

City of Kingsport, Tennessee

Stormwater Utility Policy and Procedures Manual

May 2012



Table of Contents

Section 1 Introduction.....	1-1
1.1 Definitions.....	1-1
1.2 Responsibility.....	1-1
Section 2 Stormwater Fund and Billing Policies.....	2-1
2.1 Stormwater Utility Fund.....	2-1
2.2 Utility Customer Classification.....	2-1
2.3 Stormwater Management Service Charges.....	2-2
2.4 Bill Provisions	2-3
2.5 Payment Provisions and Delinquency Penalties.....	2-3
2.6 Guidelines for Unique Utility Customer Accounts	2-4
Section 3 Billing Database Maintenance.....	3-1
3.1 Billing Database Updates.....	3-1
3.2 Discontinuation of Service.....	3-4
3.3 Long-term Data Management.....	3-5

Appendices

Appendix A – Stormwater Fee Allocation Form

Section 1

Introduction

The City of Kingsport, TN established a Stormwater Utility on November 1, 2011 with the passage of Ordinance No. 6146 (Stormwater Utility Ordinance). The stormwater utility provides the City with the authorization to establish and collect just and equitable rates, fees, and charges for the services and facilities provided by the stormwater utility system. The City's stormwater system is currently regulated by Chapter 42 of the City's Code of Ordinances and is known as the "Stormwater Management Ordinance".

The City's stormwater utility establishes the mechanism for billing the costs of the stormwater management program to the users of the system in relationship to the benefits enjoyed and services received to the extent practical. The stormwater management program consists of maintenance, repairs, replacements, improvements and extension of the City's stormwater management system. The Stormwater Utility Ordinance provides the mechanisms for billing and payment, making adjustments to fees, accounting for capital contributions and establishing the Stormwater Utility Fund. This Policies and Procedures Manual outlines the guidelines and framework under which the utility operates. The Manual identifies and clarifies the City's procedures for billing the fees and updating the billing data file. It is also codifies the City's procedures for dealing with unique accounts.

1.1 Definitions

The following definitions apply in the use of this Policies and Procedures Manual and were referenced from the City's Code of Ordinances. If the definition from the City's Code of Ordinances is different in any way, the Ordinance takes precedence:

Base Rate: Base rate means the stormwater user's fee for a single-family residential property in the City.

Credit: A credit is a fee reduction a customer receives for implementing practices that mitigate the peak discharge or runoff pollution or decreases the City's cost of maintaining the system beyond standard (base) requirements.

Customer or Consumer: The person or entity to which a bill for stormwater service charges is billed. The customer may be the owner or occupant of a property, but the owner is ultimately responsible for payment of the charge.

Developed Land: Developed property means real property which has been altered from its natural state by the creation or addition of an impervious surface area, by the addition of any buildings, structures, pavement or other improvements.

Dwelling Unit: Dwelling unit means a building or a portion thereof occupied for residential purposes.

Impervious Surface: Impervious surface means an impermeable surface which prevents the percolation of water into the soil including, but not limited to, pavement, parking areas and driveways, packed gravel or soil, or rooftops.

Lot: Land bounded by lines legally established for the purpose of property division.

Non-Residential Developed Land: Non-residential developed land means developed property other than single-family or non-single-family residential property. Such property includes, but not be limited to, commercial properties, industrial properties, parking lots, hospitals, schools, recreational and cultural facilities, hotels, offices, churches, and mixed-use property.

Natural State: Shall describe existing undeveloped land where the soil and vegetation characteristics has not been substantially modified or disturbed by human activities and the hydrologic function is in an unaltered or natural condition.

Other Residential Developed Land: Other residential developed lands means land that is zoned, developed or used solely as residential land, including, but not limited to, duplexes, townhouses, apartments, condominiums, mobile homes, mobile home parks, mixed use buildings and other multi-unit residential developments, or any other lands upon which there are residential structures that contain more than one (1) dwelling unit.

Property Owner or Owner: Owner means the property owner of record as listed in the county's assessment roll. A property owner includes any individual, corporation, firm, partnership, or group of individuals acting as a unit, and any trustee, receiver, or personal representative.

Single-Family Developed Property: Single-family developed property means a developed property which serves the primary purpose of providing one detached dwelling unit for one family or housekeeping unit, but this does include single wide mobile homes, even if attached to the land or there is only one unit on the property.

Single Family Unit (SFU): "Single-Family Unit" or "SFU" means the average square footage of the impervious surface area for a single-family residential property. The average impervious surface area on a single-family unit is calculated to be three thousand seven hundred and ninety four (3,794) square feet of impervious surface or fraction thereof.

Stormwater: The runoff from precipitation that travels over natural state or developed land surfaces and enters a drainage system.

Stormwater Management Service Charge: The charge to provide stormwater services to developed property. The charge is based upon the single-family unit (SFU) as calculated for that property and multiplied by the base rate.

Stormwater Management System or System: The system of roadside drainage, roadside curbs and gutters, curb inlets, swales, catch basins, culverts, cross drains, headwalls, junction boxes, outlets, manholes, gutters, ditches, pipes, lakes, ponds, sinkholes, channels, creeks, streams, storm drains, water quality best management practices, and similar conveyances and facilities, both natural and manmade, located within the City which are designated or used for collecting, storing, or conveying stormwater, or through which stormwater is collected, treated, stored or conveyed, whether owned or operated by the City of Kingsport or other owner/operator/person.

