



# **Stormwater Utility Credits, Grants, and Appeals Manual**

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*Special thanks to the City of Newark, Delaware for their guidance in developing this manual.*

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# **Stormwater Charge Credits, Grants, and Appeals Manual**

## **1.0 General Information**

### **1.1 Overview**

The City of Dover's (the City) stormwater management program aims to manage both the quantity and quality of stormwater runoff within the City and its local surface waters, recognizing them as important resources. The major goals of this program are:

- Reduce the amount of pollutants discharged into the surface waters including rivers and creeks;
- Manage the rate and volume of stormwater discharged to the City's system as well as local surface waterbodies; and
- Comply with the regulatory requirements of the City's National Pollutant Discharge Elimination System (NPDES) Phase II permit.

To mitigate the impact of pollutant loads on rivers, the City is engaged in several stormwater activities, including pre- and post-construction stormwater management, watershed planning and protection, and surface water quality enhancement efforts. These efforts protect City streets and properties from flooding, erosion, water pollution, property damage, and also enable the City to comply with federal and state regulatory requirements.

### **1.2 Stormwater Charge**

With formal adoption of a Stormwater Utility, the City also implemented a stormwater charge, effective July 1<sup>st</sup>, 2024, pursuant to City Code Chapter 110, ARTICLE V. The stormwater charge was created to provide a designated source of revenue to fund the City's stormwater management Operations & Maintenance (O&M) costs and capital stormwater system infrastructure costs.

A key objective of the stormwater charge is to facilitate equitable recovery of the City's stormwater management costs from all the parcels within the City's limits.

Typically, it is not feasible to directly measure the actual stormwater runoff and its associated pollutant loads that a parcel contributes to the system. Hence, a stormwater charge is established based on a surrogate measure such as a parcel's estimated effective impervious area. Impervious area typically refers to any hard and compacted surface area including paved areas, hard undeveloped surfaces, buildings, rooftops, driveways, walkways, decks and patios, compacted grassed areas and parking lots. The approach that is used to estimate the effective impervious area for the residential and all other stormwater classes of properties is described in the following sections.

#### **a) Residential Parcels**

For all the residential parcels (Single-family Residential Stormwater Class), the impervious area is calculated based upon a three-tiered system.

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The impervious area was determined based on impervious coverage files from the Office of State Planning Coordination. Single-family uses were delineated and the impervious cover in each zoning district was divided by the number of lots to derive the average single-family impervious cover of each zone. From this point, residential zoning districts were grouped into tiers that have reasonably similar impervious covers as listed in Table 1, in the Appendix. A monthly stormwater charge is calculated by multiplying the ERU ratio by the ERU rate.

**b) All Other Stormwater Class:**

The monthly stormwater fee is calculated for all other stormwater classes by dividing the estimated impervious area for a parcel by the average impervious area for the Tier 1 single-family residential stormwater class to determine the ERU ratio. The ERU ratio is then multiplied by the ERU rate to determine the monthly stormwater charge. See Table 2, in the Appendix for examples of an impervious surface. The impervious surface area shall be capped at 1,000,000 sq. ft.

**c) Delinquency:**

- i. Pursuant to City Ordinance, Sec. 1-13a, b—Clean Hands, no person or entity or owner shall be eligible to receive any city services, utilities, permits, licenses, or approvals if that person, entity, or owner owes outstanding payments to the city
- ii. Pursuant to City Code §110-305, all penalties, fines, and costs associated with enforcement of this chapter shall be liens on the property to the extent permitted by Title 25, Chapter 29 of the Delaware Code.

## **1.3 Purpose**

In conjunction with the implementation of the stormwater charge, the City has established a stormwater credits, grants, and appeals program.

**a) Credits**

The purpose of the stormwater credits program is to enable parcel owners to seek reduction in stormwater charges if specific stormwater management measures have been implemented. The onsite stormwater management measures need to significantly reduce the volume of runoff into the City's stormwater system and/or enhance the water quality in the surface water bodies into which a parcel's runoff discharges. Stormwater Credits are associated with the construction, operation, and maintenance of privately owned stormwater management facilities that complement the City's stormwater management efforts and support the City's stormwater management and surface water quality protection activities.

**b) Charge Adjustment Appeals**

The purpose of the charge adjustments appeals process is to enable customers to appeal any potential exceptions relating to parcel ownership, stormwater classification, and stormwater credit qualification. For more information about the appeals process, please see section 3.0, Stormwater Charge Adjustment Appeals, of this manual.

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## 1.4 Definitions

This section provides definitions for key terms relating to stormwater credits and the charge adjustments appeals process described in this technical manual. See also the definitions section of the City Code §110-301.

**All other stormwater classes:** Refers to the various stormwater classes, except the single-family residential stormwater class.

**Appellant:** Refers to the parcel owner or the owner's authorized nominee who files an application for a charge adjustment appeal.

**Applicant:** Refers to the parcel owner or the owner's authorized nominee who files an application for a stormwater credit.

**Best Management Practices (BMPs):** Best Management Practices are structural and/or non-structural stormwater management practices that are deployed in a property to control stormwater runoff and/or to improve the quality of stormwater runoff.

**Dwelling:** Refers to a structure with one kitchen and one or more baths and bedrooms separate from the kitchen including houses, mobile homes, manufactured homes, apartments, and those attached to other dwellings or structures.

