

Town of Williston

Stormwater Fee

Customer Service Manual

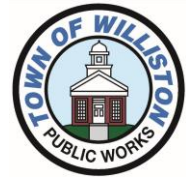


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1 INTRODUCTION

1.1 Purpose and Applicability

The intent of this *Customer Service Manual* is to assist the Town of Williston with providing information to local citizens concerning the developing stormwater management program and associated stormwater fee. The major objectives of this manual are to provide accurate information about stormwater management and ensure consistency between Town departments in responding to customer inquiries. The information contained herein will help prepare Town staff for the potential questions regarding the stormwater program and fees through a series of anticipated frequently asked questions (FAQs) about various aspects of the stormwater management program and the user fee. This manual also defines the procedures that should be used to respond to new customer inquiries that cannot be handled via the FAQs presented here.

Because the stormwater user fee is shown on the quarterly Water/Sewer bill, it is anticipated that the Williston Water/Sewer Department will get calls from customers regarding the stormwater fee. The ability to answer basic stormwater questions is an important component of the public works stormwater staff, providing a good first impression of the stormwater staff and its ability to serve its customers. Town Staff are not expected to field stormwater fee disputes and complaints, but should be prepared to answer the most basic questions regarding the fee, and provide basic information on the stormwater bill, such as the customer name/address, property name/address, number of ERUs and amount of fee. However, customers that have more difficult questions, fee disputes, stormwater complaints and/or any other stormwater-related problem should be politely referred to the Town Stormwater Coordinator. The Coordinator's contact information is as follows:

James Sherrard
Town of Williston Stormwater Coordinator
Department of Public Works
7900 Williston Road
Williston, VT 05495
(802) 878-1239

1.2 Background

A properly managed stormwater system will provide community benefits including; protecting essential infrastructure, enhanced safety for vehicles and pedestrians,



decreased ponding/flooding issues and water quality improvements. Town stormwater runoff contributes to seven unique watersheds, three of which (Allen Brook, Muddy Brook and Sucker Brook), are tributaries to the Winooski River which ultimately discharges into Lake Champlain. By properly capturing and treating Town wide runoff the effects of urbanization on both our Towns waterbodies and Lake Champlain will be minimized.

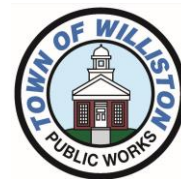
Before the stormwater fee was created, Williston's stormwater program was funded through tax dollars deposited in the General Fund. The General Fund provides funding for many of the services offered by the Town. With the General Fund, stormwater needs competed for financial support with more visible services, such as police and fire protection, libraries and recreation. This situation is typical for towns, where funding for critical stormwater needs is severely limited because of other priorities. The need for stormwater funding, however, does not decrease. The list of maintenance and capital improvement needs slowly builds, State and Federal regulations require attention, and the municipality must look for alternative ways to find money to provide even the most basic stormwater services.

The Town's developing stormwater management program is based on a strategy that addresses both water quality and quantity issues affecting the Town of Williston. These goals include:

- improved stormwater system maintenance;
- capital improvements;
- watershed studies;
- a stormwater system inventory;
- public education on stormwater and water quality; and
- regulatory compliance.

To eliminate the stormwater program's dependency on the General Fund and broaden its scope and service capabilities, the Town elected to create a dedicated, stable, and equitable funding mechanism for its stormwater program through a stormwater fee. The fees collected will be used only to fund stormwater program services such as:

- A routine stormwater system maintenance program that prevents and/or corrects drainage problems through regular cleaning and maintenance of the stormwater system;
- The design and construction of overdue capital improvement projects;
- A thorough inventory and map of the Town's stormwater system;
- Watershed studies that identify watershed level of service deficiencies and the capital improvements necessary to correct them;



- A compliance program that meets State and Federal stormwater regulations; and,
- Unpredictable future stormwater needs.

The Town determined that the most adequate and equitable funding source for the improved stormwater program would be the establishment of a stormwater fee. Stormwater cost are funded primarily through service charges (fees) rather than tax dollars. The concept of a stormwater fee is based on the reality that each property generates runoff that flows into the stormwater system and places a “demand” on the stormwater system of catch basins, pipes, ditches, channels, ponds, and streams. This system must be maintained, repaired and regulated by the Town of Williston, in order to protect streets and buildings from flooding, reduce non-point source pollution, protect local water resources and comply with State and Federal-mandated regulatory requirements.



2 DEFINITIONS

Credit: A credit is an ongoing reduction in the stormwater user fee for certain identified and approved qualifying and ongoing private actions or activities that reduce the potential impact of increased stormwater discharges that result from development of a property.

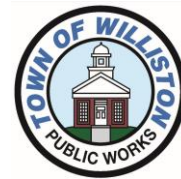
Customer (also “stormwater customer”): The customer is the person responsible for payment of the stormwater fee for a property. Typically this is the property owner, but can also be a tenant or leaseholder.

Equivalent Residential Unit (ERU): An equivalent residential unit is the base billing unit that is established for the purpose of standardizing stormwater fees and allocating costs, based on impervious area, to different property types. One ERU is equal to the amount of impervious area (e.g., rooftops and paved areas) that can be found on a typical single family residence property, which was determined to be 4,000 square feet in Williston. The Town Selectboard shall, by resolution, establish the square footage that constitutes one ERU on a periodic basis.

ERU Rate: The ERU rate is the stormwater fee applied to each base billing unit, or 4,000 square feet of impervious area.

Impervious areas: Impervious surfaces are those manmade surfaces, including, but not limited to, paved and unpaved roads, parking areas, roofs, driveways, sidewalks, walkways, compacted gravel and soil surfaces, and awnings and other permanent fabric or plastic coverings, from which precipitation runs off rather than infiltrates.

Non-single family residence (NSFR) property: Non-single family residential properties are individual developed properties with over 500 square feet of impervious cover and are not used as a single family residence property (as defined herein). This can include, but is not limited to, multiple dwelling unit residential properties (e.g., apartments, condominiums, townhomes) that have greater than three units per building, commercial and office buildings, churches, public buildings and structures, industrial and manufacturing buildings, storage buildings and storage areas covered with impervious surfaces, parking lots, streets and roadways, parks, recreation properties, public and private schools and universities, research stations, hospitals and convalescent centers, airports, agricultural uses covered by impervious surfaces, and water and wastewater treatment plants. For NSFR properties, the impervious area on the property is measured and converted into a whole number of ERUs as put forth in



section 3.2.2 of the Town of Williston Ordinance Regulating the Use of Public and Private Stormwater Systems. The number of ERUs is used to determine the stormwater fee for that particular property.

Stormwater Treatment Practice (STP): A stormwater treatment practice is a specific device or technique designed to provide stormwater quality treatment and/or quantity control.

Single family residence (SFR) property: Single family residence properties are developed land containing one structure which is not attached to another dwelling and which is designed for occupancy in one, two, or three residences. These may include houses, duplexes, and triplexes, manufactured homes, and mobile homes located on one or more individual lots or parcels of land. For purposes of the stormwater fee, properties that are designed as a single-family residence but are used for commercial purposes are considered single family residence so long as the property does not have additional impervious areas, such as parking spaces, impervious surfaced playgrounds, structures or additions to the building that are associated with the commercial use of the property. All SFR properties are assigned a flat rate bill of one (1.0) ERU.