Stormwater Utility Fund: The stormwater management service charges and the interest generated by those charges.

Stormwater Services: City stormwater management programs designed to protect water quality by controlling the level of pollutants in, and the quantity and flow of, stormwater and City service of structural and natural stormwater and drainage systems of all types.

Undeveloped Land: All land that is not altered from its natural state to extent that results in less than five hundred (500) total square feet of impervious surface area per individual lot.

1.2 Responsibility

Stormwater services are provided to citizens by the City of Kingsport Public Works Department. The Public Works Director has responsibility for the operation and maintenance of the Stormwater Utility. The Public Works Director also is responsible for the organization and operation and maintenance staff, the planning and assessment of the stormwater management system, enforcement of soil erosion and sedimentation control regulations, the Stormwater Ordinance, and the management of capital improvement drainage programs. The responsibility for billing of stormwater management service charges will be that of the Finance Director.

Section 2

Stormwater Fund and Billing Policies

2.1 Stormwater Utility Fund

A Stormwater Utility Fund has been established for the deposit of fees and charges collected by the utility. These funds are for the exclusive use of the City's stormwater management system, including, but not limited to the following:

- **Operation and Maintenance of the stormwater management system.** Operation and maintenance activities may include, but not be limited to, street sweeping, catch-basin cleaning and repair, storm sewer repair, channel clearing, ditch and swale mowing, channel reconstruction, and erosion repair.
- **Costs of Construction incurred in connection with providing capital improvements to the Stormwater Management System.** As part of the improvements the City may authorize the construction of curbs, gutters, catch basins, channels, drainage swales, storm sewers, culverts, detention basins, pump stations, as well as other stormwater related facilities.
- **Administrative costs associated with the management of the Stormwater Utility Fund.**
- **Debt service financing.**
- **Planning and engineering.**
- **Cost incurred by the City to comply with all federal, state, and local stormwater regulatory requirements.**

2.2 Utility Customer Classification

All developed land in the City, whether public or private, is subject to a stormwater management service charge. Exemptions are not allowed based on age, tax exemption, or other status of an individual or organization. For purposes of imposing the stormwater management service charge, all developed lots and parcels within the City are classified into the following three customer classes:

Single Family Developed	Other Residential Developed	Non-Residential
Single Family Detached	Townhomes	Commercial
Mobile Homes	Apartments	Industrial
	Condominiums	Institutional (tax exempt)
	Other Multi-Family	Governmental
		Other Non-Residential

The following exemptions from stormwater charges are allowed pursuant to the stormwater utility ordinance:

1. Property which stormwater runoff is not discharged into or through the stormwater flood control facilities, or both, of the city;
2. Owners and/or operators of agricultural property, in the city, upon which the owner and/or operator conducts activities that enable the owner and/or operator to satisfy the requirements of a qualified farmer or nurseryman, as defined in Tennessee Code Annotated, Section 67-6-207.
3. Undeveloped property that is not altered from its natural state.
4. Developed property with less than five hundred (500) total square feet of impervious surface area per individual lot.
5. Improved public transportation ways, including public streets, roads, sidewalks, mobility paths, greenways and trails, airport runways, and internal roads within public facilities, which have been conveyed to the city and are used by the general public for motor vehicle transportation.
6. Railroad tracks, provided, however, railroad stations, maintenance buildings or other developed land will not be exempt from stormwater user fees.

2.3 Stormwater Management Service Charges

Stormwater management service charges on developed land are based on a schedule of rates, charges, tiers, and late fees fixed and established in Chapter of the City’s Code of Ordinances and supplemented by the City’s Rate Resolution _____. Stormwater management services charges are computed based on the following methods:

1. **For single-family developed residential property**, the monthly stormwater service charge is based on the amount of impervious surface on the property and applied to a three-tiered system, as shown in the following table. This category includes single family detached homes and mobile homes.

Single-Family Residential Lot, Total Impervious Surfaces (in square feet)	Percentage of SFU (1 SFU = 3,794 square feet)
Small: 0 to 1,912	0.7 [70%]
Medium: 1,913 to 6,269	1.0 [100%]
Large: 6,270 and Beyond	1.4 [140%]

2. **For non-single-family residential property**, the monthly stormwater management service charges shall be on a per dwelling unit basis as set forth in the City of Kingsport Rate Resolution and as summarized in the following table. This category includes townhouses, apartments, condominiums, and other multi-unit residential developments. Common

property associated with these developments is included in these estimated dwelling unit charges and should not be billed separately.

Other Residential Units, (By Type and Dwelling Unit)	Charge as a Percentage of 1 SFU
All non-single family dwelling units	0.6 [60%]

3. **For non-residential developed property**, the monthly stormwater management service charge is calculated by dividing the total impervious surface area of the property divided by one (1) SFU, rounded to the nearest tenth, and multiplied by the established monthly single-family equivalent unit rate as fixed by the Board of Mayor and Aldermen.

2.4 Billing Provisions

Bills for stormwater service will be sent at monthly intervals per the City's standard utility billing procedures. Stormwater management service charges may be billed on a combined utility bill that also contains charges for water and sewer service.