**Equivalent Runoff Unit (ERU):** A unit of measure that is set to equal the median impervious area square footage of parcels of the Tier 1 single-family residential stormwater class.

**Equivalent Runoff Unit Ratio (ERU Ratio):** Refers to the number of ERUs that are assigned to each parcel in the Single-Family residential stormwater class, based on the tier assigned to each parcel.

**Impervious Area:** The total square feet of hard surface areas including buildings, driveways, any attached or detached structures, and paved or hardscaped areas, or other surface areas that behave like an impervious area under wet weather conditions, that either prevent or restrict the volume of stormwater that can enter into the soil, and/or thereby cause water to run off the surface in greater quantities or at an increased rate of flow than what would have occurred under natural undisturbed conditions.

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**Single-family Residential Stormwater Class:** Parcels with a single-family, detached, semi-detached or attached dwelling.

**Stormwater Charge:** Refers to the monthly charge for stormwater management assessed to a parcel within the city based on the impervious area of the parcel to be billed on the associated cycle billing route for the service location.

**Stormwater Management Facility:** Refers to an engineered stormwater control structure specifically designed to reduce the quantity of runoff, while also improving the runoff quality.

**Tier:** The tier value that is assigned to each parcel in the Single-Family Residential Stormwater Class, based on the parcel's actual impervious area.

**Water Quality:** Those characteristics of stormwater runoff from a land disturbing activity that relates to the chemical, physical, biological, or radiological integrity of water.

**Water Quantity:** Refers to those characteristics of stormwater that relate to the rate and volume of the stormwater runoff resulting from land disturbing activities.

# Stormwater Charge Credits, Grants, and Appeals Manual

## 2.0 STORMWATER CREDITS

### 2.1 Objective

The policies and procedures outlined for stormwater credits processes is designed based on the following key objectives:

- Aid the City in meeting stormwater quality and quantity management, as well as flood mitigation needs.
- Support the City's NPDES Phase II permit compliance requirements.
- Afford charge reduction opportunity for customers who reduce their burden on the stormwater system and services provided by the City through the operation and maintenance of stormwater best management practices.
- Support equitable cost recovery of stormwater management costs.

### 2.2 Credit Policies

The system of credits defined in this Stormwater Credits, Grants, and Appeals Manual (manual) is governed by the following policies:

#### a) Credit Application

Only parcels that pay for the maintenance of an onsite stormwater management facility are eligible to apply for stormwater quality/quantity credits.

The Stormwater Credits Application (see **Form C-1** in the Appendix) and all supporting documentation must be filed by the applicant in writing to the Director of the Department of Public Works. The credit request may be filed any time but adjustments, if any, will be effective as stated in Section 2.2(h). of this manual.

#### b) Types of Credits

**Quality Credits:** Quality Credits are available to properties that pay into the maintenance of a stormwater management facility and/or directly own a stormwater management facility which was designed to effectively control pollutants in the runoff and to enhance water quality (see 2.2(c). of this manual) \*. If water quality credits are provided, the City may at any time revoke the credits for non-compliance with BMP maintenance standards.

**Quantity Credits:** Quantity Credits are available to properties that control the rate of stormwater runoff contributed to the City's stormwater system or surface water system (rivers, streams, etc.) \*. Credits will not be provided for stormwater management practices that are under construction and/or are not fully functional and/or are not properly maintained. If quantity credits are provided, the City may at any time revoke the credits if the stormwater management systems are found to be poorly maintained and/or non-functional.

\* (Subdivisions with an active HOA)

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## **c) Quality Credits**

Quality Credit up to 15% may be provided if the parcel owns and/or pays into the maintenance of stormwater management practices that infiltrate between 1 and 2.5 inches of runoff in accordance with the following increments:

**Figure 1- Quality Credit (%) According to Depth of Runoff Managed (Inches)**

<b>Total Depth of Runoff Managed (Inches)</b>	<b>Quality Credit (%)</b>
1.5	5.0
2.0	10.0
2.5	15.0

Consideration for credits may be given to additional water quality best management practices at the discretion of the Director of Public Works. Applicants must document and demonstrate that the BMPs exceed applicable Delaware Sediment and Stormwater requirements via certified engineering documentation.

## **d) Quantity Credits**

Quantity Credit is available to parcels that utilize onsite structural stormwater management measures such as retention or detention ponds, or other non-structural practices to manage stormwater runoff. The applicant must submit certified engineering documentation that affirms the existence of a fully functioning stormwater management facility that is privately owned. The applicant must also submit a maintenance agreement for the stormwater management facility that affirms the maintenance is privately funded.

Quantity Credit up to 10% may be provided to parcels where the post-development peak stormwater discharge rates are managed to pre-development peak discharge rates as follows:

- Manage the 10-year post development peak discharge to the 2-year pre-development peak discharge;
- Manage the 25-year post development peak discharge to the 10-year pre-development peak discharge;
- Manage the 50-year post development peak discharge to the 25-year pre-development peak discharge;
- Manage the 100-year post development peak discharge to the 50-year pre-development peak discharge.



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Design standards and criteria of the stormwater management structures must conform to the guidelines and design standards defined in Section 10.0 of the Delaware Sediment and Stormwater Regulations of Title 7 Natural Resources & Environmental Control Administrative Code as most recently issued by the DNREC Division of Soil and Water Conservation.

