

Metro Water Services Stormwater User Fee Credit Manual



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Director shall mean the Director of the Department of Water and Sewerage Services or his designee.

Impervious Area shall mean the portion of a parcel of property that is covered by any material, including without limitation roofs, streets, sidewalks and parking lots paved with asphalt, concrete, compacted sand, compacted gravel or clay, that substantially reduces or prevents the infiltration of stormwater. Impervious Area shall not include natural undisturbed surface rock.

Residential Property shall mean any property whose primary use, as shown on the use and occupancy permit issued by the department of codes administration, is residential single-family or residential two-family.

Non-Residential Property shall mean a parcel of property that is not a Residential Property as defined in this section.

The **Public System** shall mean and include stormwater and flood control devices, structures, conveyances, facilities or systems, including natural watercourses, streams, creeks and rivers used wholly or partly to convey or control stormwater or flood water within the jurisdictional boundaries of the Metropolitan Government. The Public System shall include, without limitation, natural conveyances (a) for which the Metropolitan Government has assumed maintenance responsibility; (b) to which the Metropolitan Government has made improvements; (c) which have or may pose a threat to public property because of flooding; or (d) for which the Metropolitan Government is accountable under federal or state regulations governing protection of water quality.

Stormwater, also referred to as runoff, surface water, or wet weather flow, shall mean rain or snow that falls on streets, parking areas, rooftops and other hard surfaces and either flows directly into nearby streams or travels there through drainage systems, such as curbs and gutters, inlets, ditches, pipes, storm sewers, and detention ponds.

Stormwater user fees shall mean the periodic service charges imposed pursuant to the Stormwater User Fee Ordinance for the purpose of funding costs related to stormwater management services and stormwater management systems and facilities.

Qualified Control Structure shall mean a device or structure meeting design standards and approved by the Department that substantially limits the discharge of stormwater from a parcel of property into or through any Public System or that substantially improves the purity of stormwater so discharged.

User shall mean the owner of record of a non-exempt Residential or Non-Residential Property or the person or entity in possession if other than the owner.

User Fee Credit is a downward adjustment in the amount of the stormwater user fee given to properties for maintaining qualified control structures or implementing an approved education program as discussed herein.

3.0 User Fee Exemptions

The following properties are exempt from payment of the stormwater user fee:



- Residential Properties zoned AG and AR2a of which half or more is used annually for the raising for sale of livestock or crops.
- Properties from which no stormwater is discharged into or through the Public System.
- Properties having no Impervious Area.
- Properties wholly within the corporate boundaries of Belle Meade, Berry Hill, Forest Hills, Goodlettsville, Oak Hill, and Ridgetop. Provided, however, that each such city may, upon approval of its legislative body, enter into the contract such that all property within its boundaries will participate in the Metropolitan Government's stormwater utility and system of stormwater user fees in the same manner as the remainder of the area within the General Services District.

Owners of properties that meet one or more of the exemptions above and who receive a bill for the user fee may request in writing that the Department investigate the applicability of the stated exemption and that the user fee be removed for the property. Written requests must be submitted to the address listed in Section 1.0**. For properties that upon examination are determined to meet the criteria for exemption will be entitled to a refund of user fees paid for a period not to exceed six (6) months.

4.0 User Fee Credits

General policies for stormwater user fee credits are listed below. See the following pages for policies and details of individual credits.

- Credit is given to eligible properties only, as described in the credit policies presented in this manual and/or in the credit application(s).
- It is the responsibility of the User to apply for fee credits, and to provide the necessary substantiating information with the credit application, as described herein.
- Credit applications are available from the Department. The Department shall not be responsible for initiating applications, performing engineering calculations, or otherwise assisting with the preparation of credit applications.
- The Department will review complete credit applications within four (4) weeks after a complete application is submitted. If approved, the credit will be applied for the billing cycle in which it was received complete by the Department.
- Partial credits, if given, will only be given in 10% increments. The detention, quality, and education credits can be combined for a maximum credit of 50%. The Department maintains the right to inspect the property at the time of credit application and at any time that the site is receiving credit to ascertain credit applicability.
- Credit can be revoked or reduced at any time that it is determined by the Department that the qualified control structures or educational activities are not performing to the credit standard, that the qualified control structures are not being maintained to function as designed, or that the qualified control structures or educational activities no longer meet the purpose of the credit.



