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Sugar Hill Stormwater Utility Credit Technical Manual



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Definitions

Best Management Practice (BMP): Schedules of activities, prohibitions of practices, general good housekeeping practices, pollution prevention and educational practices, maintenance procedures, and other management practices to prevent or reduce the discharge of pollutants directly or indirectly to stormwater, receiving waters, or stormwater conveyance systems. BMPs also include treatment practices, flood controls, operating procedures, and practices to control site runoff, spillage or leaks, sludge or water disposal, or drainage from raw materials storage.

Credit: A reduction in the amount of a customer's Stormwater Utility fee in recognition of a customer's efforts to mitigate the runoff impact that the property improvements (i.e. impervious areas) have on the City stormwater management system.

Detention Facility: A system which provides temporary storage of stormwater runoff with a designed release of the stored runoff over time to manage the discharge volume, rate, pollutant loading and/or velocity and mitigate the property's impact on the City stormwater management system.

Impervious Area: Areas that do not allow, or only allow to a small extent, the infiltration of rainfall or stormwater runoff into the soil.

Non-Single Family Residential (NSFR): A developed property that contains structures utilized for purposes other than a residential dwelling unit. Examples of NSFR properties include those classified as MFR, commercial, industrial, institutional, educational, religious, municipal, and recreational.

Residential Property (RES): A developed property that contains one residential dwelling unit designated for that use. A RES property shall be classified as residential and shall not be commercial, industrial, institutional, educational, religious, municipal, and recreational.

Retention Facility: A system that provides storage of stormwater runoff, preventing release of a certain volume to a surface water body.

Runoff: Portion of stormwater, snow/ice melt, irrigation, and drainage that is collected in a stormwater management system that does not percolate into the ground.

Introduction

This manual outlines the methodology for the Sugar Hill (City) Stormwater Utility customers to secure and maintain a potential stormwater utility rate credit(s) for their property. A Stormwater Utility rate credit, or stormwater credit, represents a reduction in the customer's Stormwater Utility fee. The credit is only applicable for instances where stormwater management best management practices (BMPs) are operated and maintained to reduce the impact of runoff from the subject property on the City's stormwater management systems or in recognition of activities undertaken by the customer to reduce the cost of operating the stormwater management program.

Sugar Hill Stormwater Management Program Background

The City has traditionally operated a small Municipal Separate Stormwater Sewer System (MS4) to capture and convey stormwater runoff primarily in and around City owned streets and roadways. As the City has continued to grow, the MS4 has grown significantly as well. The State of Georgia has also implemented regulatory requirements for cities that operate MS4s. Due to the growth of the City's MS4 and additional regulatory burdens imposed by the National Pollutant Discharge Elimination System (NPDES) Phase I Stormwater Permit and the Metropolitan North Georgia Water Planning District (MNGWPD), the City's Stormwater Management Program (SWMP) has expanded significantly in both scope of service and cost.

In order to address the need for additional funding to operate the City's MS4 and its associated program costs, an increase in tax allocations to the SWMP was needed or an alternate source of revenue needed to be identified. After evaluating the various options for funding the SWMP, the City Council elected to implement a Stormwater Utility user fee system. The Stormwater Utility establishes a fee for operating the MS4 on all properties that discharge directly or indirectly to the MS4. Because the Stormwater Utility operates like any other utility service (such as water, sewer, sanitation, etc.), it is paramount that activities undertaken by the customer that reduce the demand on the MS4 / SWMP be recognized through an appropriate reduction in their bill.

Credits Available

At the time of publication of this manual, the City has divided the credit policies into two groups based on the type of customer that would apply for the credit. These groups consist of residential and non-residential customers.

- Residential customers consist of Stormwater Utility customers that have Residential (RES) designations on their bill.
- Non-Residential customers consist of Stormwater Utility customers that have Non-Single Family Residential (NSFR) designations on their bill.