## e) **Maximum Credits**

The maximum allowable stormwater credits for quantity reduction (Quantity Credits) is 10% of the ERU rate for the parcel seeking the credit. The maximum allowable stormwater credits for quality control (Quality Credits) is 15% of the ERU rate. The maximum aggregate stormwater credit for any individual parcel cannot exceed 25% of the ERU rate for the parcel.

However, when special circumstances arise, such as a property infiltrating 100% of its stormwater, then the City may, at its discretion, provide up to a maximum of 50% credit.

## f) **Application Fee**

A credit application will not be considered complete and will not be processed unless accompanied by a non-refundable fee of \$150.00 per parcel, along with all other required supporting documentation as outlined in this Stormwater Utility Credits and Appeals Manual. If the application fee check submitted is uncollectible, the Department of Public Works will terminate the technical review, until a valid application fee is credited.

## g) **Renewal of Credits**

Any stormwater quantity or quality credit that is provided to a parcel is contingent on continued maintenance and operation of the private stormwater facilities or devices, as stipulated by the Director of Public Works. The City may revoke the stormwater credits at any time for non-compliance.

The approved credits are valid for a four-year term, with the credits expiring on December 31<sup>st</sup> of the fourth year. Renewal of the Credit is contingent on the Applicant submitting a Stormwater Credits Renewal Application (**See Form C-2 in the Appendix**) accompanied by a non-refundable re-filing fee of \$100, by October 1<sup>st</sup> of the calendar year in which the credits are due to expire.

## h) **Credit Adjustments**

**For all stormwater credit applications received before October 1, 2024**, any approved stormwater credits will be effective retroactively from July 1, 2024. The total amount of the Retroactive credit will be applied to the customer's future bill.

**For all stormwater credit applications received beginning October 1, 2024**, any approved stormwater credits will become effective only from the billing period in which the appeal Application is received and considered administratively complete. There will be no retroactive adjustments for prior billing periods.

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## i) Stormwater Charge Payment

A pending credit request application shall not constitute a valid reason for non-payment of the currently assessed stormwater charge. All stormwater charges that are outstanding at the time of filing of the application must be paid in full prior to the City commencing the technical review unless that requirement is waived in writing by the Director of Public Works.

## j) Documentation Costs

The City will not reimburse any costs that the applicant incurs in the preparation of the required documentation and/or the credit request application package.

## k) Burden of Proof

The burden of proof shall be on the applicant to demonstrate the validity of the credit application by providing clear and convincing evidence as required by the application.

## l) Right-of-Entry and Documentation Review

Following submission of a stormwater credits application, the City shall have an automatic Right-of-Entry into the parcel, following notice to the parcel owner, for the sole purpose of inspecting the facility/structure or system in the parcel for which the charge adjustment appeal is requested.

## m) Decision

The Director of Public Works will review and send a written notice of disposition to the applicant, with a copy to the Director of Finance, within 60 days of the receipt of the fully completed credits request package, unless any extraordinary circumstances necessitate additional review time. The decision of the Director of the of Public Works is final.

# Stormwater Charge Credits and Appeals Manual

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## 2.3 Stormwater Credits Application Requirements

The Applicant applying for stormwater credits for one or more parcels must adhere to the following credit request application stipulations.

### a) Application

Stormwater credit request for each parcel must be initiated by the applicant.

The applicant must submit a fully completed Stormwater Credits Application (See **Form C-1** in the Appendix) if applying for first time credits, or a fully completed Stormwater Credits Renewal Application (See **Form C-2** in the Appendix) if applying for renewal of credits. The application must be accompanied by the appropriate application fee and supporting documentation.

Only one application is allowed per parcel and the applicant may seek more than one type of credit defined in Section 2.2(b), in a single application. The applicant must submit a separate application package and application fee for each parcel being appealed.

### b) Supporting Documentation

The applicant shall provide the following technical documentation:

- i. Conceptual site plan and structural control location diagram showing the site, topographic details, overland flow paths, all stormwater facilities, and surrounding area.
- ii. Maps with locations, dimensions, and characteristics of existing and proposed storm drainage patterns and facilities.
- iii. Topographic map outlining the size of the drainage area upstream of the developed parcel.
- iv. Maps indicating existing and proposed grading and locations of all structures including buildings, parking, driveways, paving, and other impervious areas.
- v. Detailed engineering calculations that show the comparative results of pre-development runoff to post-development runoff that is routed through the stormwater control structures.
- vi. As-built plan drawing may be utilized.

The required technical documentation and drawings listed above must be certified by a registered professional engineer or certified land surveyor. The Director may waive in writing the submission of a land survey or other technical documentation.

### c) Fees

Stormwater Credits are granted for a fixed term of four (4) years and a first-time request requires a non-refundable application fee of \$150.00 with the original application (**Form C-1**) submittal.

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Stormwater credits renewal process requires a non-refundable application fee of \$100.00 with the renewal application (**Form C-2**) submittal.

The application fee can be mailed or paid at the front counter in City Hall. Checks must be made payable to the City of Dover. Please do not mail cash.

## d) **Schedule**

The applicant can apply for first-time stormwater credits at any time. However, the stormwater credits renewal application must be filed by October 1<sup>st</sup> of the calendar year in which the credits are due to expire.