Stormwater: Stormwater is rainfall runoff, snowmelt runoff, surface runoff and general drainage related to a precipitation event as defined in the Code of Federal Regulations [40 CFR 122.26(b) (13)].



3 CUSTOMER SERVICE EDUCATIONAL INFORMATION

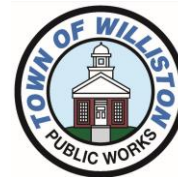
Section 3 provides an overview of stormwater and its correlation to runoff, impervious surfaces, and stormwater user fees. Property types are defined and the apportionment of user fees to each of the property categories is described. In addition, the user fee credits that can be obtained are also explained.

3.1 Stormwater, Runoff and User Fees

Stormwater runoff is water resulting from rainfall that does not get absorbed by the surfaces it touches and can be observed flowing over yards, streets, buildings, parking lots and other surfaces during and after rainfall and snowmelt events. Stormwater runoff flows into the nearby natural or manmade stormwater system comprised of catch basins, pipes, channels and ditches. It is ultimately carried by these drainage features to our local streams, ponds, and lakes.

Undeveloped areas typically generate less stormwater runoff than developed areas. Areas that are covered with trees, grasses and other vegetation allow more rainfall to be stored on leaves and the ground, and more of the rainfall can soak into the ground (i.e., infiltrate) rather than flow away as stormwater runoff. As a property becomes developed with buildings, roads and parking areas, the amount of impervious surface increases. The impervious surfaces of a property are those surfaces that prevent or impede the infiltration of rainfall into the soil as it would under natural conditions prior to development. Common impervious surfaces include, but are not limited to, rooftops, sidewalks, walkways, patio areas, driveways, parking lots, storage areas, compacted gravel or soil surfaces, awnings (and other fabric or plastic coverings) and any other surface that prevents or impedes the natural infiltration of stormwater runoff into the ground. Impervious surfaces result in increased amounts of stormwater runoff as compared to natural surfaces. Stated another way, the amount of stormwater runoff generated by a given property is directly proportional to the amount of the property's impervious surface.

Left uncontrolled, stormwater runoff from developed areas can lead to property damage and unsafe roadways due to drainage and flooding problems. Further, as runoff travels, it picks up or dissolves pollutants that are found on the ground surface. Urban and urbanizing areas, such as residential neighborhoods, commercial developments, industries, and roads all contribute stormwater-related pollutants, including nutrients such as phosphorus. Activities such as washing cars on roads and driveways, over-fertilizing lawns and gardens and not cleaning up pet waste can all contribute to non-



point source phosphorus loading to streams and lakes. When the runoff collects in the Town's stormwater system, the pollutants accumulate in large amounts. They can clog the stormwater system, and when discharged to local rivers and lakes, can degrade natural waters, lead to fish kills, impaired water quality, or other conditions harmful to humans or the environment.

To control stormwater runoff, the Town has gradually developed the public stormwater system. This system includes the catch basins, gutters, pipes, ditches, channels and streams that are operated and maintained by the Town of Williston. The original purpose of the stormwater system was to safely convey and control stormwater runoff away from homes, roads and other developed areas. However, recent Federal and State legislation also requires that the Town consider and address the pollution that can occur in the stormwater system as well as the amount of runoff. Installation, maintenance and repair of the Town stormwater system for these purposes are costly services. The Town has opted to generate the money needed to provide these services through the stormwater fee.

The stormwater fee is based on the amount of a property's impervious surfaces as the stormwater runoff generated from these surfaces flows through the public stormwater system, and therefore "places a demand" on the system. A property with a high amount of impervious surface generates more stormwater runoff, and therefore places a relatively high demand on the public stormwater system. So, a property that has a large amount of impervious area will have a higher stormwater fee than a property with less impervious surface.

In order to standardize billing and allocate costs (based on impervious surface) to different property types, the Town of Williston has established an Equivalent Residential Unit, or ERU. One *ERU* is equal to the average amount of impervious surface found at a typical single-family residence in the Town of Williston. It was determined using satellite imagery and spot checks in the field that the median square footage of impervious area in a typical single-family residence is 4,000 square feet, including rooftop, driveways, sidewalks and other hard surfaces. Therefore, one ERU equals 4,000 square feet of impervious area. In comparison, a commercial property may contain 12,000 square feet of impervious area or 3 ERU's ($12,000 / 4,000 = 3$).

The ***ERU rate*** is the amount of stormwater fee for one (1) ERU. The ERU rate is determined based on the level of service standards that the Town has established for handling stormwater runoff. Level of service standards are based on each community's tolerance, or acceptance level, of the potential impacts that can result from stormwater runoff, their State and Federal regulatory requirements, and their capabilities to reduce the potential for impacts through planning, maintenance, and capital improvements.



Every community must set its own level of service standards, and these standards differ from one community to the next. For example, the Town of Williston has adopted the Vermont State Stormwater Manuals requirement that all post-development peak discharge not exceed the pre-development peak discharge for the 10-year, 24-hour storm event, while other communities may set the acceptable post-development peak discharge to not exceed the pre-development discharge for a 25-year, 24-hour storm event. Or some communities, such as Williston, will require that all roadway culverts have a minimum diameter of 18" while others may allow 15" culverts for the same use. Now, many communities are setting level of service standards for pollutants as well. For example, the Town of Williston is required to implement stormwater management practices in watersheds contributing to waters on the Impaired Surface Waters list with a stormwater impairment. Additionally, The Town of Williston may be required to contribute to the reduction of phosphorus loads to Lake Champlain in accordance with anticipated State and Federal regulations.

Regardless of the service standards, each set of goals has a particular cost associated with it. These costs include routine maintenance, stormwater system data collection, master planning, capital improvement projects, and stormwater program administration. When a community sets higher standards or goals, there are higher costs to achieve those standards. All costs are borne by the stormwater fund and the total cost of doing business is what must be ultimately charged to the community through the stormwater user fee.

The present ERU rate in Williston is \$4.25 per month. The ERU rate is a flat rate that is based on the Town's level of service standards and the total costs for the Town to provide those services to the community.



3.2 Property Categories and Their Stormwater Fees

For stormwater billing purposes, all properties in the Town of Williston have been placed into one of three (3) categories. The categories are:

- Single family residence;
- Non-single family residence;
- Undeveloped properties.

3.2.1 Single Family Residential

All properties that have only a single-family house, or a duplex or triplex with fee simple ownership (ownership of the land under the building) are classified as a SFR.

Single Family Residential (SFR) properties shall be billed for one (1.0) ERU.

3.2.2 Non-Single Family Residential

This category consists of all properties that are developed (i.e., have a building or other man-made feature constructed upon them) and not classified as a SFR. NSFR properties include apartments; commercial and office buildings; condominiums; churches; public buildings and structures; industrial and manufacturing buildings; storage buildings and storage areas covered with impervious surfaces; parking lots; streets and roadways; parks and recreation properties; public and private schools and universities; research facilities and stations; hospitals and convalescent centers; airports; water and wastewater treatment plants; etc.