Table 1 – Available Credits

Credit	Term	Potential Stormwater Utility Credit	
		Residential (RES)	Non-Single Family Residential (NSFR)
Low Impact Parcel	5 years	30%	30%
Public Participation	1 year	5%	5%
Direct Discharges	5 years	40%	40%
Rain Barrels	5 years	10%	10%
Residential Environmental Technologies	5 years	20%	
Septic Tank Maintenance	5 years	40%	40%
Sanitary Sewer System Connection	3 years	40%	40%
NPDES Industrial Stormwater Permit	5 years		10%
Water Quality Treatment of Stormwater Runoff	5 years	10% ¹	10%
Channel Protection	5 years	10% ¹	10%
Peak Flow Reduction	5 years	10% ¹	10%
Stormwater Runoff Discharge Elimination	Permanent		Varies
Green Space Preservation	10 years		Varies (max 20%)
Impervious Surface Reduction	1 year		Varies
Water Resources Education Program <i>(only applicable to public and private institutions)</i>	1 year		40%

¹Home Owner’s Associations (HOA) or other similar groups of homeowners of Subdivisions which have Best Management Practices (BMPs) and maintain the BMPs to the appropriate standards are eligible for reductions in the bills of all residents of the subdivision by the appropriate amount of credit as shown above. This credit is available only to those parcels that drain to the approved BMP and not all parcels associated with the HOA or similar groups of homeowners of Subdivisions.

General Policies

The following general policies apply when considering stormwater credits:

- Credits are only applied to eligible customers. Since the stormwater fee is being assessed on an individual customer basis, a group of customers cannot apply for a credit unless otherwise noted. An eligible customer shall be the legal owner of a property or operator which has the primary / legal responsibility for operation and maintenance of a qualifying stormwater BMP located on the same property or development.

If a group of customers are served by a BMP(s) then the credit will be applied to the eligible property owner / customer on whose property which the BMP resides. This applicant will be referred to as the primary applicant. If the primary applicant provides a memorandum of agreement (MOA) between the primary applicant and another customer for which the BMP(s) provides adequate treatment for the applicable credit, the City will

apply the credit to all customers named in the MOA. The credit shall be applied to all applicants until such time as the primary applicant notifies the City that the MOA is no longer in effect or the term of the credit expires, whichever is sooner. If the MOA is revoked by the primary applicant, the credit shall only apply to the primary applicant.

- Applications for a stormwater credit for existing facilities may be submitted to Sugar Hill at any time. Approved credits will be applied to the customer's next billing cycle. Stormwater Utility accounts must be current and paid in full for a credit application to be considered.
- Applications for a stormwater credit for new construction may be submitted once the BMP is in place or when the Stormwater Utility rate is applied, whichever is later.
- The City will, at its discretion, undertake periodic visual inspections of the BMPs being utilized to obtain a credit. Consequently, a Right-of-Entry or an access easement must be granted to the City for credits to be approved.
- The term of the credit varies based upon the type credit. See Table 1 for credit terms. During the credit term, the City may conduct random inspections such that each credit could potentially be revoked. If the BMP facility is found to be functional and being properly maintained, the credit will remain in effect. Likewise, if the BMP facility is not functional or is not being maintained, the credit will be voided on the next billing cycle. Before a credit is re-instated, the property owner will have to reapply for the credit as outlined in this manual.
- Following the applicable credit term, the credit will automatically expire. However, the customer can reapply at any time up to and including 1-year prior to the expiration of the current credit. *There shall be no limit to the number of times a customer can apply or re-apply for a credit.*
- The maximum credit that an account may receive is 40% of the applicable fee. The only exception to this policy shall be if a customer secures a Stormwater Runoff Discharge Elimination or Impervious Surface Reduction. In these cases, the maximum credit that a customer may receive is 100%.

Basic Procedures

Most of the credits in this manual require an application, and some of the credit applications require engineering calculations to verify eligibility to receive a credit. The credits associated with engineering calculations are identified in the manual and the credit application forms. The City requires that these calculations be performed, signed, and sealed in accordance with the professional certification provisions as outlined in each of the credits listed below. The procedure for filing a credit application includes the following tasks:

- Obtain an application packet from the City.

