plan provided with the original application. The customer may reapply for the credit every five years. If a customer is reapplying for a Hot Spot BMP user fee credit and site conditions have not changed since the original application, the application only needs to include a copy of the original design information and certification that all the necessary maintenance has been performed per the maintenance plan for re-issuance of the credit. If significant changes to the site layout and/or site operations has occurred then the City may request that the design information be updated to document compliance with the Manual criteria.

### **Unified Stormwater Sizing Criteria**

#### **Eligible Customer Classes: Non-Residential\***

*\* Residential customers that are part of a larger common development (or subdivision) can collectively apply for the credits related to the GSMM Unified Stormwater Sizing Criteria after consultation with the SW Utility Manager to establish eligibility.*

#### *Credit Description*

The Unified Stormwater Sizing Criteria is an integrated approach to addressing stormwater runoff impacts associated with both water quality and quantity issues. Each of the unified stormwater sizing criteria are intended to be used in conjunction with the others to address the overall stormwater runoff impacts from a development site. When used as an overall set of criteria, the unified stormwater sizing criteria control and manage the entire range of stormwater runoff events from the smallest storm events to the largest storm events (i.e. the 100 year storm). The four stormwater runoff treatment levels associated with the unified stormwater sizing criteria include water quality, channel protection, overbank flood protection and extreme flood protection. Table 3 presents each treatment level with a description of each, as provided in the GSMM.

Table 3: Unified Stormwater Sizing Criteria		
Treatment Level	Maximum Available Credit	Criteria Description
Water Quality	10%	Treat the runoff from 85% of the storms that occur in an average year. Per the GSMM, this equates to providing water quality treatment for the runoff resulting from a rainfall depth of 1.2 inches. Reduce average annual post-development TSS loadings by 80%.
Channel Protection	10%	Provide extended detention of the 1-year storm event released over a period of 24 hours to reduce bankfull flows and protect downstream channels from erosive velocities and unstable conditions.
Overbank Flood Protection	10%	Provide peak discharge control of the 25-year storm event such that the post-development peak rate does not exceed the predevelopment rate to reduce overbank flooding.
Extreme Flood Protection	10%	Evaluate the effects of the 100-year storm on the stormwater management system, adjacent property, and downstream facilities and property. Manage the impacts of the extreme storm event through detention controls and/or floodplain management.

**Note:** The criteria description for each stormwater runoff treatment level is in general accordance with information published in the GSMM.

- A 10% credit off the stormwater user fee charge per the unified stormwater sizing criteria element is available for a period of five years.
- NOTE: This credit is not available for any portion of a parcel where a No Direct Discharge credit was secured unless otherwise approved by the SW Utility Manager.

#### *Stormwater User Fee Credit Application Procedures*

The customer shall follow the procedures below when applying for a Unified Stormwater Sizing Criteria user fee credit:

STEP 1: Obtain a Manual and credit application packet from the City.

STEP 2: The customer shall provide a hydrology report (or comparable document) prepared by and sealed by a Georgia Professional Engineer or Professional Hydrologist demonstrating compliance with the requirements and criteria outlined herein.

STEP 3: The customer shall submit the user fee credit application, an executed Right of Entry Agreement and a maintenance plan for the site stormwater BMPs/controls to the City.

Upon receipt of the credit application, the City shall review the documentation. If the credit is approved, the stormwater user fee credit will be applied, starting with the next customer billing cycle. If the City representative does not approve of the customer's application, the City will send a letter to the customer explaining why the credit application was not approved.

The customer shall continue to conduct maintenance as per the maintenance plan provided with the original application. The customer may reapply for the credit every five years. If a customer is reapplying for the unified stormwater sizing criteria user fee credit and site conditions have not changed since the original application, the application only needs to include a copy of the original design information and certification that all the necessary maintenance has been performed per the maintenance plan for re-issuance of the credit. If significant changes to the site layout and/or site stormwater controls has occurred then the City may request that the design information be updated to document compliance with the Manual criteria.

In order to maintain eligibility for the credit, the customer must properly maintain the onsite stormwater controls that were documented in the user fee credit application for the term specified in the Manual. Furthermore, all stormwater control design, construction and maintenance shall be done in strict accordance with the City's current ordinances and design standards related to stormwater management.

