



**Board of Directors Meeting  
November 1, 2006**

- A. Customer Service / Billing Implementation
- B. Credits, Exemptions, and Appeals
- C. Next Steps

Jon Sorensen  
Bob McGregor

**A. Customer Service / Billing Implementation**

See  
Schedule

• **NOVEMBER**

– **Customer Service Supervisor**

- Determine who will hire and supervise customer service supervisor
- Nov. 13<sup>th</sup> – Hire Customer Service Supervisor to assist in:
  - Preparation of customer service training manual and tracking database
  - Hire customer service representatives (CSR's)
  - Set-up of call in number for customer service
  - Letter to County Treasurer with instructions for their customer service representatives for calls related to SEMSWA line item on tax bill

– **Begin set-up of billing and accounts receivable process for Douglas County parcels**

– **Credits, Appeals- draft outline**

– **Nov. 15<sup>th</sup> - Website incorporates rates, rate structure, and customer service information**



## A. Customer Service / Billing Implementation

See  
Schedule

### • DECEMBER

- Set-up of customer service workstations, computers, software, phones
- Hiring temporary customer service representatives (CSR's) for "as needed" telephone support
- Dec. 4<sup>th</sup> Hiring and Training of customer service representatives (CSR's)
- Dec. 7<sup>th</sup> Begin mailing to Non-Single Family Parcel Owners
- Dec 11<sup>th</sup> Go live with customer service
- Letter to tax exempt properties – about 900
- Letter to Douglas County properties- about 80 in ACWWA and IWSD
- Dec 11<sup>th</sup> Website updated



Board of Directors Meeting, November 1, 2006

amec<sup>9</sup>  
Earth & Environmental

3

## A. Customer Service / Billing Implementation

See  
Schedule

### • JANUARY

- Jan 3<sup>rd</sup> Mailing to Single Family Residential Properties
- Jan 8<sup>th</sup> Web site updated
- Hiring and set-up of accounts receivable staff
- \*\*\*\* Jan 15<sup>th</sup> Mailing of Tax Statements\*\*\*\*
- Approve credits and appeals



Board of Directors Meeting, November 1, 2006

amec<sup>9</sup>  
Earth & Environmental

4

## B. Credits (reduction in annual service fee)

- Economic incentive for property owners to modify system for mutual benefit
- Beneficial public relations and education
- Based on rough approximation of actual program cost reduction and usually requires;
  - Board approval of credit policy and process
  - Formal application by property owner
  - Review and approval by staff
  - Assurance of long-term effectiveness of basis for credit
  - Renewal or cancellation of credit based on review of effectiveness of measures by property owner via a credit renewal process (i.e. once every 1 to 5 years)

## B. Credits (reduction in annual service fee)

- Budget assumed the following reduction in revenue due to credits
  - 2% in 2007
  - 3% in 2008
  - 4% in 2009
  - 5% in 2010 and beyond
- Initiate credits incrementally over 4 years to determine their financial impact and adjust credit percentages based on number of qualifying parcels and revenue impact.

## B. Preliminary Concepts

### Proposed Credits for Non Single Family Residential Parcels

Credit Description	Qualifying Parcels	Preliminary Percentage Credit	Year
100 year peak flow reduction	Parcels exceeding 10,000 s.f. impervious area (1,600)	20%	2007
Construction and maintenance of stormwater system	Airport and other qualifying properties exceeding 100,000 s.f. impervious area (400)	35%	2007



Board of Directors Meeting, November 1, 2006



7

## B. Preliminary Concepts

### Proposed Credits for Non Single Family Residential Parcels

Credit Description	Qualifying Parcels	Preliminary Percentage Credit	Year
100 year peak flow reduction	Parcels exceeding 5,000 s.f. impervious area (2,200)	20%	2008
Pollution reduction via low impact or "green" site design	Parcels exceeding 5,000 s.f. impervious area (1,800)	20%	2008
Best management practices that go beyond standards adopted by SEMSWA	Parcels exceeding 5,000 s.f. impervious area (1,800)	20%	2009
Holders of industrial or non-standard NPDES permits issued by the state or as required as part of a municipal permit (not including construction permits)	All parcels (?)	15%	2009



Board of Directors Meeting, November 1, 2006



8

## B. Preliminary Concepts

Proposed Credits for  
Single Family Residential (detached) Parcels

Credit Description	Qualifying Parcels	Preliminary Percentage Credit	Year
Low impervious area to total parcel area	Less than 20% impervious area to total parcel area (3,000 parcels)	35%	2007
Pollution reduction via low impact or "green" site design and or best management practices that go beyond standards	Parcels exceeding 7,500 s.f. impervious area (Tier 5) (About 1,000 parcels)	20%	2009
Pollution reduction via low impact or "green" site design and or best management practices that go beyond standards	Parcels exceeding 3,862 s.f. impervious area (Tier 4) (About 9,000 parcels)	20%	2010



## B. Proposed Exemptions

### Types of Parcels to Exempt

- Railroad right-of-way (Federal law and typically pervious)
- Public right-of-way including public streets, alleys, and sidewalks



## Types of Surfaces Included as Impervious Area

- Impervious surfaces/features that have an area of at least 100 square feet including:
  - Structure rooflines (commercial buildings, houses, garages, sheds, etc.)
  - Parking lots (paved, asphalt, concrete)
  - Walkways, driveways, and private streets (paved, asphalt, concrete)
  - Patios, gazebos, decks, etc.

## Types of Surfaces Not Included

- features smaller than 100 ft<sup>2</sup>
- any area within the Right-of-Way, including public sidewalks adjacent to public streets
- gravel or dirt areas
- landscaped areas (grass, mulch, plants, pea-gravel, sand)
- storm channels / water-control features
- natural rock formations
- water in swimming pools (capture cement apron surrounding, but NOT pool interior)
- bridges
- vehicles / wheeled trailers

## B. Preliminary Concept

### Proposed Appeals Process

- **Single family residential (detached)**
  - Tier placement (Customer Service Representative (CSR) quotes impervious area and tiers from data base)
  - Classification as SFR (CSR requires proof that it is not a SFR use)
  - If elevated to supervisor, technician prints and sends screen shot of parcel showing impervious area.
- **Non single family residential**
  - Impervious area determination (CSR quotes data base numbers)
  - Impervious percent determination (CSR quotes data base numbers)
  - If elevated to supervisor, technician prints and sends screen shot of parcel showing impervious area.
  - If large property owner (over 10,000 s.f. impervious area), supervisor and or technician offers to meet with property owner.

## B. Preliminary

### Proposed Appeals Process

- If above process does not resolve issue, the appeal is elevated to the Executive Director for a decision
- If Executive Director does not resolve issue, the appeal is elevated to the Board for resolution

### C. Next Steps for AMEC

- **Continue support of impervious area database**
- **Customer service tasks if authorized**
- **System Development Fees**
- **Maintenance and Capital program documentation**
- **Rate, rate structure, credits, and appeals documentation**
- **Development of policies and plans:**
  - **Maintenance and capital program**
  - **Water Quality Program**
  - **Acceptance of infrastructure assets and impacts on capital program and maintenance programs**