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SPU Deputy Director's Approval /s/ Madeline Goddard	Effective Date August 8, 2016	

1. INTRODUCTION

A. Purpose

The purpose of this document is to describe the Stormwater Facility Credit Program, its legislative authority, operational procedures, billing system, application, annual review, credit calculation, inspection, and enforcement.

B. Background

On November 22, 2004, the City Council adopted Resolution 30720, setting out a workplan and timeline for SPU to deliver to the Council recommendations for changes to drainage rate structure and cost allocation to improve customer equity and possible rate and non-rate incentives for customers to cost effectively manage stormwater runoff from their properties.

In response to Resolution 30720, the Executive submitted reports to Council in July 2005 and June 2006. Following the June 2006 report, the Council adopted Resolution 30886, which provides direction to SPU in developing the 2008-2009 drainage rates, rate credits, non-rate incentives, and billing system and data management tools.

The Drainage Rate Redesign Implementation Project (DRRIP) is the overall project implementing Resolution 30886. The DRRIP has six major components:

- Drainage Rate Study
- Drainage Billing System
- Stormwater Facility Credit Program
- Non-Rate Incentives and Stewardship
- Communications
- Ongoing Billing Data Maintenance

The primary goal of the DRRIP is to improve rate payer equity. The project is intended to create a more nuanced drainage rate design, to provide opportunities for customers to influence their bills, and to develop a long-term data management system to more

accurately manage drainage customer information. SPU developed the Stormwater Facility Credit Program (SFCP) component to improve drainage rate payer equity.

2. DRAINAGE BILLING SYSTEM

A. Drainage Rate Classes

SPU bills property owners for drainage fees based on the estimated stormwater runoff from the property. This estimation is based on both the impervious and pervious areas on the property.

The following table presents the impervious portion of the drainage rate assumed for each rate class. Properties are placed in drainage tiers based on the parcel's percentage of impervious surface and billed accordingly. The table shows the rate tier for customers with general service and large residential properties (10,000 square feet or larger). Customers owning parcels with less than 10,000 square feet are billed at a flat rate.

Table 1: SPU's Impervious Portion of Drainage Bills by Rate Class- 10,000+ sq. ft. (DWW 260.2 Stormwater Facility Credit Calculator)

Rate Tier	Rate Class	% of Property –Impervious Surface	% of Bill – Impervious
Undeveloped- Regular	G1	0-15%	30%
Undeveloped- Low Impact	G1L	0-15%	23%
Light- Regular	G2	16-35%	63%
Light- Low Impact	G2L	16-35%	62%
Medium- Regular	G3	36-65%	83%
Medium- Low Impact	G3L	36-65%	79%
Heavy	G4	66-85%	93%
Very Heavy	G5	86-100%	99%

In accordance with SFCP Code requirements, credit is only offered for facilities that manage runoff from impervious areas. Therefore, credit can only be applied to the impervious surface portion of the drainage bill.

B. Drainage Inquiry Billing System

SPU uses the Drainage Inquiry Billing System (DIBS) to administer drainage billing and to show specific drainage billing information for an individual parcel. Credit program staff uses DIBS information to identify a parcel's rate tier, total billable area, percent of impervious billable area and the impervious square footage on the parcel. See Section 4.A, "How Credit is Calculated," for more information.

3. THE SFCP APPLICATION PROCESS

A. Requirements

In order to be considered for the program, the following requirements must be met:

- The owner of the parcel for which the credit is requested must complete and submit the application and supporting documents.
- The stormwater originating on the parcel must be managed by a stormwater system that meets the design standards of SMC 22.800, Stormwater Code.
- The stormwater system must manage runoff from an impervious surface.
- The stormwater system must have been inspected by a qualified inspector no more than 2 years prior to the application date.

Applications must be received by November 1 of each calendar year to be considered for credit in the following drainage billing year.

Note for RainWise Program Participants: Customers currently signed up for SPU's Residential RainWise program are also eligible for the SFCP. An application is still required, and the SFCP Program Manager (Program Manager) will use the "Rainwise Post Inspection Check List" to determine eligibility.

B. Documentation

New applications for properties that have been inspected by SPU's Source Control Inspection team do not require supporting documents. The Program Manager will use supporting documents from the team's previous site inspections for credit program analysis.