Stormwater management service charges for a property that receives water, sewer service or combined sewer and water service will be sent to the customer receiving such service. For developed property with no water and sewer service, the stormwater user fee will be sent to the property owner. However, where multiple water accounts exist for a single parcel, the bill for stormwater management service charges may for good cause shown at the discretion of the City be sent to the property owner. Additional policies concerning billing of such unique accounts are described in Section 2.6.

Owners of property may, with the consent of the City, designate each occupant of the property as the party to receive the bill for stormwater management service charges by completing and properly executing a form provided by the City (included in Appendix A of this manual). Such designation should fairly allocate the impervious surfaces actually used by the billed party, and it should be binding for the period of time specified by the City. No occupant may be designated as the party to receive the bill for stormwater service charge unless the occupant is also receiving another City utility bill. The applicant is also required to provide notification to each effected utility customer.

Such transfer does not relieve either the owner or occupant from liability for stormwater management service charges if they are not paid by the party billed. The approval of per account billing pursuant to this subsection does not relieve the owner from liability for stormwater management service fees if they are not paid by the party billed. The property owner is ultimately responsible for payment of the stormwater management service charge for the property for which the party billed has not paid the stormwater management service charge.

2.5 Payment Provisions and Delinquency Penalties

Stormwater management service charges will be paid to the city as directed on the bill and will become delinquent as of 20 days following the billing. If such charges are not paid within 20 days from the date of the bill or the delinquent date stamped thereon, an additional charge of ten percent of the bill will become due and payable and will become a part of the bill. Any charge due may be recovered at law by the City. The City is entitled to recover attorney's fees incurred in collecting delinquent stormwater management service charges or associated late fees.

Where stormwater management service charges appear on a combined utility bill or a master summary bill, and a customer does not pay the service charges for all the utilities on the bill, the partial payment will be applied to the respective service charges in an order consistent with the City's billing policies.

In the event that the stormwater management service charges and delinquent fee are not paid on or before the final due date, city utility services is authorized to discontinue other utility services based on the order established in the City's Code of Ordinances.

The City will bill utility accounts for unbilled or under billed stormwater utility charges up to a one-year period beginning after the effective date of February 1, 2012. Unbilled or under billed charges incurred prior to this effective date will not be considered. Payment arrangements are specified in the utility policies and procedures. Any adjustments to stormwater utility charges must be applied through the utility billing system.

Customers with complaints about the accuracy of stormwater management service charges are entitled to a review as provided in the Stormwater Utility Ordinance. No charge will be retroactively adjusted to resolve customer complaints for a period of more than one year prior to the date the City received the complaint.

2.6 Guidelines for Unique Utility Customer Accounts

The following is a summary of general billing guidelines to be applied to unique utility customer accounts:

Master Metered Accounts

Master meters monitor service to more than one user. For non-residential properties (such as a strip mall) with a master meter, the monthly stormwater management service charge is computed as a standard non-residential property. The impervious area for the entire site is measured and the associated charges are billed to the customer of the master meter.

For multi-family residential properties with a master meter, the monthly stormwater management service charge is the product of the number of dwelling units served by the master meter and the monthly service charge per dwelling unit as defined in Section 2.3. However, a customer of the master meter has the option of applying for an adjustment through the City's Credit and Adjustment Manual to have their property measured as a non-residential property (i.e. the property is charged based on the actual impervious area of the site).

The Stormwater Utility Ordinance states that if multiple customers are served from the same meter, the property owner or property manager shall be responsible for payment of the bill.

Multiple Metered Properties

Many parcels have multiple meters or meters separate from each building on the property such as an extra water line or fire protection or separate meters for each building on the property. In any case, a single storm water charge should be calculated for the property. Where the meters have the same customer name assigned to it, the utility fee should be billed to one meter, with the other meters designated as "no charge".

In the event that multiple customers exist for the multiple meters on a parcel, each customer must be allocated an equitable share of the stormwater management service charge. By default, the stormwater service charge should be assigned to the property owner or property manager, if known. At the owner's request, however, the City will consider alternative allocations of the total charge to the parcel based on information provided by the customer (such as building size, under roof lease space, assigned parking spaces, etc.). The customer must complete and submit the form in Appendix A to apply for this allocation of charges.

Inactive Accounts

Inactive utility accounts occur when no one is occupying a rental property or lease space or if a property has been vacated by the owner and utilities have been turned off. If all utility services have been discontinued, no stormwater charges will be applied to the site for a grace period of six months. If by the end of the grace period no utilities have been turned on, the City may issue a monthly stormwater-only bill to the property owner.

Mixed Use Parcels

Mixed use parcels are defined as properties with both residential and non-residential uses. The billing methodology for these parcels is based on whether the property has a master meter or multiple meters. Where one master meter exists, the stormwater management service charge is computed as a standard non-residential property and the total charge is assigned to the owner of the master meter. Where multiple meters exist on a mixed use property, meters associated with residential dwelling units are assigned 1 SFU for each dwelling unit on the property. The total impervious area of the property is then determined. For each dwelling unit on the property, an equivalent impervious area of 3,794 square feet per dwelling unit should be subtracted from the total impervious area on the property. The remaining impervious area is then assigned to the remaining active meters on the property in a manner similar to a typical multi-metered property.

