



Board of Directors Meeting January 3, 2007

- A. Credits**
- B. Appeals Process**
- C. Update on Customer Service**
- D. AMEC Work Status**

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A. Credits

Definition:

Credits are a reduction in the service fee granted because of an activity and/or condition on the property that reduces the cost of the stormwater service provided by SEMSWA.

Credits offer customers the opportunity to take advantage of a lower fee because their property impacts the stormwater system less than other like properties.

A. Credits

Language from Resolution:

7. A policy addressing credit, exemptions and appeals shall be adopted by the Board of Directors prior to February 1, 2007. The credit policy shall establish a procedure for users of SEMSWA's stormwater management system to apply to SEMSWA for a modification in the user's rate or fee because of factors such as an error in the calculation of the rate or an activity on, or improvement to, the parcel or other conditions which will reduce the impact of the parcel's runoff on the SEMSWA stormwater system.

A. Credits

Key Components:

- Public relations benefit (primarily for acceptance of the service fee during implementation)
- Economic incentive for property owners to modify system for mutual benefit
- Educational benefit to property owners to understand how their actions impact the stormwater system
- Reduction would be retroactive for 2007 credits
- Suggestion is to phase in credit system in 2007 and 2008.

A. Credits

Usual requirements:

- Board approval of credit policy and process
- Formal application to SEMSWA by property owner
- Review and approval of application by staff
- Assurance of long-term effectiveness and maintenance to qualify 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)

A. Credits

Amount of credits:

- Based on rough approximation of actual program cost reduction to SEMSWA
 - Example: If the SEMSWA budget consists of 25% dedicated to maintenance, a property owner that provides their own maintenance could be eligible for a maximum of a 25% credit.
 - Similar concept for capital improvements and stormwater quality (NPDES)
 - Best professional judgment based on extent of activity and reduction of impacts on SEMSWA system and effort to keep credits simple and equitable.

A. Credits

Amount of Revenue Allocated to Credits:

□ TOTAL AMOUNT OF CREDITS TO BE GRANTED

- AMEC experience is that credits total about 5% of annual service fee revenue**
- 5% of revenue after payment to Treasurer and delinquent accounts is about \$350,000**
- 1/2 in 2007 and 1/2 in 2008**

A. Credits Proposed for 2007 Commercial Parcels

Credit Description	Qualifying Parcels	Approx. Credit (1)
Regional Detention: 100 year peak flow reduction in excess of on-site requirements	Those that have SEMSWA approved regional detention on their parcels and maintain to SEMSWA standards. Regional facilities owned and maintained by property owners.	15%
NPDES Permit Implementation and Maintenance	Those that are covered by industrial or municipal permits (public schools, industries, municipal operations)	15%
Ownership and maintenance of private stormwater system	Airport and other qualifying properties exceeding 100,000 s.f. impervious area (HOA'S, LARGE APTS, SOUTHGLENN MALL)	30%

BE FLEXIBLE

(1) DETERMINE ACTUAL CREDIT FROM ANALYSIS

A. Credits Proposed for 2008 Commercial Parcels

Credit Description	Qualifying Parcels	Approx. Credit (1)
<p align="center">Same credits as for 2007 expanded to smaller properties. (SIZE TO BE DETERMINED)</p>		
<p>Low impact developments (LID) or "green" site design and / or best management practices that go beyond NPDES AND SEMSWA requirements.</p>	<p>Groups of parcels developed as a contiguous development with "regional approaches"</p>	<p align="center">XX%</p>

(1) DETERMINE ACTUAL CREDIT FROM ANALYSIS

A. Credits: Proposed for 2007 Single Family Residential (detached) Parcels

Credit Description	Qualifying Parcels	Approx. Credit (1)(2)
Low impervious area to total parcel area (this was proposed for the "horse properties" as part of the rate structure)	Less than XX% impervious area to total parcel area (xxx parcels)	XX%

No

*2000 properties
L 201.1 imperv
HATH*

NOTES:

- CREDIT PERCENT TO BE DETERMINED
- THE CREDIT CANNOT REDUCE THE FEE TO LESS THAN \$45 PER YEAR

**A. Credits
Proposed for 2008
Single Family Residential (detached) Parcels**

Credit Description	Qualifying Parcels	Preliminary Percentage Credit (1)
Same low impervious area credit as for 2007		
Low impact developments (LID) or “green” site design and / or best management practices that go beyond NPDES AND SEMSWA requirements.	Groups of parcels developed as a contiguous development with “regional approaches”	XX%

(1) DETERMINE ACTUAL CREDIT FROM ANALYSIS

**A. Credits
Totals 2007 (to be estimated)**

Type of Property	Preliminary Projection of Credit Amount
Airport	
Properties with Regional Detention	
Properties with NPDES permits	
Properties that own and maintain stormwater system	
"Horse Properties"	
Total	

A. Credits Totals 2008 (to be estimated)

Type of Property	Preliminary Projection of Credit Amount
Airport	
Properties with Regional Detention	
Properties with NPDES permits	
Properties that own and maintain stormwater system	
"Horse Properties"	
LID properties or properties that go beyond NPDES/SEMSWA standards	
Subtotal 2008	
Subtotal 2007	
Total	

B. Proposed Appeals Process

- An appeals process is an avenue for customers to pursue to:
 - *CHALLENGE THE CORRECTNESS OF THEIR RATE*
verify that their rate is correct or
 - obtain a modification to their rate based on mistakes or new information

B. Proposed Appeals Process Commercial

- **Allowable Reasons for appeal:**
 - **MIS Classification as non-SFR**
 - Impervious area determination (CSR quotes data base numbers)
 - Impervious percent determination (CSR quotes data base numbers)
- **Process:**
 - **APPEALS TO CSR TO BEGIN WITH**
 - If elevated to supervisor, option is available at supervisor's discretion to have a screen shot of parcel showing impervious area sent to parcel owner. Parcel owner can then agree or contest. **(ADJUST THIS POLICY BASED ON EXPERIENCE WITH NUMBER OF CALLS AND COST OF RESPONSES)**
 - Supervisor works out a solution, changes rate if not more than (10% suggested).
 - If large property owner (over 10,000 s.f. impervious area), or if rate change more than 10%, supervisor confers with Executive Director.

B. Proposed Appeals Process Single family residential (detached)

- **Allowable reasons for appeals:**
 - Tier placement (Customer Service Representative (CSR) quotes impervious area and tiers from data base)
 - MIS-Classification as SFR
 - RECLASSIFICATION TO COMMERCIAL TO LOWER RATE.
- **Process:**
 - **APPEALS TO CSR TO BEGIN WITH**
 - If elevated to supervisor, option is available at supervisor's discretion, to have a screen shot of parcel showing impervious area sent to parcel owner. Parcel owner can then agree or contest.
 - Supervisor can change up or down by 1 tier.
 - If change more than 1 tier, supervisor confers with Executive Director.

C. Update on Customer Service Activities

- Experience with Commercial
- Experience with Residential
- Issues
 - Tax Exempts
 - Douglas County

D. AMEC Status

- **Current Work in Contract:**
 - **Support of impervious area / billing database**
 - **Credits and appeals**
 - **Preparation of report to document:**
 - **Cost and level of service for maintenance, capital, water quality and other program components**
 - **Rate, rate structure, revenue documentation, credits**
 - **Maintenance plan for database**
- **Current Work Not in Contract**
 - **Customer service group implementation and support**
 - **Support of official boundary map of service area**
 - **Meetings**