- If required by the credit, retain a professional engineer to perform the required analysis.
- Submit the completed application with all sections appropriately filled out, and all required information contained within or attached to the application.
- The Stormwater Utility Manager will review and rule on the eligibility of the credit application within 30 days of receipt of the completed Stormwater Utility credit application. Incomplete packages will not be considered by the City and will be returned to the customer for correction/revision. If no decision is rendered by the Stormwater Utility Manager within 30 days, the credit application shall be deemed automatically denied. A decision of the Stormwater Utility Manager may be appealed as in the manner set forth in Article V. of Chapter 74. of the Code of Ordinance of the City of Sugar Hill, Georgia.
- If the credit application is approved, the City will put the stormwater credit into affect with the next billing cycle.
- During the credit term, the City has the right to inspect the BMP facility to ensure it is functioning per the design documents and is being properly maintained.
- At the end of the credit term, the credit will automatically expire. It is the customer's responsibility to ensure that an application is made prior to the credit expiring. Reapplication must be made to receive a credit. A new credit application is required at the end of the credit term.

Design & Implementation

Any stormwater management system within the City must follow the recommendations and guidelines presented in the City's Land Development Ordinances, as well as the most current edition of the Georgia Stormwater Management Manual (GSMM), as adopted and implemented by the City of Sugar Hill.

Stormwater Utility Credits

Low Impact Parcel

There are several areas in the City where parcels are relatively large and the amount of impervious area, in comparison to the total lot size, is relatively small. These parcels have a reduced impact; whereby, there is a reduction of runoff impacts since most of the parcel is in an undeveloped or low impact condition.

Impervious Coverage (% of site covered by impervious surfaces)	Credit
Less than or Equal to 5%	30%
Greater than 5% but Less than 6.01%	20%
Greater than 6% but Less than 7.01%	10%
7.01% or Greater	0%

Stormwater Credit Application Procedures

The following requirements will apply for customers who qualify for a Low Impact Parcel credit:

1. It is the customer's responsibility to obtain a credit application from the City. The customer shall complete the application, attaching any required documents verifying compliance with the Low Impact. At a minimum, the documentation attached to the credit application shall include the following:
 - a. Credit Application Document
 - b. Survey of the Property showing the acreage of the property
 - c. Sketch of the Impervious Surfaces and the corresponding area
 - d. Calculations showing the impervious surface percentage of the property
2. Prepare and submit a Right-of-Entry Agreement.
3. Once complete, the application shall be submitted to the City.
4. Upon approval, the credit will be applied at the next billing cycle following approval. The maximum credit amount available for the Low Impact Parcel credit is 30%.

Public Participation

The City believes that public participation and involvement is a key component to addressing water quality concerns. As such, the City will issue a credit to customers who participate in certain events to promote water quality in the City's waterways and drainage systems. The following activities are eligible for the credit:

- Spending four hours stenciling storm drains
- Spending four hours participating in a stream clean-up

For residential customers to qualify for the credit, at least one member of the household must participate in a qualifying event.

For non-residential customers to qualify for the credit, at least 20% of the employees or members of the organization must participate in a qualifying event.

Stormwater Credit Application Procedures

The following requirements will apply for customers who qualify for a Public Participation credit:

1. It is the customer's responsibility to obtain a credit application from the City. The customer shall complete the application and contact the City for inclusion in the next City sponsored event that will qualify for the Public Participation credit.
2. Upon participation in the event and approval of the application, the credit will be applied at the next billing cycle following approval. The maximum credit amount available for the Public Participation credit is 5%.

Direct Discharges

Any property which does not contribute any stormwater runoff to the City's drainage facilities either directly or indirectly shall be eligible for a Direct Discharges credit. These credits are typically available to those property owners who can demonstrate that:

1. Stormwater runoff after leaving the property will not immediately drain to a City owned drainage facility.
2. Stormwater runoff after leaving the property will not drain to a City owned drainage facility after crossing other properties.

Stormwater Credit Application Procedures

The following requirements will apply for customers who qualify for a Direct Discharges credit:

1. It is the customer's responsibility to obtain a credit application from the City. The customer shall complete the application, attaching any required documents verifying compliance with the Direct Discharges credit. At a minimum, the documentation attached to the credit application shall include the following:
 - a. Credit Application Document
 - b. Site map of the property illustrating the drainage patterns of the property
 - c. Documentation that stormwater runoff will not enter a City drainage system after leaving the property
2. Prepare and submit a Right-of-Entry Agreement.
3. Once complete, the application shall be submitted to the City.
4. Upon approval, the credit will be applied at the next billing cycle following approval. The maximum credit amount available for the Direct Discharges credit is 40%.