## **2.4 Credits Application Procedures**

The following general procedures will be adhered to during the receipt, processing, and disposition of the stormwater credits application:

The applicant can either download **Form C-1** or **Form C-2** as appropriate from the City's website or request Customer Service to mail the application.

The completed application, supporting documentation, and the appropriate non-refundable application fee must be submitted to:

Director of Public Works  
City of Dover  
5 E Reed Street  
Dover, DE 19901

The Department of Public Works will review and reply to the applicant, with a copy to the Director of Finance, within 60 days of the receipt of the fully completed stormwater credits request package, unless any extraordinary circumstances necessitate additional review time.

Stormwater credits, if approved, will become effective as stated in Section 2.2(h).

# Stormwater Charge Credits and Appeals Manual

## 3.0 STORMWATER CHARGE ADJUSTMENT APPEALS

### 3.1 Objectives

The policies and procedures outlined for stormwater charge adjustments processes are designed based on the following key objectives:

- Provide a mechanism to address exceptions, if any, in parcel ownership, stormwater class assignment, stormwater fee, and the assigned tier for each parcel.

### 3.2 Charge Adjustments Appeal Policies

The system of charge adjustments appeals defined in this manual is governed by the following policies:

#### a) Reasons for Charge Adjustments Appeal Application

The appellant can file for a charge adjustment to appeal one or more of the following as applicable:

- Stormwater Classification or Parcel Ownership:** The appellant can file an adjustment request if the stormwater class or parcel ownership that is assigned to a parcel is believed to be inaccurate.
- Assigned tier:** The appellant can file an adjustment request if the parcel owner believes the assigned tier is incorrect.
- Incorrect impervious surface estimate (NOT applicable to single-family residential stormwater class):** The appellant can file an adjustment request if the parcel owner believes the estimated impervious surface is incorrect.

The City will not accept stormwater charge adjustment appeal application for any reason other than those stipulated above.

#### b) Charge Adjustment Appeals Application

The stormwater charge adjustment appeal and all supporting documentation must be submitted by the appellant, in writing, to the Director of Public Works. The appeal may be filed any time but adjustments, if any, will only be effective as stated in Section 3.2(d).

The following forms, as provided in the Appendix, must be used when filing charge adjustment appeals:

- Form A-1:** Single-Family Residential Stormwater Class Adjustment Request
- Form A-2:** All Other Stormwater Class Fee Adjustment Request

A Charge Adjustment Appeal Application filed using **Forms A-1** and **A-2** for reasons (i) through (iii) listed in Section 3.2(a), will not be considered complete and will not be processed unless accompanied by all documentation stated in this manual.

#### c) Application Fee

No application fee is required.

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## d) Stormwater Charge Adjustments

**For all stormwater charge adjustment appeal applications received before October 1, 2024,** any approved stormwater charge adjustments will be applied retroactively to July 1 2024. The total amount of the retroactive adjustment will be applied to the customer's future bill.

**For all stormwater charge adjustment appeal applications received beginning October 1, 2024,** approved stormwater charge adjustments will become effective only from the billing period in Which the appeal application is received and considered administratively complete. There will be no retroactive adjustments for prior billing periods.

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## 3.3 Charge Adjustment Appeal Application Requirements

The appellant applying for stormwater charge adjustments for one or more parcels must adhere to the following charge adjustment application stipulations.

### a) Application

The charge adjustments appeal for each parcel must be initiated by the appellant.

The appellant must submit a fully completed Stormwater Charge Adjustment Appeal Application (See **Form A-1** or **Form A-2**) accompanied by the appropriate supporting documentation, as outlined in Sections 3.2, 3.3 and 3.4.

Only one application is allowed per parcel, and the application may seek more than one type of charge adjustment defined in Section 3.2. The appellant must submit a separate application package and application fee, if any, for each parcel being appealed.

The completed application, supporting documentation, and the appropriate non-refundable application fee, if any, must be submitted to:

Director of Public Works  
City of Dover  
5 E Reed Street  
Dover, DE 19901

### b) Supporting Documentation

The appellant must provide the following technical documentation when filing for a stormwater charge adjustments appeal.

- i. **Stormwater Classification or Parcel Ownership:** Appellant must submit valid documentation prepared by a registered land surveyor showing gross parcel area. In addition, the appellant may provide documentation such as a parcel deed and parcel map to demonstrate the address of the parcel area and any other information the Director may specify.
- ii. **Assigned Tier:** Appellant must submit valid documentation such as a site plan, parcel map, “as-built” construction drawings certified by a registered land surveyor or a professional engineer, and any other information the Director may specify to demonstrate the correct tier of the parcel.
- iii. **Incorrect impervious surface estimate (NOT applicable to single-family residential stormwater class):** Submit supporting documentation duly certified by a registered professional engineer or land surveyor. Required documentation includes a site plan, parcel map, building plans, as-built drawings, and impervious area calculations. Survey data provided in support of the above appeals must be prepared within or recertified within the last 12 months. The Director may waive in writing the submission of a land survey.

### c) Schedule

The appellant can apply for a charge adjustment at any time. However, all stormwater charge adjustments will be effective as outlined in Section 3.2(d).