The program manager enters new applications into the SFCP database, date stamps the applications and their supporting documents and places these materials in a program folder for review.

If the applicant did not provide any supporting documents because the property was recently inspected by SPU's Source Control Inspection team, then the Program Manager will copy or reference any plans, as-builts, maps and inspection notes from the inspection file and place these documents in a program folder.

C. Review

The Program Manager will review each new application to ensure the application is complete and meets eligibility requirements. This review includes researching each parcel number to determine the property's legal owner, whether the parcel is active, and if owner information matches the King County Assessor's records.

The Program Manager will screen all applications by answering the following questions:

- 1) Has the legal owner filled out the application completely and signed it?
- 2) Is there a stormwater system on the property?
- 3) Does the stormwater system meet code requirements?
- 4) Is the stormwater system managing impervious surface?

- 5) Did the owner provide maintenance records, inspection logs or documents that show inspections?
- 6) Did the applicant provide plans, maps or as-builts for the drainage structure on the property and the stormwater system?

Special notes for regional, or off-site management of runoff

- The stormwater system may be installed on a different parcel than the parcel requesting credit as long as the management for the billed parcel's runoff by the off-site system meets all requirements stated above.
- If the owner of the parcel being billed does not own the parcel on which the approved stormwater management facility is installed, the applicant must be able to provide adequate documentation confirming that SPU will have the right to inspect the facility for the applicable purposes under SMC 21.33.040.C.
- The approved stormwater management facility managing the stormwater from the parcel being billed must not be owned by SPU, except where the applicant for the credit is SPU.

D. Analysis

Upon completion of the review, if the application meets all criteria and is accepted into the program, the Program Manager will perform an analysis of the parcel.

1) Objectives

The analysis process for new applications begins with a detailed review of the plans, as-builts, maps, pictures and other supporting documents. There are three objectives of the review:

- To understand how drainage is handled on the property
- To determine the on-site impervious area draining into the stormwater system
- To assess whether the stormwater system meets design requirements for the stormwater code

2) Parcel Analysis

If the application covers more than one parcel, the Program Manager will analyze each parcel independently. To be eligible for credit for multiple parcels, each parcel must drain to a stormwater system that meets the code requirements.

Parcels that are part of a regional system that provide water quality or flow control need to clearly demonstrate in the supporting documents where the water is draining.

SPU reserves the right to request additional information beyond the supporting documents for stormwater systems that operate as a regional system.

If drainage travel paths cannot be determined from the submitted documents, the Program Manager will conduct a site visit. (Google Earth, ArcGIS, and other online

resources may be used to provide additional visual information not captured in plans, as-builts, maps, side sewer card, photos, or other documentation submitted by the parcel owner or included in the Source Control Inspection file.)

Once drainage travel paths have been determined, the Program Manager will review the stormwater system to determine whether it meets applicable stormwater code design requirements (2000 or 2009 codes). The Program Manager will use supporting documents submitted with the application, Source Control inspection notes, or additional information gathered during research.

The new customer analysis process addresses the following questions:

- a) What type of stormwater system is on the parcel?
- b) What impervious area does the stormwater system manage (i.e., what buildings, parking areas, or sidewalks drain into the stormwater system)? The Program Manager can use information from plans, as-builts, side sewer cards, Source Control inspection notes, and other documents to make this determination.
- c) Has the stormwater system been inspected within two years prior to the date of the application? If the system has not been inspected by either Program Manager or Source Control Inspection staff, an inspection is required.
- d) Was the system previously inspected by the Source Control Inspection team? If so, the Program Manager researches the site in the Source Control database to determine the completion date of the last inspection.
- e) What percentage of the parcel is impervious? The Program Manager can use the drainage rate surface polygon layer in ArcMap to review the impervious areas. This defines the impervious area of the parcel being assessed a drainage fee.

E. Acceptance and Denial

Before parcels are approved or denied, an additional quality control analysis is done by a Stormwater technical expert for accuracy. Customers are notified in writing whether their parcel(s) have been accepted into the SFCP or denied. If accepted, the customer is informed of their credit percentage and the calendar year in which the credit will begin. If denied, the customer is informed in writing of the reasons for the denial and how to contact the program manager to provide clarification.