Section 3

Billing Database Maintenance

One of the most important aspects of the long-term management of the stormwater utility program is the on-going maintenance of the stormwater utility billing database. As new customers enter the system or as existing customers modify impervious area on a site, the City must continue to update the billing database in order to maintain the appropriate revenue stream for a growing community. The following sections summarize the procedures related to maintenance of the billing database.

3.1 Billing Database Updates

The Stormwater Division shall be responsible for tracking new or changed accounts and for providing the appropriate SFU data to the Finance/Utility Billing Department for routine updates to the billing data. Updates to the billing data are required for all new construction or any changes in impervious area to existing properties within the City limits. Updates may also be required for newly annexed areas. The Stormwater Division will update the billing data continuously or on a routine schedule. Monthly updates are suggested.

The following sections describe the process and procedure for updating various new or existing customer accounts. “Swim lane” diagrams displaying the process for each customer type and situation are also provided at the end of this section and can be used as a quick reference for staff:

Establishing a New Commercial, Non-Residential or Multi-Family Customer Account (reference Figure 3-1)

The process for initiating stormwater management service charges on new, non-residential properties or multi-family properties begins in the City’s Development Services Department. Customers are required to submit a Building Permit or Development Plan, which includes a Water Quality Management Plan. The relevant stormwater management documents are forwarded to the Stormwater Division, who is responsible for the review and approval of the plan. The Water Quality Management Plan includes a provision that requires the permittee to include the total amount of impervious area on the site. This impervious area and associated SFU value should be logged in a spreadsheet by the Stormwater Engineer or a Stormwater Engineering Technician for all new submittals.

For multi-family customers, the Stormwater Engineer or Stormwater Engineering Technician must review the site plan or perform a field visit to verify the total number of dwelling units. The Engineer or Technician must also classify the property according to the categories for multi-family in the Stormwater Utility Ordinance. Once the property is classified and the number of dwelling units is determined, the information should be logged in a spreadsheet.

Following issuance of a Certificate of Occupancy (C.O.O.) to the property owner, the Stormwater Engineer or Stormwater Engineering Technician will provide the new SFU charge to the Finance/Utility Billing Department to update the stormwater account information in the HTE billing system. As an alternative, the Stormwater Engineer or a Stormwater Engineering Technician could be granted access to the HTE system to update the stormwater account information directly.

Billing Account Changes for Existing Commercial and/or Non-Residential Customers (reference Figure 3-1)

If a non-residential customer wishes to add impervious area to a property, a Building Permit and Water Quality Management Plan must be submitted to the City's Development Services Department. Plans are shared with the Stormwater Division for review and approval. The additional impervious area should be calculated by the Stormwater Engineer or Stormwater Engineering Technician and logged in a spreadsheet along with the new, associated SFU value. At the conclusion of the project, Engineering Inspectors perform a site inspection to verify completion of the project per the site plan. A Certificate of Occupancy (C.O.O) is then issued to the Customer. A copy of the C.O.O should be provided to the Stormwater Engineer or Stormwater Engineering Technician.

Once the C.O.O. is received by the Stormwater Engineer or Stormwater Engineering Technician, the modified stormwater account information should be provided to the Finance/Utility Billing Department to be updated. As an alternative, the Stormwater Engineer or a Stormwater Engineering Technician could be granted access to the HTE system to update the stormwater account information directly.

Establishing a New Single Family Residential Customer Account (reference Figure 3-1)

The process for adding a new single family residential lot customer begins with the customer submitting a building permit application to the Development Services Department. A copy of the Building Permit should be forwarded to the Stormwater Division for review. The Stormwater Division will review the plan and assign a tier placement to the property. The information and relevant account shall be logged in a spreadsheet and held until construction is completed.

At the completion of the project, the property owner will be issued a Certificate of Occupancy (C.O.O) and a copy of the C.O.O should be provided to the Stormwater Technician. The new stormwater account information should be provided to the Finance/Utility Billing Department to be updated in HTE. As an alternative, the Stormwater Engineer or a Stormwater Engineering Technician could be granted access to the HTE system to update the stormwater account information directly.

Billing Account Changes for Existing Single Family Residential Properties (reference Figure 3-1)

If a single family residential customer wishes to add impervious area to a property, a building permit must be submitted to the City's Development Services Department. The Building Permit should be shared with the Stormwater Division, who calculates the revised SFU to determine if a change to the property's tier assignment is required. If there is no change to the tier, no further action is required. If a change to the tier assignment is necessary, the relevant account information shall be logged into a spreadsheet and held until construction is completed. Once completed, the updated SFU value and account information should be provided to Finance/Utility Billing to update the HTE system. As an alternative, the Stormwater Engineer or a Stormwater Engineering Technician could be granted access to the HTE system to update the stormwater account information directly.