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## 3.4 Charge Adjustment Appeals Application Procedures

Any customer who objects to the stormwater utility staff's determination on their assigned stormwater charge may submit an appeal, in writing, to the Director of Public Works. The appeal must be submitted according to the procedures in 3.3(a-c) of this manual. The Director of Public Works will review and send a written disposition (final decision) to the appellant, with a copy to the Director of Finance, within 60 days of the receipt of the fully completed stormwater charge adjustments appeals package.

Final Decisions made by the Director of Public Works may be appealed to the Legislative, Finance, and Administrative Committee. Within 30 days of the City Clerk's Office receiving the request, the appeal will be put on the agenda for the Council Committee of the Whole.

Stormwater charge adjustments, if approved, will become effective as stated in 3.2(d).



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## 4.0 STORMWATER GRANTS

### 4.1 Residential Stormwater Project Cost Sharing

Stormwater and drainage issues on private property are excluded from the City's jurisdiction. The City recognizes that these stormwater issues and their associated solutions may result in significant and sometimes unexpected costs. To help reduce the burden on customers, the City will offer cost sharing up to 25% of the estimated project costs. Customers are encouraged to explore additional funding options, such as the Community Water Quality Improvement Grant.

Cost sharing will be limited to addressing stormwater related issues as deemed appropriate by the Department of Public Works. Funding may not be used to address other private property issues.

In order to be considered for cost sharing support, customers must complete and submit a grant request application form (**Form D-1**) to the Department of Public Works.

#### a) Supporting Documentation

The applicant must provide the following information:

- i. Project Description
- ii. Description of Anticipated Benefits
- iii. Estimated Project Costs
- iv. Requested Grant Amount

The following documentation would aid in application review, but is not required:

- Site plans or sketches showing the problem area and proposed solution
- Engineering drawings and/or calculations
- Engineer's cost estimate or Contractor's quote

#### b) Cost Sharing Maximum Amount

Eligible customers may receive up to 25% matching funds based upon estimated construction costs up to a maximum of \$5,000.

#### c) Funding Availability

Total annual available funding for cost-sharing will be limited to the annual appropriation as approved by City Council. Applications will be considered on a first come first serve basis.

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## 4.2 Grant Program Request Application Requirements

### a) Eligibility Requirements

Residential customers who are current on their stormwater bills may submit a grant request.

### b) Application

The applicant must submit a fully completed Stormwater Grant Request Application (See **Form G-1** in the Appendix), accompanied by the supporting documentation, as applicable.

### c) Supporting Documentation

See 4.1(a) for supporting documentation that is required.

## 4.3 Grant Program Requests Application Review and Approval

The following general procedures will be adhered to during the receipt, processing, and deposition of the stormwater grants requests process:

The appellant can either download **Form D-1** from the City's website or request Customer Service to mail the application.

The completed application and supporting documentation must be submitted to:

Director of Public Works  
City of Dover  
5 E Reed Street  
Dover DE, 19901

Following Receipt of a completed grant request application (**Form D-1**), the following general procedures will be adhered to during the receipt, processing, and disposition of stormwater grant program requests:

### a) Schedule

The customer may submit a grant request application at any time. However, please note review and approval of grant requests varies based upon the type of request as outlined below.

Grant requests will be reviewed and approved as follows:

**For Residential Stormwater Project Cost Sharing**, the Department of Public Works will review cost sharing requests for completeness. Staff will send formal written notification regarding whether or not the request is complete and has been accepted for further consideration.

- Each quarter, the Department of Public Works will review and approve projects.
- The Department of Public Works will inform the customer within 30 days of the decision. If a project is selected for cost sharing, the letter will include the approved matching funds and additional information regarding next steps.

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Note – Funding for cost sharing is limited to the City’s annual budget appropriation. Eligible customers may receive up to a 25% matching fund based upon estimated construction costs (\$5,000 maximum). In the event all grant money is not awarded in any given year, special consideration will be given to community projects with several applicants.

## 5.0 STORMWATER CREDITS AND CHARGE ADJUSTMENTS EXAMPLES

### 5.1 Stormwater Credits

The following examples illustrate the calculation procedures that would be applied in the assessment of monthly stormwater charges if stormwater credits are approved for a parcel. The examples are based on a Tier 1 Single-Family Residential Stormwater Class parcel, a monthly ERU ratio of 1, multiplied by the stormwater charge of \$6.00, equaling \$6.00/month.

#### d) Quality Credit

The following example shows the credit amount calculation and the billable monthly stormwater charge for a parcel that is granted a Quality Credit only.

Total original monthly stormwater

charge: \$6.00 Approved Quality

Credit: 15%

Applied Quality Credit Adjustment:  $\$6.00 - (15\% \times \$6.00) = \$5.10$

Total Billable monthly stormwater charge: \$5.10

Quality Credit Amount Issued to the Parcel:  $(\$6.00 - \$5.10) = \$0.90$

#### e) Quantity Credit

The following example shows the credit amount calculation and the billable monthly stormwater charge for a parcel that is granted a Quantity Credit only.