Monthly stormwater fees for NSFR properties will be calculated using the steps defined below.

1. The amount of impervious surface on each parcel shall be divided by the gross area of the parcel resulting in the percent of imperviousness for the parcel. The resulting value is rounded to the nearest whole number. In those instances when the calculation produces a value exactly half-way between two numbers, that is when the fraction part is exactly 0.5, the fraction is rounded up to the next whole number.
2. Based on the percent imperviousness, a “tier factor” shall be determined, based on the following categories:



Table 1. Williston Stormwater Fee Percent Impervious Tiers

Impervious Percentage	Tier Factor
1 to 10 %	*See Below
11 to 20 %	0.15
21 to 30 %	0.25
31 to 40 %	0.35
41 to 50 %	0.45
51 to 60 %	0.55
61 to 70 %	0.65
71 to 80 %	0.75
81 to 90 %	0.85
91 to 100 %	0.95

* Fee will be based on actual amount of impervious area, measured in square feet.

- The gross area of the parcel shall be multiplied by the tier factor, and then divided by the ERU. The resulting value is rounded up to the nearest whole number which is the number of ERUs for the property.

For example, assume that a commercial or other NSFR property has 23,000 square feet of impervious coverage located on a parcel of 100,000 square feet. Assume the ERU Rate is \$4.25 per month per 4,000 per square foot of impervious area.

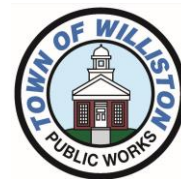
Step 1: Calculate the total impervious area.

In this example, 23,000 square feet of impervious area is given.

Step 2: Calculate the percent imperviousness.

$$\% \text{ Impervious} = \frac{\text{Total Impervious Area}}{\text{Gross Area}} = \frac{23,000 \text{ sf}}{100,000 \text{ sf}} \times 100 = 23\%$$

Step 3: Using Table 1, find and apply the tier factor this property. It is 0.25.



Step 4: Calculate the number of Tiered ERUs.

$$\textit{Tiered ERUs} = \frac{\textit{Tier Factor} \times \textit{Gross Area}}{\textit{ERU}} = \frac{0.25 \times 100,000}{4,000} = 6.25$$

Rounding up results in **7** ERUs.

Step 5: Calculate the monthly fee based on the ERU Rate of \$4.25.

$$\textit{Monthly fee} = \textit{Tiered ERUs} \times \textit{ERU Rate} = 7 \times \$4.25 = \$29.75$$

3.2.3 Undeveloped Properties

Undeveloped properties (sometimes called “exempt properties”) are not charged a fee and therefore do not receive a bill because they have very little, or no, impervious area. In the Town of Williston, properties (parcels) that are exempt from stormwater billing are:

- undeveloped properties that have less than five hundred (500) square feet of impervious surfaces.



3.3 Credits

A credit is an ongoing reduction in a property's normally calculated stormwater fee given for certain qualifying activities that reduce the impact of increased stormwater runoff resulting from development, or provide an ongoing public benefit related to stormwater management. The rationale behind stormwater fee credits is to encourage property owners to reduce both their dependency on, and contribution to, the public stormwater system. For example, owners of non-single family residential properties that design, construct and maintain Stormwater Treatment Practices (STPs) as defined in the *Vermont Stormwater Management Manual* can get a stormwater credit because STPs can reduce impacts on downstream water quality, channel erosion, and flooding. Stopping pollutants or attenuating stormwater flows before they leave a property lessens the property's demand on the public stormwater system, and reduces the burden (or cost) for the Town to maintain the system.

The stormwater credits offered by Williston are discussed in the following paragraphs. Contact the Town Stormwater Coordinator and/or consult the *Stormwater User Fee Credit Manual* to determine the amount of credit available and how to qualify and apply.

3.3.1 Stormwater Treatment Practice (STP) Credit

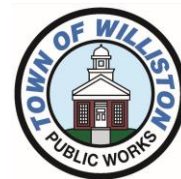
A STP credit will be available to owners of non-single family residential properties (NSFR) that design, construct and maintain Stormwater Treatment Practices that meet the treatment standards, sizing criteria, and/or non-structural criteria and restrictions that are set forth in the *Vermont Stormwater Management Manual*, as amended,.

3.3.2 Incorporated Homeowners Property Credit

The Town of Williston extends eligibility for the STP credit to any group of single family residential properties that are represented by an incorporated homeowners association.

3.3.3 MS4 Credit

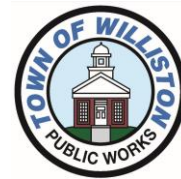
The Town of Williston offers a credit to municipal separate storm sewer systems (MS4s) that are required by the State of Vermont to comply with General Permit 3-9014, as amended (also called the MS4 Permit). The MS4 Permit requires permittees to develop, implement, and enforce a stormwater management program that is designed to reduce the discharge of pollutants from the MS4 and satisfy applicable water quality requirements of the Federal Clean Water Act. In March 2003, each MS4 was required to present the Vermont Department of Environmental Conservation (VT DEC) with a list of best management practices (BMPs) that would be performed to comply with permit requirements. The MS4 credit is offered in recognition of the permit compliance



activities performed by the MS4 that may reduce impacts on non-point source stormwater runoff and/or provide an on-going public benefit related to stormwater management.

3.3.4 Stormwater Education Credit

The Stormwater Education Credit is available to public and private elementary and middle schools that educate and inform their students about the importance of local surface and groundwater resources and how they can be protected. The rationale behind this credit is that the information provided by the school will translate into appreciation and stewardship of local water resources and thereby reduce negative impacts (such as pollutant impacts) on local streams, ponds and lakes that can result from uninformed citizens.

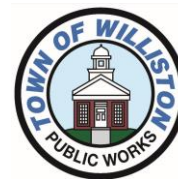


4 COMMON QUESTIONS AND ANSWERS

This section provides answers to some of the most common questions that will be asked when a customer calls the Town of Williston about the stormwater fee. This section is arranged in broad topic areas in which questions or inquiries can be expected. They are:

- *General Stormwater Issues;*
- *Stormwater Fees;*
- *Billing and Payment Procedures;*
- *Credits;*
- *Citizen Involvement Information;* and
- *Complaints and Problems.*

Arranging reference material by topic provides staff with a logical starting point to begin searching for answers and promotes faster access to answers. Within each of these six sub-sections, discussion topics are covered in a question-and-answer-type format. This format was used to ensure that staff has access to technically correct answers. It is up to staff to ensure that these responses are given consistently to the public. Providing inconsistent answers loses the public's trust and ultimately their support for the stormwater program.



4.1 General Stormwater Issues

Q: *What is stormwater runoff?*

A: Stormwater runoff is water resulting from rainfall or snowmelt that does not get absorbed by the surfaces it touches and can be observed flowing over yards, streets, buildings, parking lots, and other surfaces when it rains. Stormwater runoff flows into the stormwater system of catch basins, pipes, and ditches. It is ultimately conveyed to our local streams, rivers, ponds, and lakes.

