



AUSTELL PUBLIC WORKS
5000 Austell-Powder Springs Road, Suite 105
Austell, Georgia 30106-2427

Stormwater User Fee Charge Inquiry/Review Fact Sheet

Applicability

This applies to all properties billed in November 2013 covering the period beginning January 1, 2014 and ending December 1, 2014.

Stormwater User Fee Charge Review

A customer's Stormwater User Fee Charge has been determined using the records from the City's utility billing database, aerial photographs, and field visits where necessary. Using this data, we have calculated the total impervious area of improvements such as buildings, pavements, sidewalks, etc. on your property. The Stormwater Utility has determined that 3,100 square feet as an Equivalent Residential Unit (ERU) and all stormwater user fees are determined in terms of the number of ERUs.

The stormwater user fee is calculated as follows:

1. All single-family customers are charged a flat rate of \$48.00 per year.
2. Non-single family customers are charged \$48.00 per ERU per year for every 3,100 square feet of impervious surface.
3. Undeveloped properties are not charged a stormwater user fee.
4. Additions to any commercial or industrial building, including newly constructed parking areas, will have an impact on any increased fees.

All of the above fees are charged via the annual City property tax bill.

If a customer believes that their Stormwater User Fee was calculated incorrectly, the form on the reverse side can be completed to request a review of the fee and sent to the address at the top of this sheet. The review application may be e-mailed to duane@austell.org or faxed to (678) 264-1522.

Upon receipt of the request, the City will review your property's billing account data and conduct additional research (as necessary) to establish the correct amount of impervious area and the resulting stormwater user fee. The request for Stormwater User Fee Review includes permission for City personnel to enter the customer's property to verify and measure existing improvements. If the customer has been billed incorrectly, any fees received over the correct charge amount will be refunded. However, if the City finds that the account has been under charged, the Stormwater User Fee will be adjusted upward, and the customer will be responsible for the new fee. For more information, customers may contact City Staff at (770) 944-4325.

AUSTELL PUBLIC WORKS

5000 Austell-Powder Springs Road, Suite 105 • Austell, Georgia 30106-2427

APPLICATION FOR STORMWATER USER FEE CHARGE REVIEW

Name of Applicant: _____

Property Street Address: _____

Utility Billing Account Number: _____

Applicant's Daytime Telephone Number: _____

Applicant's E-Mail Address: _____

Brief explanation of circumstances relating to this Request for User Fee Review:

Applicant's Signature: x _____

PLEASE ALLOW UP TO 48 HOURS FOR STAFF TO COMPLETE OUR REVIEW. DURING THE REVIEW TIME, THIS DOES NOT EXEMPT A DELAY IN PAYING YOUR PROPERTY TAX.

DO NOT WRITE BELOW THIS SECTION - STORMWATER UTILITY STAFF USE ONLY

Review Number: 2014- _____

Date Application Received: _____

Received By: _____

Results of Review

Date Review Completed: _____

Reviewed By: _____

Fee Reduced Amount of Refund: \$ _____ New Annual Bill Amount: \$ _____

Fee Increased Amount of Increase: \$ _____ New Annual Bill Amount: \$ _____

No Adjustment Made

Notifications

<u>To</u>	<u>Date</u>	<u>Method</u>	<u>By</u>
Customer	_____	<input type="checkbox"/> E-Mail <input type="checkbox"/> Mail <input type="checkbox"/> Telephone	_____
Finance	_____	<input type="checkbox"/> E-Mail <input type="checkbox"/> Mail <input type="checkbox"/> Telephone	_____

SWU20131111