RESIDENTIAL CREDIT MANUAL
Stormwater Service Fee

Macon Water Authority

790 Second Street * P.O. Box 108
Macon, GA 31202-0108
(478) 464-5600
maconwater.org/stormwater-management

Prepared By:

BARGE DESIGN SOLUTIONS

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1. GENERAL INFORMATION

Residential customers are eligible for credits to reduce their Stormwater Utility (SWU) service fee. A property owner can receive up to a 50% credit for their SWU service fee. Approved credits will be applied to the customer's monthly SWU bill. All credits require an application process, and the term for each credit is three years, and are renewable. Residential credits are provided in the following categories:

- Low Impact Parcel
- No Direct Discharge to Public Stormwater System

The purpose of credits is to recognize actions and systems that reduce the burden and/or cost of MWA's stormwater management program and infrastructure, or provide an incentive for property owners to properly manage their stormwater as good stewards of natural resources. This manual outlines the criteria and procedures for MWA customers to obtain and continue SWU service fee credits.

1.1 Definitions

The following definitions are provided for reference throughout this Credit Manual:

Credit: a reduction in the amount of a customer's stormwater service fee charge in recognition of a customer's efforts to mitigate the stormwater runoff impact that developed property has on the MWA stormwater management program and/or infrastructure.

Impervious Area: Constructed surfaces such as roofs, concrete, wood, and asphalt that does not allow the stormwater to seep into the soil.

Single Family Residential (SFR): A developed property which serves the primary purpose of providing a permanent dwelling unit to a single family. A single family detached dwelling or a townhouse containing an accessory apartment or second dwelling unit is included in this definition.

1.2 Stormwater Service Fee Credit Policies and Procedures

The following general policies regarding consideration and approval of stormwater service fee credits have been established by MWA. Additional guidance and requirements about these credits are available in Section 2 of this Credit Manual.

- The SWU customer seeking the credit must submit a complete application package to MWA for review based on procedures outlined on the form (included with this Credit Manual and available on the MWA website for download). Applications for a stormwater service fee credit for existing facilities may be submitted to MWA for approval at any time. Approval may take up to **30 days for review**, and credits will be applied to the customer's next stormwater bill following approval.

- Credits are only approved for (and applied to) eligible customers that meet applicable criteria as set forth in this manual. The stormwater service fee is being assessed on an individual customer account

basis. Therefore, credit applications must be made by the person that is responsible for payment of the SWU service fee as documented with the MWA Billing Department.

- The term of the credit varies based upon the type of credit. Most credits are renewable. Table 1.2 includes stormwater service fee credit terms. MWA may conduct inspections during the application review or at any time during the term of the credit. Most residential credit applications **will not** require a site visit; however, in the case one is needed, you will be contacted by an MWA representative and asked to submit the Right-of-Entry Agreement. A copy of the Right-of-Entry Agreement is included with the forms at the end of this credit manual (also available on the MWA website for download).

- Stormwater service 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 MWA.

1.3 Overview of Stormwater Service Fee Credits

Credits available for eligible residential customers depend on the characteristics of the property (i.e., no direct discharge to stormwater structures owned or maintained by the MWA or relatively small areas of impervious cover). Table 1.1 summarizes the service fee credits available to SWU customers.

Table 1.1: Proposed Stormwater Credits

Stormwater Credit Activity	Description
Low Impact Parcel*	Demonstrate that the property has less than 10% impervious area.
No Direct Discharge to Public Stormwater System*	Demonstrate that stormwater runoff leaving the property does not flow through any stormwater infrastructure owned or maintained by MWA.

Table 1.2 below, summarizes the credit terms and the potential stormwater service fee credit percentage. A property may be eligible for multiple credits, and the SWU customer may submit multiple credits on the application; however, the maximum credit available to a single property is 50%.

Table 1.2: Credit Terms and Credit Amounts of Proposed Stormwater Credit Activities

Stormwater Credit Activity	Credit Term (years)	Potential Stormwater Service Fee Credit Recipient and Amount		
		Single Family Residential (SFR)	Non-Single Family Residential (NSFR)	Maximum Stormwater Service Fee Credit
Low Impact Parcel - > 5% Impervious	3	X	X	30%
Low Impact Parcel – 5% – 10% Impervious	3	X	X	15%
No Direct Discharge to Public Stormwater System*	3	X	X	50%

2. RESIDENTIAL CREDITS

The stormwater service fee credits that MWA Residential SWU customers are eligible to apply for are listed below. Customers should follow the credit application procedures outlined herein for each credit they desire to secure.

- Low Impact Parcel
- No Direct Discharge to Public System

2.1 Low Impact Parcel

2.1.1 Credit Description

A low impact parcel is limited to parcels with a gross area of **2 acres and larger**. The low impact parcel is one that is less than 10% impervious. These parcels have a relatively small impervious area footprint in comparison to their gross parcel area. Properties with less than 5% impervious area that meet these criteria are eligible for a 30% credit. Properties with between 5% and 10% impervious surface are eligible for a 15% credit. The credit applies for a renewable three-year term, and properties with 10% or more impervious surface do not qualify for the low impact parcel credit.