4.1 Stormwater Detention Credit

Non-residential (NSFR?) properties with structural controls or measures that meet Metro's current design standards and performance criteria for reducing peak demand and controlling the rate at which the runoff volume enters Metro's stormwater system may be eligible for a Stormwater Detention Credit up to 20%. The site should be designed so that the post-developed hydrologic performance of the area is similar to that of the pre-developed land.

A partial credit of 10% may be given to properties that were not required to meet current design standards and that therefore only partially meet Metro's current design standards and performance criteria.

Conditions of Credit:

1. The property owner must submit a site plan, design calculations, as-built drawings, and/or other data signed and sealed by a professional engineer that are sufficient for an MWS Engineer to render an opinion regarding the applicability of credit.
2. The property owner must submit a maintenance plan and annual documentation of maintenance on all structural controls and non-structural activities that serve as the basis for the credit according to the MWS Engineer's assessment.

4.2 Stormwater Quality Credit

Non-residential (NSFR) properties with structural controls or measures that meet the Low Impact Development 80% Runoff Reduction Standard or the 80% Total Suspended Solid (TSS) removal efficiency standard in Volumes 1, 4, and 5 of Metro's Stormwater Management Manual (SWMM) may be eligible for a Stormwater Quality Credit up to 20%. These controls reduce the pollutants carried by stormwater to Metro's storm sewer system and streams.

A partial credit of 10% may be given to properties that meet less than the 80% Runoff Reduction or TSS removal design standard.

Conditions of Credit:

1. The property owner must submit a site plan, design calculations, as-built drawings, and/or other data signed and sealed by a professional engineer that are sufficient for an MWS Engineer to render an opinion regarding the applicability of credit.
2. The property owner must submit a maintenance plan and annual documentation of maintenance on all structural controls and non-structural activities that serve as the basis for the credit according to the MWS Engineer's assessment.

4.3 Stormwater Education Credit

A credit of up to 20 percent will be available to any entity exempt from taxation under state or federal law that provides to its students or members a regular and continuing program of education approved by the Director and concentrating on stewardship of water resources and minimization of demand on the Public System.

The rationale behind this credit is that the stormwater education provided by the institution will not only assist Metro in meeting NPDES permit requirements, but will also instill an appreciation and stewardship of water resources that will benefit and/or decrease the demand on Metro's stormwater system or program in the long term.



The credit amount, either 10% or 20%, will be determined by MWS based on the content of the education materials, the ability for the education to meet Metro's NPDES permit requirements, the number of students receiving education, and the potential for reducing the water quantity and quality demand on the Public System.

Conditions of Credit:

1. Institution must submit for review and approval by the Department a description of the site specific educational messages and activities and estimated percentage of parcel users that will receive the education and participate in activities.
2. Institution must provide approved educational messages and implement activities involving at least 75% of parcel users at least once annually.
3. Institution must submit an annual report documenting the percentage of parcel users that received educational messages and the percentage of parcel users participating in activities in that year.
4. The credit will be applied only to the parcel where the educational messages are presented and the activities occur (e.g., if the messages and activities occur only at an Elementary School, the credit will be applied only to that property, not the entire school system).
5. To receive the full credit of 20%, a minimum of 75% of parcel users must participate in pollution prevention activities and a minimum of 75% of parcel users must receive educational messages.
6. Institutions that do not teach the curriculum in a manner that allows all students to receive it within a typical tenure at the school may receive a partial credit of 10%.