Updating Accounts with Adjustments or Mitigation Credits (reference Figure 3-2)

Any customer may file an appeal for an adjustment to their stormwater fee. The credit program is available to non-residential customers only. Per the Credit and Adjustment Manual, the customer initiates the adjustment or credit process by submitting an application to the Stormwater Division. The Stormwater Division reviews all adjustment and credit applications for compliance with the Credit and Adjustment Manual. If approved, the Stormwater Division will hold the application until the customer receives final approval from the City that the device has been built or other verification

that the customer is providing the service related to the credit (education, NPDES permit, etc). The Stormwater Division will determine the appropriate credit and forward the adjustment or credit information to Utility Billing. Utility Billing will assign the credit/adjustment to the appropriate account in the system and provide a note in the comment field regarding the assigned credit/adjustment. The original impervious surface/SFU should be maintained in the system for record keeping in case the credit needs to be removed at a later date. As an alternative, the Stormwater Engineer or a Stormwater Engineering Technician could be granted access to the HTE system to update the stormwater account information directly.

Updating Accounts for Annexations (reference Figure 3-3)

The process for updating the Stormwater Utility Billing System for annexations begins with the GIS Division. Upon notification of a pending annexation, the GIS Division is responsible for numerous tasks related to the annexed area. As such, it is appropriate to also task this Division with providing the base billing information for annexations. The following protocol has been established by CDM Smith for building a database of stormwater billing information for annexed areas.

- Identification (by GISLINK) of new parcels being annexed into the City through City’s GIS or Tax Department.
- Field verification of parcel land use (i.e. SFH, multifamily, commercial, etc.).
- Field verification of dwelling units for multifamily parcels.
- Field verification of site address.
- Impervious area footprint calculation from GIS data or State Assessment data for nonresidential parcels (commercial, industrial, institutional, tax exempt and agricultural).
 - Impervious area footprint from GIS would be developed from existing Planimetric data and/or modified hand drawn polygons for various footprint features. Features such as roof tops, driveways, internal sidewalks, parking areas, and detached structures within the parcel boundaries should be included. Unique to nonresidential parcels, “green islands” within parking areas should be avoided. Clearly defined areas such as pool deck (not actual pool), golf cart paths, and gravel parking (electric substations gravel areas are the exception) should be included. Polygons are then converted to square footages and SFU’s for nonresidential parcels. For residential parcels, the base impervious area is used for tier placement of Single Family Homes.
 - When Planimetric data and/or aerial photography are not available, State Real Estate Assessment Data can be used to estimate footprint/base impervious area. Caution should be used to include only data which would reflect footprint areas. A “Glossary of Terms” is included on the Comptroller of the Treasury Real Estate Assessment Data website to assist in calculations.
- Base building footprint calculation from GIS data or State Assessment data is required for those existing Residential Single Family Homes (SFH) parcels. Based on this base calculation, the following tier SFU value is assigned: less than 1,912 sq. ft. = 0.7 SFU factor; greater than 6,270 sq. ft. = 1.4 SFU factor; all other Residential Single Family Homes (SFH) = 1.0 SFU.

- For those parcels with a land use other than Single Family Home, a SFU factor of 0.6 is assigned for each dwelling unit associated with the parcel.
- Utility account(s) are “matched” to annexed parcel(s) using existing GISLINK or parcel site address to service location address.
- In the case of residential multifamily land use, if the number of utility accounts associated with the parcel equals the number of dwelling units, a 0.6 SFU factor is assigned to each account. If there are not enough accounts available, the result of the total number of dwelling units multiplied by SFU factor of 0.6 will be assigned to 1 account and the other accounts will be assigned zero. The account assigned the SFU value should reflect either ownership or management of the facility.
- In the case of nonresidential land use, the total impervious area of the parcel including buildings, internal sidewalks, internal driveways, and parking areas is summed and divided by the SFU base of 3,794 sq. ft. The result is the unique SFU value for that parcel. This SFU value is assigned to the utility account associated with the parcel. For those nonresidential parcels with more than 1 utility account associated with it, the SFU value should be assigned to the account that best reflects ownership or facility management, and all other accounts will be assigned zero.
- For those nonresidential parcels with multiple accounts and no clear account to assign an SFU value to, the City should make an attempt to contact the owner of the parcel to discuss billing options. In the event the City cannot contact the parcel owner, the City will employ a methodology which would divide the SFU value among the various accounts based upon best information available such as under roof occupied space. The City should also have the option of creating a stormwater only account directed towards the owner of the parcel.

Once the GIS Division Representative completes the assignment of SFU factors to each property in the annexation, a spreadsheet shall be compiled and sent to the Stormwater Division for verification. The Stormwater Division will review the file for completeness and verify the account information as appropriate. Following this review, the spreadsheet shall be forwarded to the Finance/Utility Billing Department for incorporation into the master utility billing database. For small annexations, this update may be performed manually by Finance/Utility Billing. For large annexations, it may be most efficient to forward the updates to the Information Services Department to perform a batch update to the system.

3.2 Discontinuation of Service

Requests for the discontinuation of existing utility services at residential and nonresidential properties shall be handled by the Finance/Utility Billing Department. In the event of a sale of the property, the monthly stormwater service charges remain active and are transferred to the new property owner along with other utility fees.

In a situation where the tenant requests discontinuation of service, Utility Billing should delete the current customer information from the account and replace it with information regarding the owner of the property, as the owner is ultimately responsible for the stormwater service charges per the ordinance. In this situation, the stormwater service charge will be inactive as long as no other utility services are active on the site for a grace period of 6 months. At the end of 6 months from discontinuation of service, a Stormwater-Only bill should be initiated and sent to the property owner.