Q: *How does the stormwater get into our streams and Lake Champlain?*

A: When it rains, stormwater runoff flows into drainage ditches and storm sewers that drain into our streams. The streams transport this runoff to bigger bodies of water, and ultimately to Lake Champlain.

Q: *How is stormwater related to flooding issues?*

A: As towns like Williston develop over the years, much of the natural ground surface is replaced with building and pavement surfaces. These surfaces do not allow rainfall to soak into the ground, as do natural surfaces, and thus the volume of stormwater runoff flowing to the public stormwater system increases. In many cases, the existing stormwater system does not have the capacity to adequately drain the volume of stormwater runoff that continues to increase with every new development. With increased runoff, many portions of the system become inadequate to handle the additional drainage, the system becomes inundated, and flooding results.

Q: *How and when will this program address the water quality problems in Williston?*

A: It is important to remember that the Town's drainage and water quality problems did not occur overnight and it will take some time to remedy many of them. The stormwater fee was set at a level that will allow the Town to make consistent, gradual improvements, rather than setting a high fee that would be needed to fix all the problems at one time. Stormwater projects will have to be prioritized based on their severity, location, costs, State permit requirements and other factors.

To date, the Town of Williston has identified a number of capital projects that are needed to reduce pollutants and water quantity problems. In many of these cases, the Town has known about the problem for several years. However, a past lack of funding for stormwater needs has prevented the Town from adequately addressing these problems. With the stormwater fee, there will be a dedicated source of funding that is earmarked specifically to begin addressing this long list of capital projects. In addition,



this dedicated revenue source will enable the Town to leverage other funding sources such as Federal grants, which commonly require some portion of local matching funds.

Q: How much does the Town's stormwater program cost?

A: Initially, the Town will spend approximately \$750,000 per year on the stormwater management program once all services are fully implemented. These costs will adequately cover all personnel and stormwater services, including: maintenance, capital improvements, permit compliance, erosion and sediment control, illicit discharges, engineering and design, system inventories, watershed assessments, and plan reviews.

Q: What is a stormwater fee?

A: In the Town of Williston, the stormwater fee is the method that is being used to provide dedicated funding for the Town's stormwater management program. .

Q: Have additional staff been hired to help facilitate the stormwater program?

A: Unlike other utilities you may be familiar with, such as water and electric utilities, there is not a separate department or entity that houses a multitude of stormwater maintenance staff and administrative and accounting personnel. Instead, the Public Works Department oversees the Town's stormwater program. To ensure adequate stormwater services are provided to the community, some Engineering and Public Works personnel are assigned to assist with the maintenance and proper operations of the public stormwater system. In addition, a Stormwater Coordinator has been hired as a staff resource that will be focused on stormwater activities. As in the past, to limit the number of new personnel the Town will acquire certain services from existing personnel as well as contract out some specific program requirements.

Q: Why does the Town need to contract out any of the special programs?

A: The stormwater management program utilizes all in-house personnel to the maximum extent practicable. However, some activities such as short-term and very large capital improvements may require specialized services (such as detailed engineering analysis and design) or additional manpower and equipment. In these cases, the Town contracts the work as necessary.

Q: How does the Town pay for the stormwater management program?

A: The stormwater program is funded through the collection of stormwater fees. All developed properties in the Town of Williston are charged a stormwater fee. The revenue generated via these fees is collected solely to fund the Town's stormwater management services.



4.2 Stormwater Fees

Q: Which properties pay the stormwater fee?

A: All developed properties in the Town of Williston pay the stormwater fee. Impervious surfaces such as buildings and pavement are primarily responsible for increased stormwater runoff. Therefore, all developed properties with impervious surfaces are charged the fee. This includes tax-exempt properties such as churches, schools, Federal agencies, nonprofit organizations, etc. In fact, the Town of Williston and the State of Vermont pay the fee for their buildings and roadways.

Q: Why was a stormwater fee chosen to fund the stormwater program?

A: After considering all of the options, the Town of Williston viewed a stormwater fee as the most equitable funding approach to fund stormwater services that provide a benefit to all property owners. The stormwater fee method distributes the cost of providing stormwater services fairly among all property owners that use the public stormwater system.

Q: What is the money generated by the stormwater fee used for?

A: In accordance with State law, the money collected through the stormwater fee is used only for those staff members, equipment, and activities that are related to stormwater management in the Town of Williston. Activities can include, but are not limited to: system maintenance and repair, capital improvements, pollution prevention, and regulatory compliance. Money collected from the stormwater fees is dedicated only to stormwater and cannot be used for anything else.

Q: How is the fee determined?

A: The stormwater fee is charged based on the impervious area of a property. The amount of impervious surface affects how much stormwater runs off the property and therefore is a measure of the extent to which that property is using the public stormwater system. Similar to other service charges like electricity and water, the fee is based on how much your property uses the stormwater system.

Q: Isn't this just another tax?

A: No. Although the stormwater fee is an additional cost to property owners, it is not a tax on the value of a property. All properties with impervious surfaces will be charged a stormwater fee, even those that are otherwise considered exempt from property taxes (churches, schools, government properties, etc.).

Q: I have no flooding or water quality problems, why should I pay?



A: The stormwater fee is set up so that all owners of developed property in the Town of Williston pay a share of the costs for the maintenance and proper operation of the public stormwater system. The stormwater runoff generated by your property, although it may be draining off of your property properly, may contribute to “downstream” flooding or pollution. Also, most everyone uses local roadways and expects them to be maintained so that they do not contribute to drainage problems or are impacted by damaging floods. Thus, it is reasonable that you contribute your fair share of the costs for stormwater system repairs and improvements throughout the Town, not just the problems you see because they are near your home or in your neighborhood.

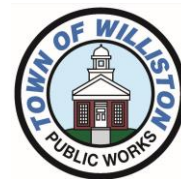
Q: *If the stormwater runs off my roof directly into the ground or into a nearby creek, I am not using the public stormwater system. Why should I have to pay?*

A: Management of the entire stormwater system benefits everyone; therefore, all members of the community are required to participate in the program. The runoff from any property eventually contributes to a part of the public stormwater system, whether a pipe, ditch, channel or stream, and therefore everyone must contribute their fair share in order to carry out the stormwater program. The Town is responsible for maintenance of the public stormwater system that may flow near your property. You may be benefiting from Town services performed upstream of your property.

Furthermore, the Town has one major river and two major streams running through or on the border of the Town which are included in the States 303 (d) Priority Waters List; Winooski River, Allen Brook, and Muddy Brook. According to the States 2014 Impaired List of Waters while portions of the Winooski River contain TMDLs the river as a whole is listed as a Stressed Water for nutrients, sediment and turbidity from urban runoff, agricultural runoff and eroding stream banks. The Muddy Brook is currently on the State Interim List of waters proposed for de-listing as the Brook is anticipated to continue meeting State standards. Muddy Brook was previously listed as impaired for nutrients, and temperature due to lack of buffer, land development and erosion. The Allen Brook is currently listed on the Impaired Surface Waters with Completed and Approved TMDLs list for stormwater and E. coli. The Town is required to actively address water quality within these identified impaired streams in addition to preventing additional water bodies from becoming listed.