## **Stormwater User Fee Credit Application Forms & Other Miscellaneous Forms**

Stormwater user fee credit applications are required to secure approval of all credits offered in this Manual. The forms and documents attached to the appendices are summarized below.

- Appendix A includes the credit application forms for the residential stormwater user fee credits described in this Manual.
- Appendix B includes the credit application forms for the non-residential stormwater user fee credits described in this Manual.
- Appendix C includes miscellaneous forms required as part of the stormwater user fee credit application process, including a Right-of-Entry Agreement.

## **APPENDIX A**

- **Residential Stormwater User Fee Credit Application Forms**

**APPENDIX A**

*City of Duluth SW Utility Residential Customer Stormwater User Fee Credit Application Form*

**Instructions:**

Fill out this form completely. One application must be submitted for each customer account. Follow the steps outlined in the applicable section of this Manual. Attach all appropriate documentation to support this request, as outlined herein.

Fill out and attach appropriate documentation. Mail completed form (with attachments) to:

City of Duluth  
Attn: SW Utility Manager  
3167 Main Street  
Duluth, GA 30096

I hereby request City of Duluth to review this application for a stormwater user fee credit(s). I further authorize the City to investigate the site characteristics of the above identified parcel for the purpose of evaluation for a stormwater user fee credit(s). I certify that I have authority to make such a request and grant such authority for the City staff (or their designee) to evaluate this property for the purposes of approval or denial of the user fee credit. The attached information is true and correct to the best of my knowledge and belief. I agree to provide corrected information should there be any change in the information provided herein.

\_\_\_\_\_  
Type or print name

\_\_\_\_\_  
Property Owner

\_\_\_\_\_  
SW Utility Account No.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This form must be signed by an individual person who is responsible for the site operations and/or payment of the monthly utility bill. If the responsible person is not an individual person then the form must be signed by an officer, director, partner, or registered agent with authority to execute instruments for the customer account.

**Approval:**

\_\_\_\_\_  
SW Utility Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
SW Utility Account No.

## APPENDIX A

### Residential Customer Stormwater User Fee Credit Application/Renewal Form

Place a check next to the credit being applied for with this application:

	Credit Description	Applicability/Requirements
	Residential Environmental Technology	Residential
	Rain Barrels	Residential
	Low Impact Parcel	Residential
	Reduced DSFR Footprint	Residential
	No Direct Discharge Parcel	Residential
	Watershed Stewardship	Residential
	Septic Tank Maintenance	Residential
	Stormwater Runoff Infiltration	Residential
	Natural Area Preservation	Residential
	Reduced Imperviousness	Residential

#### General Customer Information:

Customer Name:	
Stormwater Utility Account Number:	
Mailing Address:	
Mailing City/Zip:	
Contact Phone/Fax Number:	
Contact E-mail Address:	

#### Property Information:

Parcel/Property Address (number and street):	
Parcel/Property Address (city and state and zip):	
Parcel Identification Number:	
Parcel/Property Location/Development:	
Authorized Contact, if different than Customer:	



## **APPENDIX B**

- **Non-residential Stormwater User Fee Credit Application Forms**

**APPENDIX B**

*City of Duluth SW Utility Non-Residential Customer Stormwater User Fee Credit Application Form*

**Instructions:**

Fill out this form completely. One application must be submitted for each separate customer account. Multiple stormwater controls/credit requests may be included in the application for a single customer location/account. Please ensure all stormwater management facilities have properly designed and constructed, and continue to be properly maintained. Attach all the necessary documentation to support the user fee credit request. Documentation shall include, but not necessarily limited to, the following:

1. Facility site plan with stormwater facilities/controls with delineated drainage areas.
2. Description of stormwater control facilities.
3. Appropriate pages from Volume 2 of the GSMM (latest version) identifying design requirements for each on-site stormwater control.
4. Documentation that the stormwater control facilities meet one or more criteria for the stormwater user fee credit(s).
5. Appropriate professional certification(s), if required per this Manual.
6. Pertinent regulatory compliance documentation, if applicable.
7. Completed Right-of-Entry Agreement (if applicable) and/or a maintenance plan (if applicable) per the requirements of this Manual.
8. Other pertinent information to support the user fee credit request.