5.0 Review of Impervious Area

The Department will review all User properties at least once every five years to ensure Users are being billed for the correct amount of Impervious Area. Upon completion of the periodic review, if a User's amount of Impervious Area has changed, the Department will adjust such User's stormwater fee accordingly to reflect the updated amount of Impervious Area.



APPENDICES



Metro Nashville and Davidson County Application for Stormwater User Fee Credit – GENERAL INFORMATION

Owner or Owner's Representative (Contact):	Property Parcel Number:
Property Address:	
Contact Phone Number:	Contact Email:
Mailing Address (if different than property address):	
Credits for Consideration (check all that apply):	
<input type="checkbox"/> Detention Credit – Attached: <input type="checkbox"/> Supporting drawings and calculations <input type="checkbox"/> Maintenance Document executed and recorded in accordance with the Stormwater Management Manual, Volume 1. <input type="checkbox"/>	
<input type="checkbox"/> Quality Credit – Attached: <input type="checkbox"/> Supporting drawings and calculations <input type="checkbox"/> Maintenance Document executed and recorded in accordance with the Stormwater Management Manual, Volume 1.	
<input type="checkbox"/> Education Credit – Attached: <input type="checkbox"/> Description of education program (list of education tools used, est. number of students that will complete education) <input type="checkbox"/> Stormwater Education Credit Form <input type="checkbox"/> Stormwater Education Credit Application & Annual Report	
This application is to request credit or adjustment to the assigned stormwater user fee for the property at the above location.	
Owner's Signature	Date

Metro Nashville and Davidson County

Application for Stormwater User Fee Credit – EDUCATION CREDIT FORM

Instruction: Applicant must provide adequate documentation to demonstrate to Metro Water Services Stormwater Division that sufficient focus and instruction upon Stormwater management issues and water quality protection are covered in the time frame suggested.

Please complete the table describing the proposed Pollution Prevent Plan and submit electronically.

Institution _____

Parcel No. _____

Owner _____

Property Address _____

Contact Person: _____

Person Responsible for Implementing Pollution Prevention Plan

Phone Number _____

Email _____

Parcel Contains (check all that apply; if more than one of any type applies, please indicate how many):

Building Parking Lot Field/Lawn

POLLUTION PREVENTION & EDUCATION PLAN ELEMENTS

1. Educational Messages and Activities

- Must be site specific.
- Must be accessible to, and directed towards, the regular users of the impermeable portions of the parcel.
- Messages will explain why an issue is important to water quality and what actions individuals can take to improve water quality.
- Activities will occur regularly enough to prevent pollution or sewer clogs and to reinforce pollution prevention habits in parcel users.
- EXAMPLES:
 - At a ball field: "Keep our waterways clean. Pick up litter." signs are posted and a litter clean up activity is announced immediately after each ball game, encouraging attendees to pick up throw away litter around their seats.
 - At a parking lot: No littering signs are posted at each exit and a regular Adopt-A-Drain volunteer event is implemented to clean parking lot storm drains.

Institution: _____ **Parcel #** _____

2. Reporting

- The Annual Report is due on January 1.
- Please update the Annual Report section of the Application summarizing activities.
 - Submit the Annual Report electronically to Maxine.Stevenson@nashville.gov _____.

I certify that the activities proposed in the Pollution Prevention Plan will be implemented during the time period January – December, _____.

Name _____

Signature _____

Title _____

Date _____

Metro Water Service Use only:

- Pollution Prevention & Education Plan **is accepted** as detailed above.

Stormwater Education Credit Awarded: ___ 20% ___ 10% for the time period Jan.-Dec., _____.

- Pollution Prevention & Education Plan **is not accepted** for the following reasons:

Paperwork is incomplete. Notes: _____

- Plan does not involve parcel users OR Plan does not involve a significant percentage of parcel users.