Q: *I have a detention facility (or water quality treatment facility). Will the Town take over my pond because I pay the stormwater fee?*

A: The Town has a detailed policy regarding the acquisition of private, residential stormwater systems. The Stormwater Coordinator knows this policy well and can answer your questions in detail. The Coordinator can be reached at (802) 878-1239.



Q: *Prior to the stormwater fee, how were stormwater related activities funded?*

A: The stormwater program was previously funded through property tax dollars from the General Fund.

Q: *How do the stormwater fees in Williston compare to other stormwater fees in the State?*

A: While Williston is the third municipality in the State of Vermont to initiate a stormwater fee, it is the first Town in the State to do so. The cities of South Burlington and Burlington are the first and second municipalities to implement stormwater fees in the State, respectively. As a comparison, the following table shows the current stormwater fees for a single family residence (SFR) property.

Table 2. Single Family Residential (SFR) Cost Comparison by Municipality (2015)

Municipality	Monthly SFR Charge*	SFR Impervious ft²	Cost per 1,000 ft²
Burlington	\$1.69	2,670	\$1.69
South Burlington	\$6.24	2,700	\$2.31
Williston	\$4.25	4,000	\$1.06

*Monthly SFR Charge applied to each "SFR Impervious"



4.3 Billing and Payment Procedures

Q: Who is required to pay a stormwater fee?

A: All developed properties in the Town of Williston are required to pay the stormwater fee. The fee appears on the regular Williston Water /Sewer utility bill. Those not already receiving a bill for Water or Sewer services will begin to receive a Stormwater fee in 2015. In general, the person that currently pays other utilities (e.g., water and sewer) is the person that receives the stormwater bill. Sometimes, this is not the property owner, and can be a tenant that, through written or verbal agreement with the property owner, normally pays the utility bill. In some special cases, the stormwater fee is billed to the property owner, even if that owner does not pay other utilities. An example of this might be a strip mall, where an understanding of the impervious area utilized by the multiple tenants that are located on one property is not known. In this case, a fee for each tenant cannot be calculated and the stormwater bill would be sent to the property owner.

Q: How is the fee determined fairly?

A: Each property's stormwater fee will be based on a measure of the demand that each property places on the stormwater system. This demand is measured using the amount of impervious surface on that property. The more impervious surfaces (e.g., buildings, driveways and roadways) a property has, the more stormwater runoff is generated by the property, and therefore the property places an increased demand on the stormwater system. All single family residence (SFR) properties are assigned a flat rate bill of one ERU.

. All other developed properties are charged a fee based on a measurement of the amount of buildings, roads, parking and other impervious surfaces that are located on that property.

Q: What is an "impervious surface"?

A: Impervious surfaces are defined as those areas within developed land that prevent or significantly impede the natural infiltration of stormwater into the soil. Common impervious surfaces include, but are not limited to, rooftops, sidewalks, walkways, patio areas, driveways, parking lots, storage areas, compacted gravel or soil surfaces, awnings (and other fabric or plastic coverings) and any other surface that prevents or impedes the natural infiltration of stormwater runoff into the ground.

Q: How is the amount of impervious surface calculated on all of the properties within the Town?



A: Satellite imagery was used in determining the impervious coverage of all parcels within the Town in addition to field visit spot checks. A sampling of single family residence properties was evaluated throughout the entire Town in order to determine the median impervious surface area of these properties. Therefore, the fee for single family residence properties is based on an average amount of impervious surface for all single-family properties throughout the Town. The result of this evaluation established the Equivalent Residential Unit (ERU) of 4,000 square feet of impervious area. All SFR properties are assigned a flat rate bill of one ERU.

The amount of impervious surface was measured for all non-single family residence properties. The measurement of each property's impervious area is stored in the stormwater fees database.

Q: *What are considered to be single family residence properties?*

A: All properties that have only a single-family house, or a duplex or triplex with fee simple ownership are classified as single family residence. All SFR properties are assigned a flat rate bill of one ERU.

Q: *How are multi-family residential properties such as condominiums and townhouses billed?*

A: Residential condominiums and townhouses that have fee simple ownership and have less than three units per building are regarded as single family residence properties and charged the fee for a SFR (see *How is the fee determined fairly? Above*). Typically, the stormwater bill is sent to the owner of the condominium or townhouse. Multi-family properties (such as apartments) that have more than three units per building or do not have fee simple ownership are assessed a fee based on the amount of impervious area on the multi-family parcel. The stormwater fee is computed for the entire property, based on the number of equivalent residential units (ERUs) on the property. The stormwater bill is sometimes sent to the owner of the apartment facility or the property management group. In cases where the stormwater user fee is charged to individual unit owners, the stormwater fee for the entire property is distributed evenly amongst unit owners.

Q: *What properties are not considered single family residence properties?*

A: The most common non-single family residence properties are businesses and industries, schools, churches, parking lots, and roadways. Also included are residential and commercial (i.e., business) condominium complexes.

Q: *What is an Equivalent Residential Unit (ERU)?*

A: An Equivalent Residential Unit (ERU) is equal to the average amount of impervious surface that one would expect to find on a typical single-family residence



within the Town of Williston. The median amount of impervious surface of a single-family residence was determined to be 4,000 square feet. Therefore, 1 ERU = 4,000 square feet of impervious surface area.

Single family residence properties are assigned 1 ERU and charged the flat fee of \$4.25 per month. Non-single family residence properties are charged based on the number of ERUs calculated on their property. For instance, if a commercial property were computed to have 7 ERUs, its stormwater fee would be \$29.75 per month. The rate for 1 ERU is \$4.25 per month, so $7 \times \$4.25 = \29.75 per month.

Q: Are all single family residence properties being billed the same flat fee of \$4.25 per month when some houses are larger than others?

A: The majority of the properties in the Town of Williston are single-family. A considerable amount of time and money would be needed to determine and maintain the data if the amount of impervious surface were measured for each single family residence property. Therefore, in order to be able to spend the stormwater fees where it is needed most, in improving and better maintaining the stormwater system, the Town made a policy decision to place all single family residence parcels into a single category.

1. All SFR properties shall be billed for one (1.0) ERU.

Q: What is the billing period for the stormwater fee?

A: The Water /Sewer Department sends bills on a quarterly basis; therefore, the billing period will be once every three months.

Q: How do you calculate the stormwater fee for my non-residential property?

A: Calculation of a non-residential stormwater fee is not difficult. However, it is easier to send the caller an example calculation in the mail, rather than try to explain it by phone. Take the name and address, or email address of the customer, and offer to mail or email a fee calculation example to them.

The Customer Service Representatives should VERIFY the CUSTOMER NAME AND ADDRESS (OR EMAIL ADDRESS IF APPLICABLE) and send a copy of the FEE CALCULATION EXAMPLE to the customer. This mailing should be done no later than the next working day following the customer's request.



4.4 Credits

Q: *Is anyone exempt from paying a stormwater fee?*

A: All developed properties, including tax-exempt properties, are charged the stormwater fee. Only undeveloped properties with under 500 square feet of impervious cover are exempt from paying the fee.