4. CREDIT CALCULATION

To analyze the City's stormwater codes and associated BMP designs, two credit calculators were developed for the program. The 2000 Calculator is used for facilities constructed before December 1, 2009. The 2009 Calculator is used for facilities constructed after December 1, 2009. The credit calculators are used to calculate the credit percentage that customers receive off of their SPU drainage bill. For more detailed information about the design of the credit calculator, refer to DWW-260.2, Stormwater Facility Credit Calculator.

A. How Credit is Calculated

- *Facility Credit* – The designed and/or modeled performance level is used to assign a facility credit percentage to each stormwater facility type.
- *Percent of Impervious Surface Managed* – Stormwater systems are designed/sized to manage runoff from a defined amount of impervious area. Credit is only offered for the impervious surface runoff that drains to the facility. Hence, the percent of impervious surface managed scales the credit to reflect how much of a site’s impervious surface is managed by the facility. Calculating the percent of impervious area being managed is done using ArcMap in GIS, Google Earth, or photos included in the application or from previous inspections.
- *Impervious Portion of Bill* – A parcel’s percentage of impervious surface determines that parcel’s rate category and drainage fee. The drainage fee assigned to each rate category is the sum of costs to manage runoff from both impervious and pervious surfaces. Since credit is only available for management of runoff from impervious surface, this credit can only be applied to the impervious portion of the total fee. For more information regarding drainage billing calculations, refer to SPU’s drainage billing website at: <http://www.seattle.gov/util/ForBusinesses/DrainageSewerBusinesses/DrainageRates/index.htm>

Calculation Example: An oil/water separator manages runoff from 5,000 square feet of a parking lot. The separator is located on a property with a total area of 12,000 square feet. Of this total area, 10,000 square feet is impervious and 2,000 square feet is pervious (lawn area). The credit for this property is estimated as follows:

Facility Credit (See Calculator)	X	% Impervious Surface Managed	X	Impervious Portion of Bill	=	Credit
24%	X	50%	X	93% ¹		11%

B. Customer Notification

The Program Manager will inform the customer of their credit amount via a formal approval letter. A copy of the approval letter should be sent to the Utility Service Team (UST) via email for review before sending the letter to the customer.

C. Credit Placement

Credits from the SFCP are applied to the SPU drainage bill administered by SPU’s Utility Service Team (UST). The copy of the credit approval letter serves as formal notification to the UST to update customer billing information.

Note: Each year, UST must be notified by October 30 of any outstanding applications for credit. Notification of credit approval must be sent to UST by December 15 in order for the credit to appear on the current drainage billing statement. Any notification sent after December 15 will appear on the following billing statement.

¹ Actual impervious surface percentage on parcel is 83% which falls within rate tier category G4 as shown in Table 1.

5. ANNUAL REVIEW

Each parcel that requires an inspection of the stormwater system is reviewed at the beginning of the year to determine if the parcel and stormwater system are still eligible for credit. Several SPU databases and research tools may be used. All the information is documented on Appendix A: Stormwater Facility Credit Inspection or Credit Process.

During the review process, the Program Manager must address the following questions for each parcel:

- Has the parcel been sold or changed owners? If yes, then the Program Manager sends a letter to the owner informing them that, in accordance with SMC 21.33, Storm Drainage Utility Rates and Charges, the credit must be terminated. The new owner must reapply to be considered for the credit.
- Is the stormwater system being maintained? The Program Manager researches the parcel in the Source Control Business Inspection database to see when the site was last inspected by a Stormwater facility inspector. If an inspection has not been completed within two years prior to the date of application approval, an inspection must be performed.
- Has the impervious or pervious classification of the parcel changed? If the classification has changed, the drainage rate tier category and drainage rate for the parcel may have changed as well. The Program Manager will review the impervious and pervious information and determine if the change has any effect on the credit and/or if credit termination is required.

6. INSPECTION AND COMPLIANCE

A. Frequency

Every site receiving credit will be inspected at least once within the four year period following the application approval date. Inspections of the stormwater systems are conducted by either the Source Control Inspection team or SFCP Program Manager. If no inspection is conducted for a specific year, maintenance documents from the property owner will be accepted as verification that an inspection and maintenance was conducted. The property owner can provide cleaning invoices, repair invoices, inspection check lists/forms, or cleaning logs as verification.