2.1.2 Stormwater Service Fee Credit Application Procedure

1. The customer shall complete the application and include documentation with his/her application. Generally, the documentation will include a site map showing the entire parcel, all impervious areas on the property and a calculation of the percent impervious area. **Only parcels with a gross area of greater than 2 acres are eligible for this fee credit.**

   The impervious percentage of a parcel is calculated by dividing the total parcel area by the impervious area. Examples of impervious area include structures such as houses, garages, sheds, and any building with a concrete foundation. Private roads, driveways, parking areas, and any other concrete pad are also examples of impervious areas. Unpacked gravel coverage that is not subject to vehicular traffic is not considered impervious.

3. Once the application package is complete, the customer shall submit the application to MWA for review.

Upon receipt of the credit application, MWA shall review the documentation. If the credit is approved, the stormwater service fee credit will be applied per the guidance in Section 1.2. If the credit is not approved, MWA will send a letter to the customer explaining why the credit application was not approved.

Example of Low Impact Parcel:

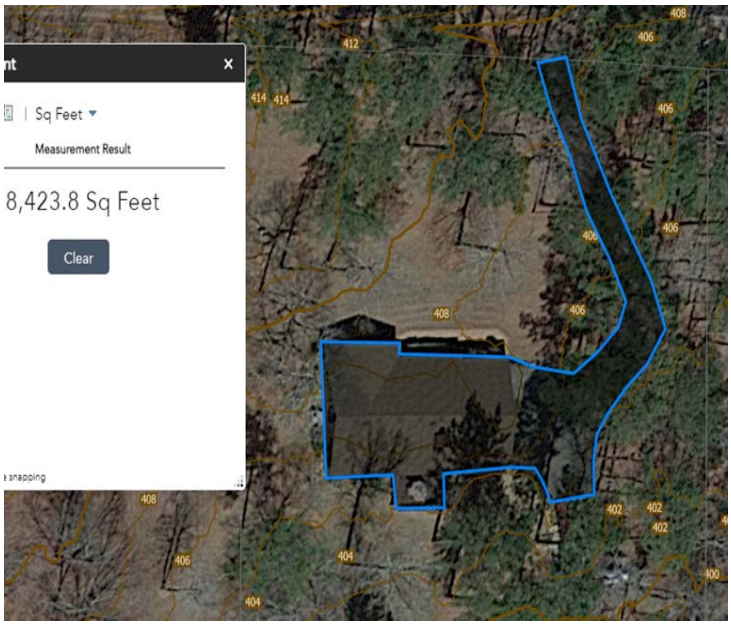
Total Parcel Size = 2.71 acres

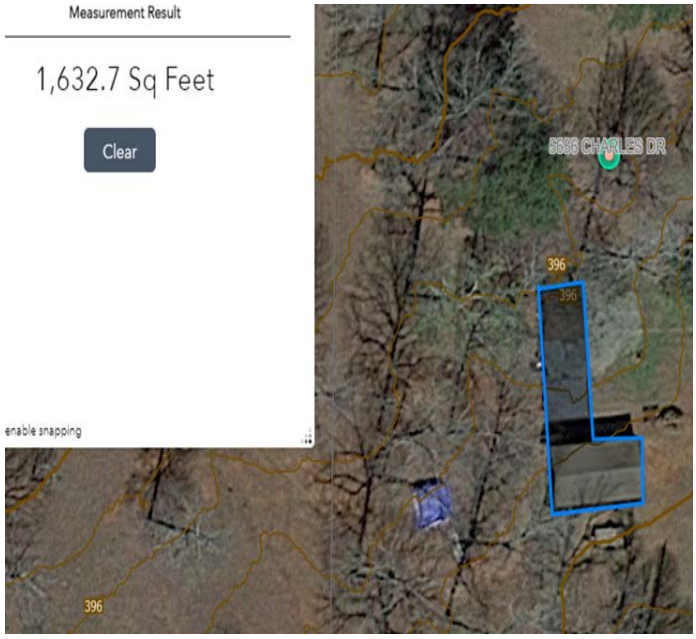
Conversion to Sq Feet: 2.71 acres = 118,047 SF

Total Impervious Surface shown on pictures below = 10,056.5 SF

10,056.5/118,047 = .08 -> 8% Impervious surface

This parcel qualifies for the Low Impact Parcel credit of 15%.





2.2 No Direct Discharge to Public System

2.2.1 Credit Description

A property or site that does not contribute stormwater runoff to the drainage system administered by MWA shall be eligible for a No Direct Discharge stormwater service fee credit, if it meets the criteria outlined in this Credit Manual.

The No Direct Discharge credit is typically available to those residential property owners who can demonstrate that the following condition exists regarding their property:

- Stormwater runoff, after leaving the property, does not drain or discharge to an MWA drainage facility or system and ultimately drains or discharges to the drainage system of another local government, or a waterway that is not considered part of the drainage system administered by MWA, such that the site discharge **never** flows through the MWA drainage system at **any point** downstream. This type of condition would most likely exist for properties that abut the County limits and stormwater runoff discharges into a neighboring county, or properties that discharge directly into surrounding rivers or lakes that do not discharge to the MWA drainage system.