Q: *What is a credit against the stormwater fee?*

A: A stormwater credit is an ongoing reduction in the stormwater fee for activities or practices that can reduce the impacts of stormwater runoff that is discharged into the public stormwater system. The rationale behind stormwater fee credits is to encourage property owners to reduce both their dependency on, and contribution to, the public stormwater system. Credits are available for up to 50% of the total stormwater fee for a property.

Q: *Who is eligible for a credit?*

A: The following types of credits will be granted to those non-single residential properties that qualify:

- A Stormwater Treatment Practice Credit is available to properties that construct and maintain Stormwater Treatment Practices (STPs) as defined in the *Vermont Stormwater Management Manual*.
- The Incorporated Homeowners Property Credit extends eligibility for the STP credit to any group of single family residential properties that are represented by an incorporated homeowners association.
- An MS4 Credit is available to municipal separate storm sewer systems that comply with the MS4 permit issued by the State of Vermont. The only MS4s in Williston, excluding the Town, is the Vermont Agency of Transportation. In addition, non-single family residence properties (“non-MS4 supporting entities”) that due to federal requirements perform best management practices (BMPs) specifically intended to reduce impacts on non-point source stormwater runoff and/or provide an on-going public benefit related to stormwater management are also eligible to receive this credit.
- A Stormwater Education Credit is available to public and private schools that educate and inform their studies about the importance of stormwater and water quality.

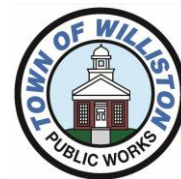


The property owner must take the initiative to pursue a stormwater credit by completing an application and supplying the necessary documentation. A property cannot get more than a 50% credit. However, properties that have an eligible STP that controls stormwater from other private properties are eligible to receive the STP credits for the other properties, up to a maximum fee reduction of 100%.

The Stormwater User Fee Credit Manual is available on the Town of Williston's website. Additionally, the Town Stormwater Coordinator can tell you if your property is eligible to apply for one of these credits. The Coordinator's telephone number is (802) 878-1239.

Q: How do I apply for a credit?

A: Tell the caller to contact the Stormwater Coordinator in the Town Public Works Department. The Coordinator has more information available regarding crediting procedures and policies, and can send the appropriate credit application forms. The Department's telephone number is (802) 878-1239.



4.5 Citizen Involvement Information

Q: I'd like to find out more about the stormwater program. What can I do?

A: The Stormwater Coordinator directs the Town's stormwater program. If you want to talk to someone about the details of the stormwater program, please call the Coordinator at (802) 878-1239.



4.6 Complaints and Problems

Q. *I have a stormwater problem (drainage, flooding, pollution, etc.) to report. What should I do?*

A. Please call the Town's Stormwater Coordinator at (802) 878-1239. Keep in mind that basement flooding is most commonly caused by high groundwater levels and may not be directly related to stormwater.

Q. *I think that my stormwater fee is not calculated correctly. What do I do?*

A. If you are questioning the fee for your home, it should be \$4.25 per month. If you are questioning the fee for your business or industry, please provide the account number shown on your bill?

(The Customer Service Representatives should VERIFY the IMPERVIOUS AREA AND STORMWATER FEE ON THE BILLING DATABASE printout using the property's utility and/or the dedicated stormwater fee account number and advise the caller of the ERU and fee information that is stated in the system. If the caller disputes the ERU amount or calculated fee in the database, refer the caller as follows:)

The Town Stormwater Coordinator can verify the impervious area and the calculated fee for the property. The Coordinator can be reached at (802) 878-1239.

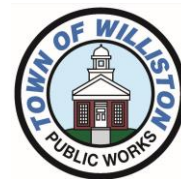
Q. *Why are churches and other tax-exempt properties required to pay?*

A. The stormwater fee is based on the demand placed on the system by a property. Therefore, all developed properties in the Town of Williston must participate regardless of ownership or tax status because they contribute stormwater to the public stormwater system. All impervious surfaces (e.g. roofs, sidewalks and parking lots) contribute to the problem and, therefore, all of these property owners are to share in the cost of the program. The stormwater fee is NOT a tax.

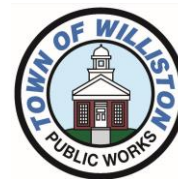
Q. *What if a property owner REFUSES to pay the stormwater fee?*

A. All developed properties pay the fee. Stormwater runoff from developed properties discharges to local streams and rivers. The fee is set up fairly in that all developed property owners share equitably in the cost of stormwater management. The Town will take legal action to collect any current and/or past due stormwater fees associated with a property, if necessary.

Q: *Why is the stormwater fee on the water and sewer bill?*



A: Since the stormwater fee is a user fee similar in nature to the water and sewer fees, it was natural to place the stormwater fee on the utility bill to consolidate user fees. Including the stormwater fee on the water and sewer bill was a matter of convenience and cost savings.



5 CUSTOMER SERVICE AND FOLLOW-UP PROCEDURES

5.1 Overview

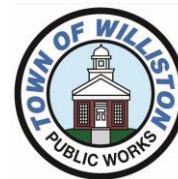
If a customer's inquiry cannot be answered by a Customer Service Representative, it will be necessary for the Representative to refer the customer to the Stormwater Coordinator. It is then the responsibility of the Stormwater Department to resolve the issue with the customer, if they call, and document any follow-up actions.

Again, the Coordinator's contact information is as follows:

James Sherrard
Town of Williston Stormwater Coordinator
Department of Public Works
7900 Williston Road
Williston, VT 05495
(802) 878-1239

Several tools have been developed to define and facilitate the customer service process.

- The Non-Single Family Residential Fee Calculation Example explains how stormwater fees are calculated for non-single family residential properties. This example should be available to Customer Service Representatives at CWD and Town of Williston staff for mailing (or emailing) to customers that have questions regarding their non-single family residential fee calculation.
- The Billing Inquiry/Dispute Chart shows how the procedures for handling an inquiry or dispute about a stormwater fee. The chart covers the responsibilities of both the Customer Service Representative and the Stormwater Department.
- The Customer Service Request Form is used to document a complaint that has been taken by the Stormwater Coordinator, or any other Town of Williston staff. Stormwater customers may also use this form to formally submit a complaint to the Stormwater Services Division.
- Finally, form letters are provided for the Stormwater Coordinator's response to billing inquiries, and ultimately to the resolution of billing disputes.



5.2 The Customer Service Form

The Customer Service Form should be used to document inquiries/complaints that could not be resolved by a Customer Service Representative and have been referred to the Stormwater Coordinator or other Town of Williston staff. It is important to complete the entire form to document the inquiry. This will allow back-up documentation for fee disputes and changes, and should help keep complaint resolutions quick, effective, and consistently applied. If the customer fills-out the form, the Town staff handling the inquiry/complaint should check it before the customer leaves to ensure that every item is completed.

The Stormwater Coordinator is responsible for seeing that inquiries and complaints are documented and resolved. However, depending upon the problem, the Coordinator may not be the person performing any follow-up actions that are prompted by the form. This may be a staff person in Planning & Zoning or in Public Works. Inquiry, complaint, or dispute resolutions should be recorded, dated, and signed by the responsible staff member, and the completed form should be filed in the Stormwater Coordinator's files.