Rain Barrels

Rain Barrels are containers that are designed to intercept stormwater runoff from roof tops via the downspout from the gutters of a building. The City will grant a customer up to a 10% credit if downspouts on a property are properly connected to rain barrels or other approved containment device that provides for at least 40 gallons of storage per container or barrel per downspout. If all downspouts are connected to rain barrels then a maximum of a 10% credit will be granted regardless of the number of rain barrels installed. A percentage of credit will be assigned to a customer based on an assessment of the percentage of total downspouts using rain barrels as stormwater containment, i.e. if a customer has a total of four downspouts and is using appropriate rain barrels on two of the these to address stormwater runoff, then a approximately 50% of the total site runoff is being contained and a 5% credit will be assigned (50% of the total 10% credit allowed).

Stormwater Credit Application Procedures

The following requirements will apply for customers who qualify for a Rain Barrel credit:

1. It is the customer's responsibility to obtain a credit application from the City. The customer shall complete the application attaching documentation indicating the location of each rain barrel under each downspout.
2. Prepare and submit a Right-of-Entry Agreement.
3. Once complete, the application shall be submitted to the City.

Upon approval, the credit will be applied at the next billing cycle following approval. The maximum credit amount available for the Rain Barrels credit is 10%.

Residential Environmental Technologies

Residential customers are eligible for a stormwater credit if the customer participates in an eligible, City approved residential environmental technology. These stormwater management practices may include but are not limited to such items as cisterns, rain gardens, pervious pavements and infiltration areas. The City wishes to encourage the installation of these types of stormwater management devices to increase the effectiveness of the utility. Instead of a blanket ‘one size fits all’ approach, the City has determined that it would be better for the individual customer to determine what kinds of BMPs they desire. Customers are encouraged to work with the City Stormwater Manager to implement approved devices. However, if the customer can prove that an alternative Residential Environmental Technology is effective in controlling stormwater on their property, then upon approval from the City Stormwater Manager, the customer shall be eligible for this credit. In each case, the City will be using the GSMM standards to evaluate the BMP and its eligibility.

A credit shall apply to those Residential customers who can prove that their property has successfully installed a City approved residential environmental technology that retains the first 1.2 inches of rainfall run-off for the total site impervious surface calculated (i.e. 75 gallons of storage per 100 square feet of impervious surface area). Each Residential customer that wishes to apply for this credit shall work with the City to calculate the effectiveness of the Residential Environmental Technology and be responsible for calculating the total site area, impervious surface area, and natural conservation area. Each Residential customer shall utilize the following procedures:

- Determine the type of Residential Environmental Technology. This must be a City approved technology or, if an alternative method is implemented, the customer must be able to show the alternative devices’ effectiveness in controlling stormwater on their property.
- If the Residential parcel meets all the requirements above, the customer would be eligible for a Stormwater Utility rate credit of: 20% (all the impervious surface is retained) or a 10% credit if greater than 50% of the impervious surface area is retained.

Stormwater Credit Application Procedures

The Residential customer shall follow the procedures below when applying for a stormwater credit for a Residential Environmental Technology:

1. Obtain a credit application packet from the City.
2. The customer shall identify the BMP being utilized and ensure it is designed, maintained, and operated in accordance with general stormwater management requirements listed in the GSMM.
3. The customer shall submit the credit application, complete with the relevant documentation and calculations, and a Right of Entry Agreement to the City.
4. Upon receipt of the credit application, the City shall review the documentation and calculations. Upon verification, the stormwater credit will be applied, starting with the

next billing cycle. If the City inspector does not approve of the customer's application, the City will send a letter to the customer explaining why the credit application was not approved.

The customer shall continue to maintain the Residential Environmental Technology during the full credit term. Renewal of the stormwater utility credit shall be in accordance with the Basic Procedures section of this manual.