- A credit of up to 50% off the stormwater service fee charge is available for No Direct Discharge for a period of three years. The total credit may be reduced if only a portion of the site drains to the drainage system administered by MWA. For example, if half the customer's property discharges to MWA drainage system and half discharges to a neighboring county's drainage system, that customer would be eligible for a 25% (or half of 50%) credit off their stormwater service fee charge.

2.2.2 Stormwater Credit Application Procedure

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

1. The customer should provide MWA with the necessary information pertaining to the drainage conveyance from their property to the appropriate downstream points. If the property is not located within a parcel that is identified by MWA as having no direct discharge, topographic information will be required to show no-direct discharge or downstream conveyance through MS4 infrastructure.

2. The customer should submit the service fee credit application, complete with the relevant documentation.

Upon receipt of the credit application, MWA will review the documentation. If the credit is approved, the stormwater service fee credit will be applied, starting with the next customer billing cycle according to the guidance in Section 1.2. If the credit is not approved, MWA will send a letter to the customer explaining why the credit application was not approved. Renewal of the stormwater service fee credit shall be in accordance with the Sections 1.2 of this Credit Manual and the requirements listed above.

Example of APPROVED No Direct Discharge to Public System:

The stormwater runoff from these properties drains directly to the lake thus entering no infrastructure maintained by the MWA.

Example of DENIED No Direct Discharge to Public System

The orange lines in the above picture indicate roadside ditches which are structurally maintained by the MWA. The runoff enters the ditches and flows downstream to the cul-de-sac where there are catch basins and pipes indicated by the orange/black lines and circles owned and maintained by the MWA.

SINGLE FAMILY RESIDENTIAL (SFR) STORMWATER SERVICE FEE CREDIT APPLICATION/RENEWAL FORM

SFR Application Instructions

If applying for a stormwater service fee credit online, please go to http://www.maconwater.org/stormwater-user-fee-credits and follow the online instructions. If you want to print out and mail or email an application, please fill out this form completely and submit to the address below.

One application must be submitted for each customer account. More detailed information about credit policies can be found in the Credit Manual. Attach all appropriate documentation to support this request, as outlined in Section 2 of the Credit Manual. ***(A Right-of-Entry Agreement is NOT needed for a residential Credit application unless specifically requested by the MWA.)*

A completed and print copy of this application can be mailed or emailed, with attachments, to:

Macon Water Authority
Attn: SW Service Fee Credit
790 Second St.; P.O. Box 108
Macon, GA 31202-0108

CustomerCare@maconwater.org

SFR Application

I hereby request Macon Water Authority to review this application for a stormwater service fee credit(s). I further authorize MWA to investigate the site characteristics of the above identified parcel for the purpose of evaluation for a stormwater service fee credit(s). I certify that I have authority to make such a request and grant such authority for MWA staff (or their designee) to evaluate this property for the purposes of approval or denial of the service 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 or Tenant	SWU Account Number
_____	_____	
Signature	Date	

This form must be signed by person who is responsible for 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.

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

✓	Stormwater Credit Activity	Description	Credit %
	Low Impact Parcel (<5% impervious)	Demonstrate that property has less than 5% impervious area.	30
	Low Impact Parcel (5-10% impervious)	Demonstrate that property has less than 10% impervious area.	15
	No Direct Discharge to Public Stormwater System	Demonstrate that stormwater runoff leaving property does not flow through any stormwater infrastructure owned or maintained by MWA.	50
TOTAL CREDIT APPLIED (MAXIMUM 50%)			_____

Supporting documentation per Section 2 of the Credit Manual must accompany each credit checked.

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:	
Authorized Contact, if different than Customer:	

Note: parcel information available through Macon-Bibb County Board of Tax Assessors website: http://www.co.bibb.ga.us/TaxAssessors/index1.html

MWA Approval (to be completed by MWA Engineering):

_____	_____	_____
Approved Credit % (or Denied, Incomplete)	Reason (if not approved)	Reviewer Date
		_____
		Approved Date (Field Operations Director)

RIGHT-OF-ENTRY AGREEMENT

I/We _____, the owner and/or tenant (circle which one or both) of the property commonly identified as _____, Macon, Georgia, do hereby grant and give freely and without coercion, the right of access and entry to said property to Macon Water Authority, 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 Macon-Bibb County, Georgia.

The undersigned agrees and warrants to waive and hold harmless Macon Water Authority, 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 Macon Water Authority, its agents, employees, contractors and subcontractors, pursuant to this Agreement.

In consideration of this Right of Entry Agreement and the rights granted to Macon Water Authority herein, the receipt and sufficiency of which is hereby acknowledged, Macon Water Authority agrees, to perform only visual evaluations, and review pertinent facility records and information, necessary to verify stormwater service fee credit eligibility and proper maintenance. 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 (circle which one)	Witness
_____	_____
Address	Notary
_____	_____
Address	Commission Expiration Date

Macon Water Authority Acknowledgement:

_____	_____
Field Operations Director	Date