Note: SPU has the authority to inspect any property in order to insure that it meets program requirements according to SMC 21.33.040.C.

B. Procedure

All inspections and re-inspections for the SFCP are conducted using the same processes used by SPU's Source Control Inspection team. For further information about the Source Control Inspection process, refer to the Source Control Inspection Procedures Manual. All compliance and Notice of Violation deadlines are consistent with Source Control Inspection

team deadlines and the City's Enforcement Code. Below are the steps necessary for an inspection or re-inspection:

- 1) Contact property owner by phone, letter or email to obtain permission to come onto the property to conduct an inspection. If the property has an on-site manager, contact him or her as well as the property owner.
- 2) Prepare a file containing a Stormwater Facilities Credit Inspection or Credit Process form (see Appendix A), site maps, plans, or other documents needed during the inspection process. For a re-inspection, review the inspection notes.
- 3) Conduct the inspection in accordance with the Source Control Inspection Procedures Manual and Stormwater Code (SMC 22.800), which outlines maintenance requirements for stormwater systems.
- 4) Complete the inspection form and enter the information into the Source Control Business Inspection Database and the SFCP database.

Note: In addition to an inspection or re-inspection of the stormwater system, the Program Manager will also conduct a review of the parcel as described in section 3D to ensure that the parcel characteristics are the same as when the parcel was originally accepted into the program.

C. Customer Notification

Based on the inspection findings and where applicable, the following notifications, agreements, and enforcement processes will be provided to the parcel owner:

1) No Action Required

Letter informing the owner that the parcel is in compliance with the City's stormwater code and the owner's credit will remain on the account.

2) Corrective Action Required

Letter informing the owner of any code violations for the stormwater system. The owner has 30 days to comply before facing further enforcement action (see Source Control Inspection Procedures Manual.)

3) Closing Letter

Letter informing the owner that the requested corrective actions on the stormwater system have been completed and credit will continue.

4) Notice of Violation

Letter informing the owner that during the inspection process a significant illicit connect or illicit discharge in violation of the stormwater code was observed. This letter is reviewed by the Source Control Program supervisor and typically by legal staff before sending to property owner.

Note: The Program Manager must coordinate with the Source Control Supervisor when issuing a Notice of Violation or imposing a penalty. The Enforcement Penalty Matrix found in the Stormwater Code (SMC 22.800) is used to determine a penalty.

5) Final Notice

A second and final letter is sent to the property owner if a property has not been brought into compliance after a corrective action letter is sent. The final letter is the last step before the formal enforcement process. It gives the property owner 15 days to come into compliance and that formal enforcement action will follow if compliance is not met.

6) Voluntary Compliance Agreement

A Voluntary Compliance Agreement (VCA) can be entered into at any time as long as the City and the responsible party consent to the agreement and agree to act in good faith toward a reasonable resolution of the violation. See the Source Control Inspection Procedures Manual for details about VCA agreements.

The Program Manager must document and file all telephone or email correspondence between the property owner, property management companies, or on-site property managers and SPU during the compliance timeframe.

7) Formal Enforcement

After sending a second and final letter, the Program Manager will conduct a re-inspection within one week of the compliance deadline. If the property is brought into compliance, the Program Manager sends a closing letter, which will include the parcel's current credit information. If the property remains out of compliance, the formal enforcement process begins. See Chapter 9 of the Source Control Inspection Procedures Manual for an explanation of the enforcement process. The Program Manager's supervisor will review all enforcement processes. Per the stormwater code, all enforcement processes should follow the Stormwater Manual.

7. AUTHORITY/REFERENCES

- SMC 22.800, Stormwater Code
- SMC 21.33, Storm Drainage Utility Rates and Charges
- City Resolution 30720, Adopting a 2005-2006 work program for SPU regarding drainage rate design and incentives
- City Resolution 30886, Providing policy direction for the development of drainage programs and the 2008-2009 drainage rates
- DWW-260.2 Stormwater Facility Credit Calculator
- RainWise Program
- Director's Rule DWW-200 [Stormwater Manual](#)
- Source Control Inspection Procedures Manual

Appendix A

SAMPLE

STORMWATER FACILITY CREDIT INSPECTION or CREDIT PROCESS

New Application Review New Site Inspection Re-Inspection (Receiving Credit)