Total original monthly stormwater

charge: \$6.00

Approved Quantity Credit: 10%

Applied Quantity Credit Adjustment:  $\$6.00 - (10\% \times \$6.00) = \$5.40$

Total Billable monthly stormwater charge: \$5.40

Quantity Credit Amount Issued to the Parcel:  $(\$6.00 - \$5.40) = \$0.60$

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## 5.2 Storm Water Charge Adjustments Appeal

The following example illustrates the calculation procedures that would be applied in determining a revised impervious surface estimate in the case of an All Other Stormwater Class parcel that files an adjustment appeal seeking impervious area variance, and in determining the revised monthly storm water charge. If a Single-Family Residential parcel is misclassified, please fill out **form A-1** in the Appendix and if approved, your rate will equal that of the appropriate Tier. For All Other Stormwater Class adjustments fill out **form A-2** and see below for example calculations.

### b) Inaccurate Impervious Area Estimation for All Other Stormwater Classes

The calculations for this example are based on the following assumptions:

- Non-residential parcel with a Gross Parcel Area of 190,000 sq. ft.
- Impervious Area for this parcel is estimated using impervious coverage files from the Office of State Planning Coordination.
- The property consists of a building that is 100,000 sq. ft.; sidewalks of 10,000 sq. ft.; gravel parking lot of 50,000 sq. ft.; and grass area of 30,000 sq. ft. For a total of 160,000 sq. ft. of impervious surface

Individual runoff coefficients are assigned to the various land cover delineations as shown in Figure 2. Multiplying the individual runoff coefficient by the land cover delineation equals the adjusted, calculated impervious area in sq. ft.

Figure 2- Calculation of Impervious Area Based on Actual Land Cover Delineation

Land Cover Delineation (1)	Area (Sq. Ft.) (2)	Individual Land Cover Runoff Coefficients (3)	Calculated Impervious Area (Sq. Ft.) (4)= (2)x(3)
Structures	100,000	1.00	100,000
Asphalt	10,000	0.95	9,500
Loose Gravel	50,000	0.50	25,000
Grass	30,000	0.30	9,000
Total Property Gross Area	190,000		143,500

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Original monthly charge calculation:

- Average impervious area for Tier-1 Single-Family Residential Stormwater Class is 1,400 sq. ft.
- $160,000 / 1,400 = \text{ERU ratio of } 114.29$
- $\text{ERU ratio of } 114.29 \times \text{ERU rate of } \$6.00 = \$685.71 \text{ per month.}$

Revised Monthly Stormwater Charge Calculation:

- Total Impervious Area Based on Land Cover Delineation (Impervious examples on Table-2) = 143,500 sq. ft.
- Total revised ERUs:  $143,500 \text{ sq. ft.} / 1,400 \text{ sq. ft.} = 102.5 \text{ ERUs}$
- Total revised monthly stormwater charge:  $102.5 \text{ ERUs} \times \$6.00 = \$615$

## **APPENDIX**

# Stormwater Charge Credits and Appeals Manual

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**Table 1 - Single Family Residential Classes**

Tier No.	Applicable Zoning Districts	Average Impervious Area (Square Feet)	ERUs	Monthly Charge
1	RG-3, RG-4, TND	1,700	1.0	\$6.00
2	RM-1, RM-2, RG-1, RG-2, R-7	2,400	1.4	\$8.40
3	R-8, RG-5, R-10, R-20, R-15	3,700	2.2	\$13.20

**Table 2 - Runoff Coefficients for Land Cover Delineations**

Type of Land Cover	Land Cover Runoff Factor
Water / River / Stream	0.00
Woods / Marsh / Wetlands	0.10
Grass	0.30
Loose Gravel (Ex. Gravel Parking Area)	0.50
Cobblestone / Brick	0.80
Concrete	0.95
Asphalt	0.95
Structures	1.00



**Form A-1 - RESIDENTIAL**  
**CITY OF DOVER, DELAWARE**  
**STORMWATER FEE ADJUSTMENT REQUEST**

**Request Number**  
(Internal use only)

**Parcel ID:** \_\_\_\_\_ **Account#:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Parcel Owner:** \_\_\_\_\_

**Service Address:** \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**INNACCURATE STORMWATER CLASS**

☐ Indicate the current class and the class that is being requested. *(See Table 1 on reverse side of this form for reference).*

Current SW Class: \_\_\_\_\_ Requested SW Class: \_\_\_\_\_

☐ Indicate the current Tier that is being requested. *(See Table 1 on reverse side of this form for reference).*

Current SW Tier: \_\_\_\_\_ Requested SW Tier: \_\_\_\_\_

**OWNER CERTIFICATION and RIGHT-OF-ENTRY:**

I certify that the information contained in the application is, to the best of my knowledge, correct and represents a complete and accurate statement. I further understand that the stormwater fee adjustment will be based on the information provided and the City may revoke the fee adjustment if a later determination indicates that the information provided was inaccurate. I hereby grant permission for a City representative to enter the parcel for the purpose of inspecting the facility/structure or system in the property for which fee adjustments appeal is requested.