MWS Representative

Name: _____

Signature: _____

Date: _____

Institution: _____ Parcel # _____

STORMWATER EDUCATION CREDIT APPLICATION:

We propose to engage in the following activities:

ANNUAL REPORT

From January – December, _____, we engaged in the following activities

ACTIVITIES	Select at least 1 activity	Anticipated % of users of this part of the parcel who will participate	How often will this activity take place throughout the year?	Date(s) of Activity	% of users of this part of the parcel who participated in the activity	Additional information to attach to annual report
Parking Lot, Field, Lawn	<input type="checkbox"/> Volunteer Litter Clean Ups (Contact Metro Public Works for supplies)					<ul style="list-style-type: none"> • Photo of activity
	<input type="checkbox"/> Volunteer Adopt-A-Drain (Sign up at nashvilleh2o.org)					<ul style="list-style-type: none"> • Photo of activity • Proof of Drain adoption
	<input type="checkbox"/> Volunteer Adopt-A-Stream (if a stream is adjacent to the parcel) – Contact Cumberland River Compact					<ul style="list-style-type: none"> • Photo of activity • Proof of Stream adoption
	<input type="checkbox"/> Volunteer Adopt-A-Stop (if a bus stop is adjacent to the parcel) – Contact Nashville MTA/WeGo Transit					<ul style="list-style-type: none"> • Photo of activity • Proof of Stop adoption
Buildings	<input type="checkbox"/> Kitchen: Install kitchen grease collection station, with instructional and educational signs, maintenance plan.					<ul style="list-style-type: none"> • Photo • Maintenance plan
	<input type="checkbox"/> Bathroom: Install trash bin for non-flushable items next to each toilet, instructional and educational signs, maintenance plan.					<ul style="list-style-type: none"> • Photo • Maintenance plan

Institution: _____ Parcel # _____

EDUCATION	Select at least 1 educational message	Anticipated % of users of this part of the parcel who will participate	How often will this activity take place throughout the year?	Date(s) of Activity	% of users of this part of the parcel who participated in the activity	Additional information to attach to annual report
	<input type="checkbox"/> Litter prevention: Wind and weather, traffic, and animals move litter from gutters, fields, lawns and landscaped areas, alleyways, and parking structures and eventually into our streams and waterways.					<ul style="list-style-type: none"> • Image of message and materials • Photo illustrating where on the parcel the information is displayed or distributed
Parking Lot, Field, Lawn	<input type="checkbox"/> Proper lawn chemical use: Rain water can run off yards and to the nearest storm drain, or ditch, to a stream. The runoff can carry pollutants from yards into our community's water. Always read use and warning labels on lawn chemicals and limit chemical use when possible.					<ul style="list-style-type: none"> • Image of message and materials • Photo illustrating where on the parcel the information is displayed or distributed
	<input type="checkbox"/> Pick up dog waste: Dog waste contains harmful bacteria such as <i>E. coli</i> . The bacteria can be carried by rain to our waterways or by pets and owners into your home. Pick it up and put it in the trash.					<ul style="list-style-type: none"> • Image of message and materials • Photo illustrating where on the parcel the information is displayed or distributed

Institution: _____ Parcel # _____

EDUCATION	Select at least 1 educational message	Anticipated % of users of this part of the parcel who will participate	How often will this activity take place throughout the year?	Date(s) of Activity	% of users of this part of the parcel who participated in the activity	Additional information to attach to annual report
Buildings	<input type="checkbox"/> Proper disposal of kitchen grease: Grease from cooking and dirty dishes can cause drain and sewer clogs. Pour used cooking grease into a can, allow the grease to cool and become solid, and dispose of in the trash or take to a grease recycling facility. Before rinsing dishes or placing them in the dishwasher, wipe off leftovers into the trash.					<ul style="list-style-type: none"> • Image of message and materials • Photo illustrating where the message is displayed
	<input type="checkbox"/> Proper disposal of non-flushable items: Toilet paper is the only material designed to disintegrate in the sewer system. All other items cause toilet and sewer clogs and overflows. Put everything else in the trash can, including: personal and cleaning wipes, feminine hygiene products, cotton swabs, dental floss, etc.					<ul style="list-style-type: none"> • Image of message and materials • Photo illustrating where the message is displayed