Parcel Number _____

Date: _____ Initial Inspection Date: _____

Follow-up Needed? Yes / No Follow Up Inspection Date (s): _____

Inspector Name _____ Agency _____

DBA _____ Legal Business Name _____

Facility Type: Multi-Family Commercial Industrial SFR Mixed Use
School Church Public Parking Lot

Material Review: Plans As-Builts Photos Drawing SC File DIBS KC Assessor Other _____

Drainage Basin _____ Sub-Basin _____

Sewer Class: Combined Separated Partially Separated Direct Infiltration Sanitary Unknown

DIBS Impervious Sq Ft _____ Rate Tier _____ Current Discount Percentage _____

Site Address:

Site Name _____

Street _____

City _____ Zip Code _____

Site Contact _____ Position / Title _____

Phone No. _____ Cell No. Fax No. _____

E-mail _____

Prop Management Company _____

Prop. Mgmt. Contact: _____ Phone No. _____

Mail Address: Same as Site Address

Owner / Manager _____

Street /P.O. Box _____

City _____ Zip _____

Owner Phone No. _____ Cell No. _____ Fax No. _____

Date Called Owner: _____ Date Inspection Notification Letter Sent: _____

Date Corrective Action Requested: _____ Date Corrective Action Achieved: _____

DATE OVERALL COMPLIANCE ACHEVED _____

Referral to Agency:

Source Control Group _____ NOV Issued _____ Law _____

Structure Chart – Facility Types and Facility Letters

Code	Facility Description		
A	Wet Vault	J	Oil/Water Separator
B	Dry Vault	K	Bioswale
C	Wet Pond	L	Roof Garden
D	Sand Filter	M	Bioretention (rain garden)
E	Media Filter	N	Bioretention w/under drain
F	Rain Garden	O	Porous/Permeable Pavement
G	Flow Control System	P	Infiltration trench
H	Cistern	Q	Infiltration trench w/out under drain
I	Detention Pond		

STORMWATER RELATED STRUCTURES

Are catch basins (CBs) on site? Y / N

If yes, how many? _____

If more than 2 CBs, attach site map and number each one using abbreviation key below.

Are all CBs accessible? Y / N

Structure Number(s) not accessible (see map) _____

Are any CBs missing outlet traps or needing repair? Y / N

Structure Number(s) missing traps (see map) _____

Structure Number(s) and repair (see map) _____

Are maintenance holes (MHs) on site - (NON FCS) Y / N

If yes, how many? _____

Are all MHs accessible? Y / N

Structure Number(s) not accessible (see map) _____

Do any CBs or MHs need to be cleaned? Y / N

Structure Number(s) with Sediment over 60% capacity (see map) _____

Structure Number(s) with Trash (see map) _____

Structure Number(s) with Plants _____

Structure Number(s) with Contaminants: Oil/Grease _____ *Paint* _____

Solvent _____ *Sewage* _____ *Unknown* _____ *Other* _____

Are CBs/MHs regularly inspected and cleaned by owner? Y / N / UNK

Catch Basin Notes _____

FLOW CONTROL SYSTEM (FCS)

Is there flow control onsite? Y / N

Structure Type (see chart) FC 1 _____ / _____ FC 2 _____ / _____ FC 3 _____ / _____ FC

4 _____ / _____ Type of Flow Control Devices Pump = P Orifice Plate = OP

Infiltration = I Other = O

If more than 2 FCDs, attach site map and number each one using abbreviation key below.

Are the FCD(s) operating properly? Y / N

If not, what is wrong? Missing Broken Plugged Not to Code

Other/Comment _____

Do any FCMH(s) need to be repaired / modified? Y / N

If so, which structure and what is wrong? _____

Do any FCMH(s) need to be cleaned? Y / N

Structure Number(s) with Sediment over 60% capacity (see map) _____

Structure Number(s) with Trash (see map) _____

Structure Number(s) with Plants _____

Structure Number(s) with Contaminants: Oil/Grease _____ Paint _____

Solvent _____ Sewage _____ Unknown _____ Other _____

Is detention system regularly maintained by owner? Y / N / UNK

FC Notes _____

TREATMENT FACILITY STRUCTURES Y / N

Structure Type (see chart) WQ 1 _____ WQ 2 _____ WQ 3 _____ WQ4 _____

Is SWF system accessible? Y / N

Are the SWF (s) operating properly? Y / N

If not, what is wrong? Missing Broken Plugged Not to Code

Other/Comments _____

Does SWF system need to be cleaned / maintained? Y / N

If so, for what reason: Sediment Sewage Trash Plants Contamination Oil/Grease
Paint Unknown Other