5.3 Billing Inquiry/Dispute Guidance

The Billing Inquiry and Dispute Flowchart illustrates the process that should be used to handle inquiries and disputes about the Stormwater Fee for both Single family residence and Non-Single family residence properties. The detailed flowchart is presented after the following discussion.

5.3.1 Directions for Williston Water/Sewer Department

Handling Question or Complaint Unrelated to the Stormwater Fee or Bill:

When fielding a question or complaint that is unrelated to the stormwater fee or bill that cannot be answered using information presented in this manual, explain that the Stormwater Coordinator will be able to answer the question and give the customer the Coordinator's phone number. Explain that, if the Stormwater Coordinator is not available, he/she will try to return the call within one (1) business day, and that there is no charge for this service.

Handling Billing/Fee Inquiries:

1. Determine if the property in question is a Single family residence property or a Non-Single family residence property, using the table below.



Property Types for Stormwater Billing

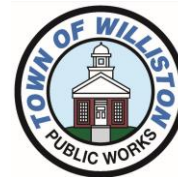
Single family residence

- Single family homes
- Individually owned mobile and manufactured homes
- Residential condominiums and townhomes, duplex and triplex units that have fee-simple ownership.
- Duplexes or Triplexes

Non-Single family residence

- Businesses and industries
- Rented mobile and manufactured homes located in a mobile home park.
- Multi-family residential (e.g., group homes, hotels/motels, apartment complexes, condominiums without fee simple ownership)
- Churches and other non-profit entities
- Daycare facilities and schools
- Hospitals and healthcare facilities
- Parks and recreational areas

2. For *Single family residence* properties, explain that all are charged a flat fee of \$4.25 per month. Undeveloped single-family lots are not charged the stormwater fee.
3. For *Non-Single family residence* properties, explain that these are charged some multiple of \$4.25 per month, based on the amount of impervious surfaces on the property, such as buildings, parking areas, and sidewalks. From the billing database, provide the customer with the total impervious area, the number of ERUs, and the fee that is listed in the billing database.
4. If Step 2 or 3 does not satisfy the customer's question and the customer wants more information on how to calculate a stormwater fee for a non-single family residential property, offer to mail/email the customer a Non-Residential Fee Calculation Example. Verify the customer's name and address (or email address) before hanging up. Mail or email the example within one (1) business day of receiving the call.
5. If the customer does not want to wait for the example, explain that the Stormwater Coordinator will be able to answer the question and give the customer the Coordinator's phone number. Explain that, if the Stormwater Coordinator is not available, he/she will return the call as soon as possible, and that there is no charge for this service.



5.3.2 Directions for the Stormwater Department

1. Once you receive a call, it is important to respond to the customer within one (1) business day, even if your initial response will not resolve the customer's issue. From the standpoint of service, a prompt and courteous response will indicate to the customer that service is a part of the stormwater program, and that he/she is receiving value for the stormwater fee they have been assessed. Follow the steps below to resolve billing questions and disputes *for non-single family residential properties*.
2. For *Non-Single family residence* properties, explain that these are charged some multiple of \$4.25 per month, based on the amount of impervious surfaces on the property, such as buildings, parking areas, and sidewalks. From the master account file (MAF), provide the customer with the total impervious area, the number of ERUs, and the fee that is listed in the billing database. If this does not satisfy the customer's question and the customer wants more information on how to calculate a stormwater fee for a non-single family residential property, offer to mail/email the customer a Non-Residential Fee Calculation Example. Verify the customer's name and address (or email address) before hanging up. Mail or email the example within one (1) business day of receiving the call.
3. If the Customer has already received a Non-Residential Fee Calculation Example and does not dispute the stormwater fee, then the inquiry can be considered resolved and there is no need to do anything further. If the Customer has already received a Non-Residential Fee Calculation Example and disputes the stormwater fee, proceed to Step 4.
4. With the customer present (or on the telephone), complete a Customer Service Form and tell the customer that the Stormwater Coordinator will review the data used to calculate the stormwater fee for the property within five (5) business days. After the review, the Stormwater Coordinator will call the customer with the results of the review, and may even provide a written letter. Tell the customer that there is no charge for this service. Give the Stormwater Coordinator the Customer Service Form within one (1) business day of receiving the call. The Stormwater Coordinator will then proceed to Step 5.
5. Check that the information contained in the master account file (MAF) is the same as the information contained in the billing database for the property in question.



6. Compare the property's parcel lines as shown on the latest version parcel maps to the parcel lines shown in the digital parcel line layer used for the master account file.

Regardless if the parcel lines are shown correctly or incorrectly in the digital parcel line layer, go to step 7.

7. Compare the property's impervious areas as shown on the latest satellite imagery to the impervious areas shown in the digital impervious area layer. If the satellite imagery alone proves insufficient for determining impervious area (i.e. features are unidentifiable, or are obscured by foliage, shadows, etc.) staff may also need to utilize existing site plans as well as field measurements to verify the impervious area on a particular property.

If the parcel lines and impervious areas are shown correctly in the digital impervious area layer, go to step 8.