Mail completed the completed form as well as the necessary attachments and supporting documentation to:

City of Duluth  
Attn: SW Utility Manager  
3167 Main Street  
Duluth, GA 30096

I hereby request City of Duluth to review this application for a stormwater user fee credit(s). I further authorize the City to investigate the site characteristics of the above identified parcel for the purpose of evaluation for a stormwater user fee credit(s). I certify that I have authority to make such a request and grant such authority for the City staff (or their designee) to evaluate this property for the purposes of approval or denial of the user fee credit. The attached information is true and correct to the best of my knowledge and belief. I agree to provide corrected information should there be any change in the information provided herein.

\_\_\_\_\_  
Type or print name

\_\_\_\_\_  
Owner

\_\_\_\_\_  
SW Utility Account No.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**APPENDIX B**

*City of Duluth SW Utility Non-residential Stormwater User Fee Credit Application Form (continued)*

This form must be signed by an individual person who is responsible for the site operations and/or payment of the monthly utility bill. If the responsible person is not an individual person then the form must be signed by an officer, director, partner, or registered agent with authority to execute instruments for the customer account.

**Approval:**

\_\_\_\_\_  
SW Utility Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
SW Utility Account No.

## APPENDIX B

### Non-residential Customer Stormwater User Fee Credit Application/Renewal Form

Place a check next to the credit being applied for with this application:

	Type Credit	Applicability/Requirements
	Low Impact Parcel	Non-residential
	No Direct Discharge	Non-residential
	Watershed Stewardship	Non-residential
	Septic Tank Maintenance	Non-residential
	Water Resources Education Program	Non-residential
	NPDES Industrial Stormwater Permit	Non-residential
	Stormwater Runoff Infiltration	Non-residential
	Natural Area Preservation	Non-residential
	Reduced Imperviousness	Non-residential
	Hot Spot BMP Implementation	Non-residential
	Unified Stormwater Sizing Criteria	
	<i>Water Quality</i>	Non-residential
	<i>Channel Protection</i>	Non-residential
	<i>Overbank Flood Protection</i>	Non-residential
	<i>Extreme Flood Protection</i>	Non-residential

#### General Customer Information:

Customer Name:	
SW Utility Account Number:	
Mailing Address:	
Mailing City/Zip:	
Contact Phone/Fax Number:	
Contact E-mail Address:	

#### Property Information:

Parcel Address (number and street):	
Parcel Address (City, State and Zip):	
Parcel Identification Number:	
Parcel Location/Name of Development:	
Authorized Property Owner Contact (if different than Customer Name above):	

## **APPENDIX C**

- **Right of Entry Forms**

**APPENDIX C**

***Right of Entry Agreement – Stormwater User Fee Credit(s) Evaluation***

STATE OF GEORGIA, GWINNETT COUNTY

I/We \_\_\_\_\_, the owner and/or tenant (circle which one or both) of the property commonly identified as \_\_\_\_\_, City of Duluth, Gwinnett County, State of Georgia, do hereby grant and give freely and without coercion, the right of access and entry to said property to City of Duluth, its agents, contractors, and subcontractors thereof, for the purpose of performing necessary evaluations of onsite stormwater facilities, controls and site activities related to stormwater runoff management on the \_\_\_\_\_ (hereinafter “facility”) located on Land Lot \_\_\_\_\_ in City of Duluth, Georgia.

The undersigned agrees and warrants to waive and hold harmless City of Duluth, its agents, employees, contractors, and subcontractors, for damage of any type, or any claim or action, either legal or equitable that might arise out of any activities on the above described property that are conducted by City of Duluth, its agents, employees, contractors and subcontractors, pursuant to this Agreement.

In consideration of this Right of Entry Agreement and the rights granted to City of Duluth herein, the receipt and sufficiency of which is hereby acknowledged, City of Duluth agrees, to perform only visual evaluations, and review pertinent facility records and information, necessary to verify stormwater user fee credit eligibility. I/We, will not/have not receive(d) any compensation for this Right of Entry Agreement.

For the considerations and purposes set forth herein, I set my hand this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_.

\_\_\_\_\_  
Operator or Owner (identify which one)

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Address

\_\_\_\_\_  
Notary

\_\_\_\_\_  
Address

\_\_\_\_\_  
My Commission Expires

**City Acknowledgement:**

\_\_\_\_\_  
City SW Utility Manager

\_\_\_\_\_  
Date