\_\_\_\_\_  
**Signature of Owner**

\_\_\_\_\_  
**Date**





**Form A-1 - RESIDENTIAL**  
**CITY OF DOVER, DELAWARE**  
**STORMWATER FEE ADJUSTMENT REQUEST**

**Request Number**  
(Internal use only)

**FOR CITY USE ONLY (To be completed by City):**

**Application Received By:** \_\_\_\_\_ **Date Received:** \_\_\_\_\_

**Application Reviewed By:** \_\_\_\_\_ **Date Reviewed:** \_\_\_\_\_

**Application Status:** Approved: \_\_\_\_\_ Denied: \_\_\_\_\_

**Remarks:**

**TABLE 1 – SINGLE FAMILY RESIDENTIAL CLASS**

Tier No.	Applicable Zoning Districts	Average Impervious Area (Square Feet)	ERUs	Monthly Charge
1	RG-3, RG-4, TND	1,700	1.0	\$6.00
2	RM-1, RM-2, RG-1, RG-2, R-7	2,400	1.4	\$8.40
3	R-8, RG-5, R-10, R-20, R-15	3,700	2.2	\$13.20

*\*Any property not within the zoning districts of Table-1 are considered "All Other Stormwater Class".*

**Send the Completed Application and Supporting Documentation To:**

The Director of Public Works  
City of Dover  
5 E Reed St  
Dover, DE 19901

**For inquiries, please call: (302) 736-7025**

(NOTE: A separate application form and supporting documentation must be filed for each parcel)



**Form A-2 – ALL OTHER  
STORMWATER CLASS**  
**CITY OF DOVER, DELAWARE**

**Request Number**  
(Internal use only)

**Parcel ID:** \_\_\_\_\_ **Account #:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Parcel Owner:** \_\_\_\_\_

**Service Address:** \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**REASON FOR FEE ADJUSTMENT REQUEST:** (Check one or more of the following)

☐ **Inaccurate Stormwater Class:** Indicate the current class and the class that is being requested. (See Table 1 on reverse side of this form for reference).

Current SW Class: \_\_\_\_\_ Requested SW Class: \_\_\_\_\_

☐ **Inaccurate Estimation of Impervious Area:** Indicate the current Impervious Area and the revised Impervious Area that is being requested. Submit supporting documentation duly certified by a registered professional engineer or land surveyor. Required documentation includes site plan, parcel map, building plans, as-built drawings, and impervious area calculations.

Current Impervious: \_\_\_\_\_ Sq. Ft. Requested Impervious: \_\_\_\_\_ Sq. Ft.

**OWNER CERTIFICATION and RIGHT-OF-ENTRY:**

I certify that the information contained in the application is, to the best of my knowledge, correct and represents a complete and accurate statement. I further understand that the stormwater fee adjustment will be based on the information provided and the City may revoke the fee adjustment if a later determination indicates that the information provided was inaccurate. I hereby grant permission for a City representative to enter the parcel for the purpose of inspecting the facility/structure or system in the property for which fee adjustments appeal is requested.

\_\_\_\_\_  
**Signature of Owner**

\_\_\_\_\_  
**Date**





**Form C-1**  
**CITY OF DOVER, DELAWARE**  
**STORMWATER FEE CREDIT APPLICATION**

**Request Number**  
(Internal use only)

**I. General Information**

<b>Parcel ID:</b>	<b>Account #:</b>	<b>Date:</b>
<b>Parcel Owner:</b>	<b>Service Address:</b>	
<b>Owner Phone:</b>	<b>City / State / Zip:</b>	
<b>Owner Email:</b>	<b>Mailing Address:</b>	
<b>Authorized Nominee:</b>	<b>City / State / Zip:</b>	
<b>Nominee Phone:</b>	<b>Stormwater Class:</b>	
<b>Nominee Email:</b>	<b>Credit Request:</b> Quantity <input type="checkbox"/> Quality <input type="checkbox"/> Special Circumstance <input type="checkbox"/>	

**II. Required Documentation Checklist**

<b>Check if any of the following attachments are included:</b>	
<input type="checkbox"/>	As-Built Drawings
<input type="checkbox"/>	Site Map / Plan
<input type="checkbox"/>	Drainage Area
<input type="checkbox"/>	Pre-development and Post-development Calculations for the 2-, 10-, 25-, 50- and 100-year Design Storms
<input type="checkbox"/>	Routing Calculations through the Facility or Control for the 2-, 10-, 25-, 50- and 100-year Design Storms
<input type="checkbox"/>	Total Storage Volume of Facility or Control
<input type="checkbox"/>	Emergency Spillway Size, Type, Configuration and Rating
<input type="checkbox"/>	Maintenance Plan / Schedule and copy of last inspection performed by Kent Conservation District
<input type="checkbox"/>	Application Fee of \$150.00 (Non-Refundable) Payable to the City of Dover

**III. Engineer Certification**

I certify that the "As-Built Drawings" and other maps are an accurate representation of the subject stormwater facility or control, and that the required calculations have been performed as per acceptable engineering standards.

Registered Professional Engineer: \_\_\_\_\_ Registration Number: \_\_\_\_\_

Company: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

\_\_\_\_\_  
**Signature of Engineer**

\_\_\_\_\_  
**Date**



**Form C-1**  
**CITY OF DOVER, DELAWARE**  
**STORMWATER FEE CREDIT APPLICATION**

**Request Number**  
(Internal use only)

**IV. Owner Certification and Right-of-Entry**

I certify that the information contained in the application and in the attached documents is, to the best of my knowledge, correct and represents a complete and accurate statement. I further understand that the stormwater credit will be based on the information provided and the City may revoke the credit if a later determination indicates that the information provided was inaccurate. I hereby grant permission for a City representative to enter the parcel for the purpose of inspecting the facility/structure or system in the parcel for which stormwater credit is requested.