Stormwater accounts may only be removed from the billing database when the City determines that a customer has removed all impervious area from a formally developed property and has returned the property to its previously undeveloped conditions.

3.3 Long-Term Data Management

The original impervious area estimates were developed from aerial photography flown prior to initial billing of the utility in 2012. It is recommended that, on a five-year cycle, the City should confirm the accuracy of the billing database using the latest aerial photography. Verification is only necessary for those accounts that have been changed, modified or updated since the last verification process.

In addition, the Finance/Utility Billing Department should run quarterly reports on the Utility Billing System to identify accounts with active water/sewer, but inactive or “zero” stormwater fees. For those accounts identified, the information shall be forwarded to the Stormwater Division to review and verify that the inactive or “zero” charge is appropriate for the property.

Figure 3-1

Residential and Non-Residential Stormwater Utility Billing Updates

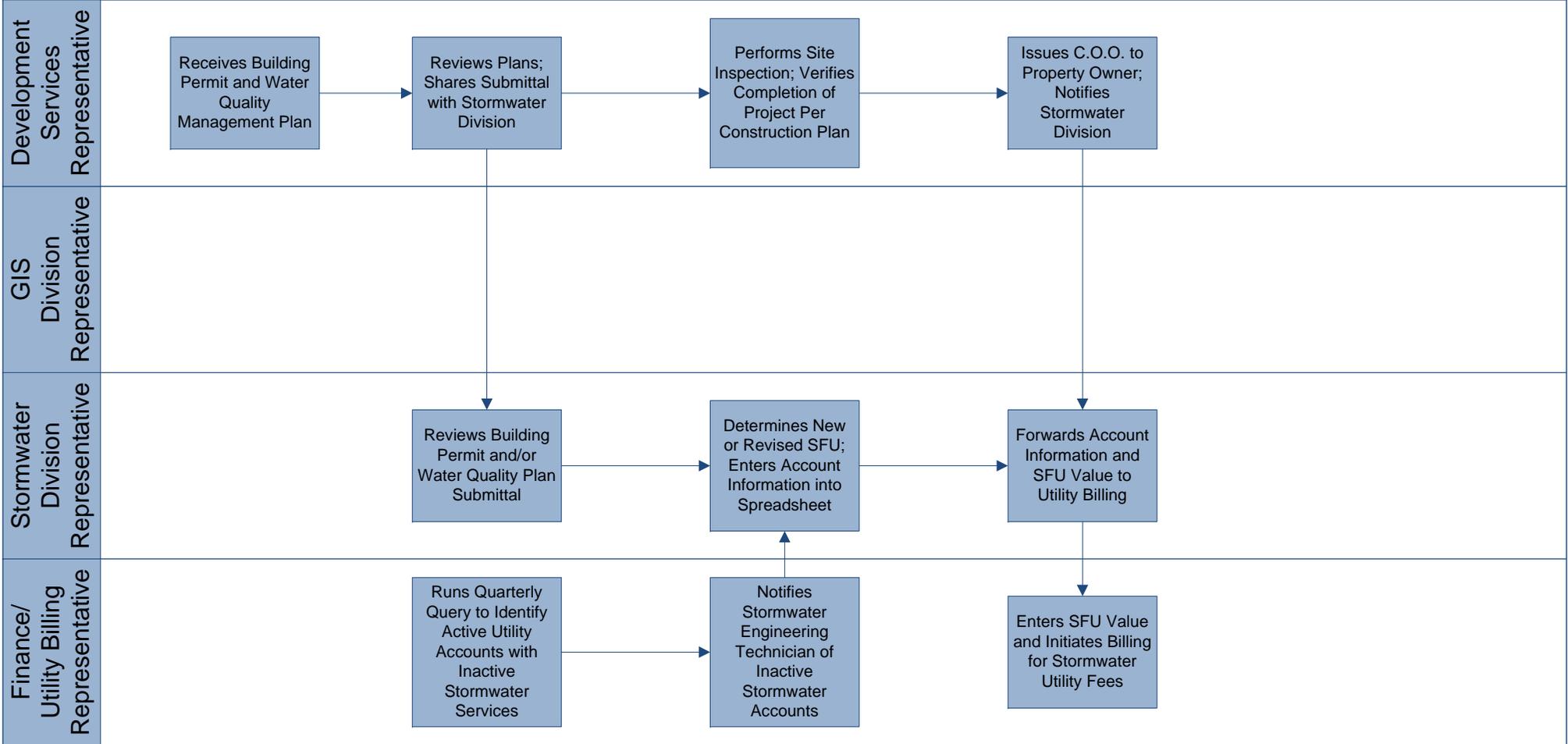


Figure 3-2

Updating Accounts with Adjustments or Mitigation Credits

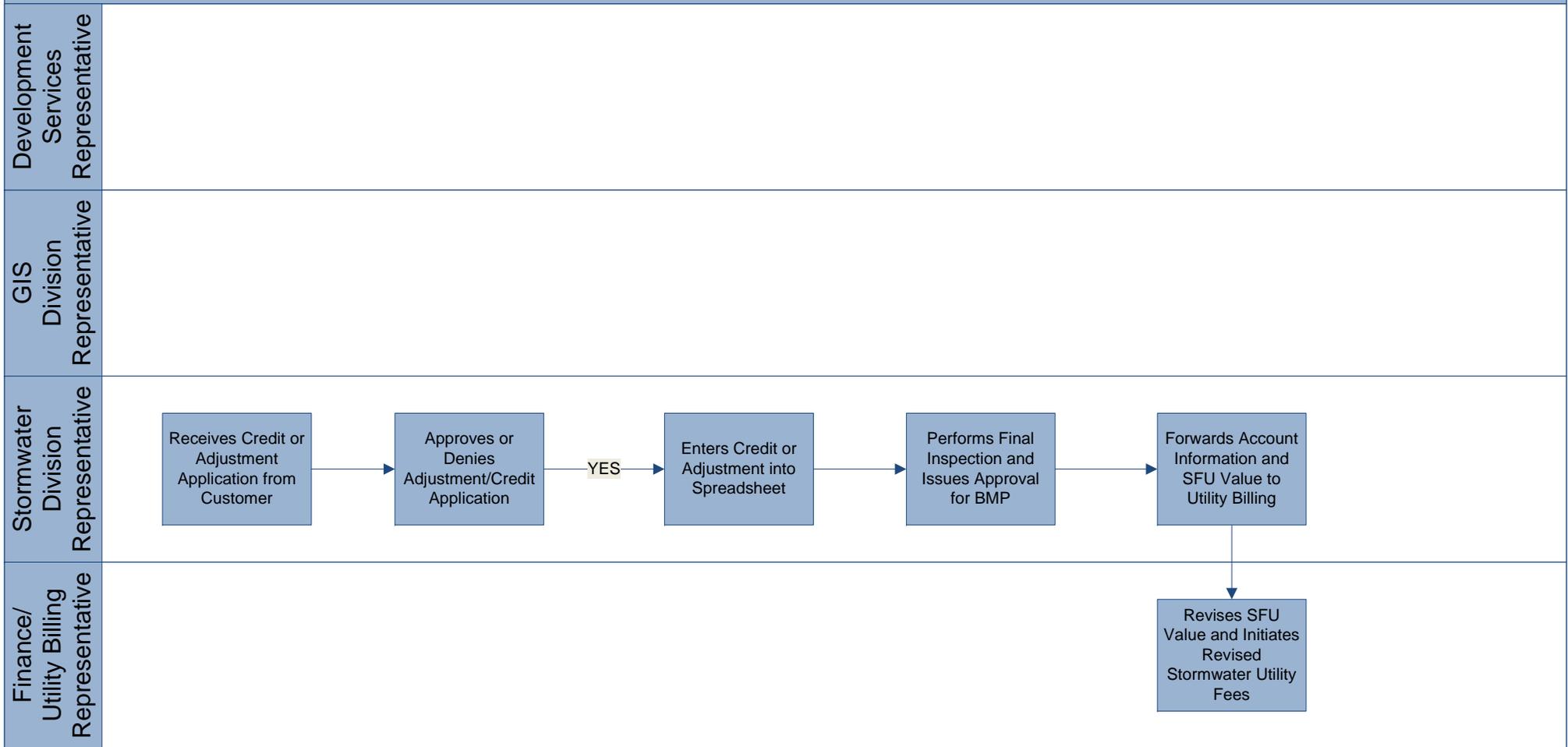
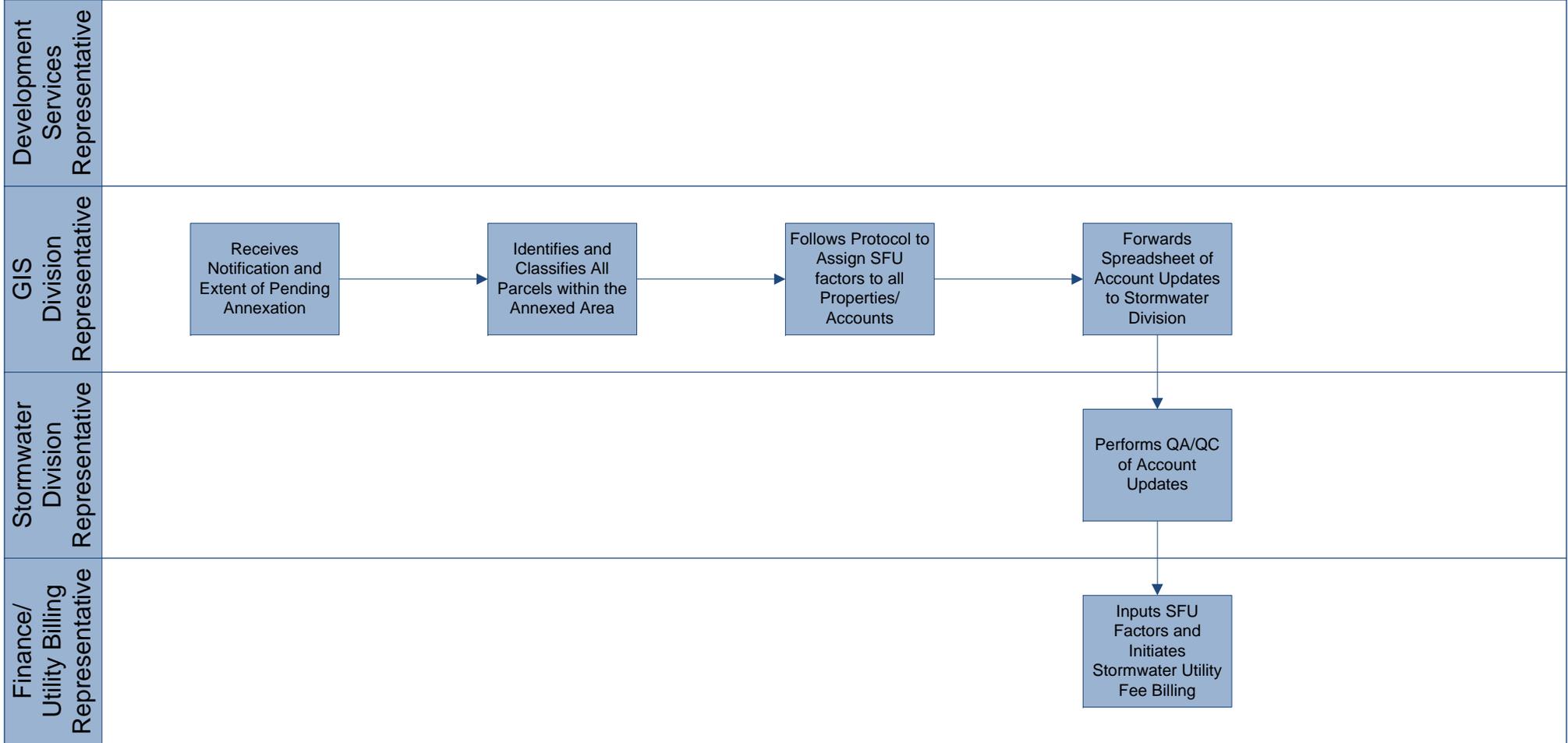