Does SWF system need repair/modified? Y / N

If so, which structure and what is wrong? _____

Is SWF system regularly maintained by property management/owner? Y / N / UNK

Treatment Notes _____

GSI to MEF Y / N

Type of system? Permeable Pavement Bioretention Cell Bioretention Planter Rainwater Harvesting Green Roof Dispersion

Does the stormwater system meet the City codes requirement for GSI to MEF? Y / N

GSI to MEF Notes _____

FLOW CONTROL STRUCTURES CORRECTIONS:

- Flow control maintenance hole is not accessible (buried, stuck, inaccessible)
- Flow control system components are missing or damaged.
- Orifice plate is plugged
- Flow control system has excessive amount of contaminants present
- Flow control system sump or pipe has excessive sediment accumulation
- Flow control system has illicit connection
- Flow control maintenance hole or flow control device has structural defects
- Detention pond requires maintenance

MAINTENANCE HOLE CORRECTIONS:

- Maintenance hole is not accessible (buried, stuck, inaccessible)
- Maintenance hole has excessive amount of contaminants present
- Maintenance hole has excessive sediment accumulation
- Maintenance hole has structural defects
- Maintenance hole components are damaged or missing

CATCH BASIN CORRECTIONS:

- Catch basin is not accessible (buried, stuck, inaccessible)
- Catch basin(s) has excessive sediment accumulation
- Catch basin components are missing or damaged
- Catch basin has illicit connection
- Catch basin has excessive vegetation growth

Catch basin has excessive amount of contaminants present

TREATMENT SYSTEM CORRECTIONS:

- Treatment system is not accessible (buried, stuck, inaccessible)
- Treatment system has an excessive amount of sediments / contaminants present
- Treatment system components are missing or damaged

INFILTRATION SYSTEM CORRECTIONS:

- Infiltration system requires maintenance
- Other

GSI to MEF CORRECTIONS:

What type of system: Permeable Pavement Bioretention Cell Bioretention Planter
Rainwater Harvesting Green Roof Dispersion

- Noxious weeds present
- Excessive amount of sediment / contaminants present
- Ponding water / Standing or stagnant water, no visible water movement
- Erosion
- Poor vegetation growth
- GSI to MEF Correction: _____

STORMWATER FACILITY STRUCTURES

Parcel Number (One Parcel Only) _____ WQ FC GSI

<u>Structure Type (see chart)</u>	<u>Year Installed</u>	<u>FC / WQ / GSI</u>	<u>% of Area Managed</u>	<u>BMP Class</u>
1. _____	_____	FC / WQ / GSI	_____	_____
2. _____	_____	FC / WQ / GSI	_____	_____
3. _____	_____	FC / WQ / GSI	_____	_____
4. _____	_____	FC / WQ / GSI	_____	_____
5. _____	_____	FC / WQ / GSI	_____	_____
6. _____	_____	FC / WQ / GSI	_____	_____

SITE CALCULATIONS

Total # of Buildings _____ Calculated Impervious Surface (sq ft) _____

Flow Control: Total Area Managed by System (sq ft) _____

Water Quality: Total PGIS Area Managed by System (sq ft) _____

Total Non – PGIS Area (sq ft) _____

CREDIT INFORMATION 2000 Code: WQ / FC1 / FC2 2009 Code: WQ / FC1 / FC3 / FC4 / FC5

Area managed by FC / DIBS Impervious Area (Database calculation) _____

Area managed by WQ / DIBS Impervious Area (Database calculation) _____

Area managed by GSI / DIBS Impervious Area (Database calculation) _____

Approved for Credit Yes / No if no, why not? _____

Final Credit Percentage Approved _____

SITE CALCULATIONS:

Building (sq. ft.) Flow Control	Other Impervious Surfaces Water Quality (Driveways, Parking Area, Sidewalks)

Total _____ + **Total** _____

Grand Total (Total Impervious Surface) _____

Site Notes: _____