\_\_\_\_\_  
Signature of Owner

\_\_\_\_\_  
Date

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**V. FOR CITY USE ONLY (To be completed by the City)**

Application Received By: \_\_\_\_\_ Date Received: \_\_\_\_\_

Application Reviewed By: \_\_\_\_\_ Date Reviewed: \_\_\_\_\_

Application Status:    Approved: \_\_\_\_\_                      Denied: \_\_\_\_\_

Credit Approved (%):    Quantity: \_\_\_\_\_                      Quality: \_\_\_\_\_

Remarks:

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**Send the Completed Application and Supporting Documentation To:**

The Director of Public Works  
City of Dover  
5 E. Reed St  
Dover, DE 19901

**For inquiries, please call: (302) 736-7025**

(NOTE: A separate application form and supporting documentation must be filed for each parcel)



**Form C-2**  
**CITY OF DOVER, DELAWARE**  
**STORMWATER FEE CREDIT RENEWAL APPLICATION**

**Request Number**  
(Internal use only)

**I. General Information**

<b>Parcel ID:</b>	<b>Account #:</b>	<b>Date:</b>
<b>Parcel Owner:</b>	<b>Service Address:</b>	
<b>Owner Phone:</b>	<b>City / State / Zip:</b>	
<b>Owner Email:</b>	<b>Mailing Address:</b>	
<b>Authorized Contact:</b>	<b>City / State / Zip:</b>	
<b>Contact Phone:</b>	<b>Stormwater Class:</b>	
<b>Contact Email:</b>	<b>Credit Renewal Request:</b> Quantity <input type="checkbox"/> Quality <input type="checkbox"/> Special Circumstance <input type="checkbox"/>	

**II. Supporting Documentation Checklist**

<b>Check if any of the following attachments are included:</b>	
<input type="checkbox"/>	As-Built Drawings (if changed)
<input type="checkbox"/>	Site Map / Plan (if changed)
<input type="checkbox"/>	Drainage Area Maps (if changed)
<input type="checkbox"/>	Written Description of Inspection and Maintenance Activities Performed During the Past Year
<input type="checkbox"/>	Maintenance Plan / Schedule and copy of last inspection performed by Kent Conservation District
<input type="checkbox"/>	Annual Renewal Fee of \$100.00 (Non-Refundable) Payable to the City of Dover

**III. Owner Certification**

I certify that the information contained in the application and in the attached documents is, to the best of my knowledge, correct and represents a complete and accurate statement. I further understand that the stormwater credit will be based on the information provided and the City may revoke the credit if a later determination indicates that the information provided was inaccurate. I hereby grant permission for City representative to enter the parcel for the purpose of inspecting the facility/structure or system in the parcel for which stormwater credit is requested.

\_\_\_\_\_  
**Signature of Owner**

\_\_\_\_\_  
**Date**



**Form D-1**  
**CITY OF DOVER, DELAWARE**  
**STORMWATER GRANT REQUEST APPLICATION**

**Request Number**  
(Internal use only)

**IV. FOR CITY USE ONLY (To be completed by the City)**

**Application Received By:** \_\_\_\_\_ **Date Received:** \_\_\_\_\_

**Application Reviewed By:** \_\_\_\_\_ **Date Reviewed:** \_\_\_\_\_

**Application Status:**      **Approved:** \_\_\_\_\_      **Denied:** \_\_\_\_\_

**Credit Approved (%):**      **Quantity:** \_\_\_\_\_      **Quality:** \_\_\_\_\_

**Remarks:**

**Send the Completed Application and Supporting Documentation To:**

The Director of Public Works  
City of Dover  
5 E. Reed St  
Dover, DE 19901

**For inquiries, please call: (302) 736-7025**

**(NOTE: A separate application form and supporting documentation must be filed for each parcel)**



**Form D-1**  
**CITY OF DOVER, DELAWARE**  
**STORMWATER GRANT REQUEST APPLICATION**

**Request Number**  
(Internal use only)

Parcel ID: \_\_\_\_\_ Account#: \_\_\_\_\_ Date: \_\_\_\_\_

Parcel Owner: \_\_\_\_\_

Service Address: \_\_\_\_\_

\_\_\_\_\_

Mailing Address: \_\_\_\_\_

\_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

**REQUESTED SUPPORT:** (Check one of the following)

- ☐ **Stormwater Project Cost Sharing:** Please describe the subject project for which matching funds are requested. Attach additional sheets if necessary.

**Benefits:** Please describe the anticipated benefits of the proposed project.

Check if any of the following attachments are included (recommended):			
<input type="checkbox"/>	Site Map / Plan	<input type="checkbox"/>	Stormwater Facility Details
<input type="checkbox"/>	Drainage Area Maps	<input type="checkbox"/>	Engineer's Cost Estimate / Contractor Quote
<input type="checkbox"/>	Engineering Drawings	<input type="checkbox"/>	Photos
<input type="checkbox"/>	Engineering Calculations	<input type="checkbox"/>	Other: _____







**Form D-1**  
**CITY OF DOVER, DELAWARE**  
**STORMWATER GRANT REQUEST APPLICATION**

**Request Number**  
(Internal use only)

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**Send the Completed Application and Supporting Documentation To:**

The Director of Public Works  
City of Dover  
5 E Reed Street  
Dover, DE 19901

**For inquiries, please call: (302) 736-7025**