Figure 3-3

Updating Utility Billing Database for Annexations



Appendix A

Stormwater Fee Allocation Form

The enclosed form may be used as a template for the City to notify a property owner that has multiple utility accounts on a single parcel. The form identifies alternative measures for billing the property and requests input from the owner as to how the owner desires the property to be billed.

City of Kingsport
Attn: Dan Wankel, P.E., Stormwater Engineer
225 West Center Street
Kingsport, TN 37660



DATE _____

Owner _____	Parcel ID _____
Mailing Address _____	Street Address _____
City, State Zip _____	Impervious Area _____
	No. of SFUs _____
	Estimated Fee \$ _____ per month

Subject: Request for Parcel Information for the Stormwater Management Funding Program

Dear Property Owner:

The City implemented a stormwater management funding program beginning in February 2012. The stormwater fee is based on the amount of impervious area (i.e. hard surfaces such as rooftops, driveways, parking lots, etc.) located on your parcel, which has been measured by the City. The impervious area shown in the space above was found to be associated with this parcel (or, a combination of associated parcels as appropriate). The SFU is the average (typical) impervious surface area on a single-family detached residential dwelling unit property in the City which is equivalent to 3,794 square feet of impervious area. The number of SFUs on your property is determined by dividing the total impervious area by 3,794. Based on this procedure, a number of billing units has been assigned to your parcel (shown in the space above) and all other non-residential parcels in the City. This rate and billing methodology is typical for other stormwater funding programs in Tennessee. The stormwater rate is \$3.50/month for each SFU or single-family equivalent unit and will be billed on the monthly water and sewer utility bill.

However, we have determined that more than one utility account or tenant is located on this parcel and are requesting your input in allocating the appropriate impervious area and associated billing units to each utility account shown in the Table 1 on Page 3 of this notice. One customary method for allocating the charges is to associate the impervious area on the property with the "under roof" or leased square footage among all the tenant spaces occupied or not at this time.

The total of all utility account allocations must equal 100%. The information you provide will be used to determine how many billing units will be charged to each utility customer or tenant using the location codes and addresses provided in Table 1. Alternatively, you may simply choose to allocate an equal percentage of the stormwater charge to each of the utility accounts listed. If you do not provide a response to this notice, the fee will not be allocated but instead will appear on a "stormwater only" utility bill in your name. If you wish the charge to be sent to a Property Manager, please sign the form on the following page and return to the City at the address shown at the bottom of this letter.

Please sign this form, and return it to the City at the address below no later than _____, 20____. Notices received after the deadline will be applied to the next billing cycle.

OWNER NAME

DATE

Page 2 of 3

I, _____ am the owner of this parcel and as of today's date _____
I request the stormwater utility charges be billed in the following manner:

(please check one of the following methods)

_____ Bill to the utility customers shown on Page 3 based on the percentages for allocation that I have provided

_____ Bill an equal percentage to the utility customers shown above

_____ Bill to me, or my authorized representative at the following address:

_____	_____	_____
Name	Title	Phone

Company Name (if appropriate)		

Street Address		Suite

City	State	Zip

If you need additional information, please contact either of the following representatives of the Stormwater Division:
Steve Robbins at (423) 245-2167 or Dan Wankel at (423) 224-2727

Thank you in advance for your assistance.

Sincerely,

Ryan McReynolds, P.E.
Public Works Director