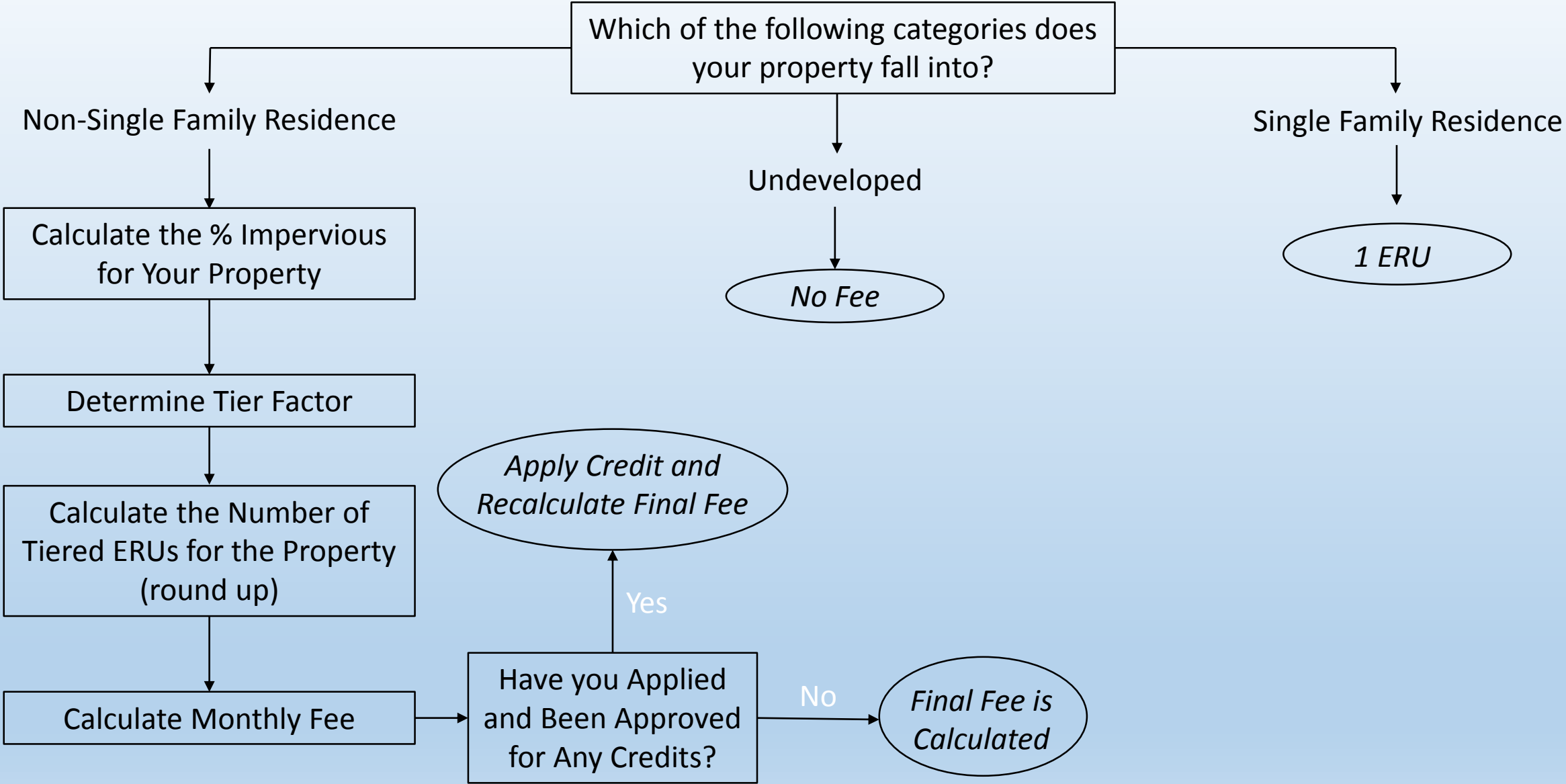
If the parcel lines and/or impervious areas are shown incorrectly in the digital impervious area layer, go to step 9.

8. If the comparison of the parcel lines and impervious areas indicates that the fee is correct, mail the customer a copy of the property map, a signed Stormwater Fee Review letter and a copy of the Non-Residential Fee Calculation Example. This letter explains the method of stormwater fee calculations and provides a map of the impervious areas for that property. File the documents with the Stormwater Coordinator's records.
9. If the parcel lines are incorrect - correct the parcel lines on the parcel layer in the GIS system. If the impervious areas are incorrect - correct the impervious area features in the impervious area coverage in the GIS system.
10. Based on the revised parcel line and/or impervious area data, calculate the new impervious area for this property. Using this new impervious area, calculate the new stormwater fee for this property. Update the MAF with all information. The billing database will be updated at the next regular scheduled billing update.
11. Complete the Customer Service Request form with the revised impervious area, ERU, and fee information. Send a written response to the customer that states the fee revisions that will be made.

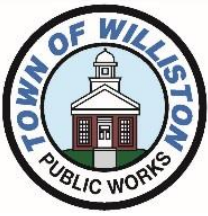


FORMS & FLOWCHARTS

Stormwater Fee Calculation Flowchart



-Definitions and detailed calculations can be found in the Town of Williston Stormwater Ordinance and Credit Manual



Town of Williston

Stormwater Fee

Non-Single Family Residence Example Calculation

Monthly stormwater fees for non-single family residence (NSFR) properties will be calculated using the steps defined below.

The amount of impervious surface on each parcel shall be divided by the gross area of the parcel resulting in the percent of imperviousness for the parcel. The resulting value is rounded to the nearest whole number. In those instances when the calculation produces a value exactly half-way between two numbers, that is when the fraction part is exactly 0.5, the fraction is rounded up to the next whole number.

For example, assume that a commercial or other NSFR property has 23,000 square feet of impervious coverage located on a parcel of 100,000 square feet. The below equation demonstrates the % impervious of the property.

$$\% \text{ Impervious} = \frac{\text{Total Impervious Area}}{\text{Gross Area}} = \frac{23,000 \text{ sf}}{100,000 \text{ sf}} \times 100 = 23\%$$

Based on the % imperviousness, a "tier factor" shall be determined using the Williston Percent Impervious Tiers Table below. As the % impervious is calculated at 23% the appropriate Tier Factor for this property is 0.25.

Impervious Percentage	Tier Factor
1 to 10 %	*See Below
11 to 20 %	0.15
21 to 30 %	0.25
31 to 40 %	0.35
41 to 50 %	0.45
51 to 60 %	0.55
61 to 70 %	0.65
71 to 80 %	0.75
81 to 90 %	0.85
91 to 100 %	0.95

The number of Tiered ERUs can then be calculated using the below equation.

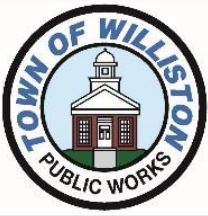
$$\text{Tiered ERUs} = \frac{\text{Tier Factor} \times \text{Gross Area}}{\text{ERU}} = \frac{0.25 \times 100,000}{4,000} = 6.25$$

Rounding up results in 7 ERUs.

Lastly, the monthly fee can be calculated based on the number of ERUs and the ERU Rate of \$4.25.

$$\text{Monthly fee} = \text{Tiered ERUs} \times \text{ERU Rate} = 7 \times \$4.25 = \$29.75$$

As shown in the following example, the resulting monthly stormwater bill for the depicted NSFR property equals \$29.75 per month.



Town of Williston

Stormwater Fee – Customer Service Form

Reason for Customer Service Request

General Information
Drainage/Flooding Issue
Water Quality Problem

Stormwater Fee Review
Credit Application Review¹
Residential System Acquisition¹

Change Billing Information²
Other (describe below) _____

¹Application forms required

²If tenant/owner based change, written agreement required

Comment/Explanation: _____

Customer Information

Name: _____

Mailing Address: _____

Daytime Phone Number: _____ Relationship of customer to property owner:

Same Tenant Other: _____

If tenant or Other, provide property owner name, address and daytime number

Name: _____

Mailing Address: _____

Daytime Phone Number: _____

Property Information

Billing Account Number: _____

Location Address: _____

Parcel ID Number (if known): _____

Do not write in the shaded area (Stormwater Department Use Only)

Date Request Received: _____

Received By: _____

Date Received by Stormwater Department: _____

Received By: _____

Result of Review

Impervious Area (sqft): _____

Gross Area (sqft): _____

Number of ERUs: _____

Overcharge Refund Requested: Yes No

Monthly Stormwater Fee: _____

Reviewer: _____

Adjustment to Database Required: Yes No

Date Review Completed: _____

If database adjustment needed (see below):

Description of Database Adjustment Required: _____

Adjustment Approved By: _____

Database Adjustment Date: _____

Date Received by Billing Department: _____ Adjustment Made By: _____

Date Received Back by Stormwater Department: _____

Received By: _____ Other Actions Taken to Resolve Request (if needed): _____

Attach All Applicable Back-Up Documentation and Application Forms

Date of Customer Resolution/Notification: _____ Responsible Person: _____