Septic Tank Maintenance

Septic tanks and septic tank maintenance are vital components of any Stormwater Management Program and can greatly impact water quality through contaminated runoff. The City of Sugar Hill has several stream segments listed by EPD for fecal coliform pollution and wishes to encourage citizens and businesses to help improve the water quality within the City through the use of this credit. The credit is presented as an option to help reduce polluted run-off from failing and improperly maintained septic tanks.

Customers are eligible for a stormwater credit if the customer conducts maintenance on existing septic systems located on the customer's property. Customers with septic systems can receive a credit by having their septic tanks pumped out on a regular basis, at a minimum of every five years. By submitting documentation in the form of a receipt from a hauler of septic wastes, customers would be eligible for a 40% credit for the five years after the septic tank was pumped out.

There shall only be one stormwater credit issued per property in which regular maintenance is conducted on the septic system. If a customer has more than one septic system on site, then all systems must be maintained for the credit to apply. It is the customer's responsibility to contact a licensed hauler of septic wastes and submit the proper documentation citing that the septic system has had maintenance conducted on the system.

Stormwater Credit Application Procedures

The following requirements will apply for customers who qualify for a Septic Tank Maintenance credit:

1. It is the customer's responsibility to obtain a credit application from the City. The customer shall complete the application attaching pertinent documentation from a licensed hauler of septic waste. For the purposes of this manual, a receipt from the hauler will be sufficient if the receipt contains the date the maintenance was performed (must be within 6 months of the date of the application for a credit), the address of the property matching the address on the Stormwater Utility bill and the name of the company performing the work.
2. Once complete, the application shall be submitted to the City.
3. Upon approval, the credit will be applied at the next billing cycle following approval. The maximum credit amount available for the Septic Tank Maintenance credit is 40%.

Sanitary Sewer System Connection

Septic tanks and septic tank maintenance are vital components of any Stormwater Management Program and can greatly impact water quality through contaminated runoff. The City of Sugar Hill has several stream segments listed by EPD for fecal coliform pollution and wishes to encourage citizens and businesses to help improve the water quality within the City through the use of this credit. The credit is presented as an option to help reduce polluted run-off from failing and improperly maintained septic tanks. The credit is presented as an option to help reduce polluted run-off from failing and improperly maintained septic tanks by disconnecting these older/failing systems and connecting to a sanitary sewer system for treatment.

Customers are eligible for a stormwater credit if the customer disconnects an existing septic system on their property and connects the plumbing system for sewage to the sanitary sewer system. By submitting documentation showing that the septic system has been disconnected and the sanitary sewer system has been connected to the property, the customer will be eligible for a 3-year, 40% credit on their stormwater bill.

Stormwater Credit Application Procedures

The following requirements will apply for customers who qualify for a sanitary sewer system Connection credit:

1. It is the customer's responsibility to obtain a credit application from the City. The customer shall complete the application attaching pertinent documentation demonstrating that the property has been connected to the sewer system.
2. Once complete, the application shall be submitted to the City.
3. Upon approval, the credit will be applied at the next billing cycle following approval. The maximum credit amount available for the Sanitary Sewer System Connection credit is 40%.

NPDES Industrial Stormwater General Permit Compliance

By complying with NPDES Industrial Stormwater General Permit requirements for industrial facilities, NSFR customers are helping the City address potential water quality issues onsite before they are discharged into the public drainage system and/or Waters of the State. Therefore, these customers are eligible for a Stormwater Utility credit. If the NSFR customer has properly secured coverage under the NPDES Industrial Stormwater General Permit, and is in compliance with all applicable requirements (i.e. development and implementation of a Stormwater Pollution Prevention Plan (SWP3)), a credit application may be filed with the City.

Stormwater Credit Application Procedures

The following requirements will apply for NSFR customers who qualify for an NPDES Industrial Stormwater General Permit Stormwater Utility credit:

1. NSFR properties that operate under compliance with their NPDES Industrial Stormwater General Permit are eligible for a credit in their Stormwater Utility fee. The credit shall only be applied to that portion of the property covered by the permit.
2. It is the customer's responsibility to obtain a credit application from the City. The customer shall complete the application, attaching any required documents verifying compliance with the NPDES Industrial Stormwater General Permit. At a minimum, the documentation attached to the credit application shall include the following:
 - a. Address of site and point of contact
 - b. Copy of the current NPDES Industrial Stormwater Permit NOI
 - c. Copy of a summary annual report of compliance
 - d. Copy of the SWP3
 - e. Certification by the responsible party/permit holder that the SWP3 is being implemented
3. Prepare and submit a Right-of-Entry Agreement.
4. Once complete, the application shall be submitted to the City.
5. Upon approval, the credit will be applied at the next billing cycle following approval. The maximum credit amount available for NPDES Industrial Stormwater General Permit compliance is 10%.
6. The NSFR customer shall continue to send a copy of an annual summary report of compliance to the City Stormwater Manager and continue to comply with their NPDES Industrial Stormwater General Permit requirements. The customer will be responsible for sending the annual report to the City. Failure to do so will nullify the Stormwater Utility fee credit.

Water Quality Treatment of Stormwater Runoff

The City of Sugar Hill has adopted the standards for water quality treatment as outlined in the GSMM. The City will offer a credit for those customers who can demonstrate that the property on which the Stormwater Utility account resides has properly designed, constructed and maintained BMPs that can capture the prescribed rainfall events and treat the runoff from these events to the levels outlined in the GSMM.

Stormwater Credit Application Procedures

The following requirements will apply for NSFR customers and Home Owner's Associations (HOAs) who qualify for a Water Quality Treatment of Stormwater Runoff credit:

1. It is the customer's responsibility to obtain a credit application from the City. The customer shall complete the application, attaching any required documents verifying compliance with the credit objectives. At a minimum, the documentation attached to the credit application shall include the following:
 - a. Application document
 - b. Hydrologic Design Report, at a minimum this report shall include the following:
 - Site map illustrating the drainage patterns of the site
 - Location map of all BMPs
 - Calculations and figures demonstrating that the water quality volume will be captured and treated by the BMPs
 - Operations and Maintenance Plan with specific activities and intervals
 - c. Certification by a Professional Engineer
2. Prepare and submit a Right-of-Entry Agreement.
3. Once complete, the application shall be submitted to the City.
4. Upon approval, the credit will be applied at the next billing cycle following approval. The maximum credit amount available for Water Quality Treatment of Stormwater Runoff is 10%.
5. The customer shall submit an annual summary report of maintenance activities performed on the BMPs as outlined in the Operations & Maintenance Plan. The customer will be responsible for sending the annual report to the City. Failure to submit an annual maintenance report or perform the activities in the Operations and Maintenance Plan will nullify the Stormwater Utility fee credit for the remainder of the credit term.

Channel Protection from Stormwater Impacts

The City of Sugar Hill has adopted the standards for channel protection as outlined in the GSMM. The City will offer a credit for those customers who can demonstrate that the property on which the Stormwater Utility account resides has properly designed, constructed and maintained extended detention facilities that can capture the volume of runoff generated by 1-year, 24-hour SCS rainfall event for the site and release this volume over 24 hours as outlined in the GSMM.

Stormwater Credit Application Procedures

The following requirements will apply for NSFR customers and Home Owner's Associations (HOAs) who qualify for a Channel Protection from Stormwater Impacts credit:

1. It is the customer's responsibility to obtain a credit application from the City. The customer shall complete the application, attaching any required documents verifying compliance with the credit objectives. At a minimum, the documentation attached to the credit application shall include the following:
 - a. Application document
 - b. Hydrologic Design Report, at a minimum this report shall include the following:
 - Site map illustrating the drainage patterns of the site
 - Location map of all extended detention facilities
 - Calculations and figures demonstrating that the channel protection volume will be captured and released by extended detention facilities over a period of 24 hours
 - Operations and Maintenance Plan with specific activities and intervals
 - c. Certification by a Professional Engineer
2. Prepare and submit a Right-of-Entry Agreement.
3. Once complete, the application shall be submitted to the City.
4. Upon approval, the credit will be applied at the next billing cycle following approval. The maximum credit amount available for Channel Protection from Stormwater Impacts is 10%.
5. The customer shall submit an annual summary report of maintenance activities performed on the detention facilities as outlined in the Operations and Maintenance Plan. The customer will be responsible for sending the annual report to the City. Failure to submit an annual maintenance report or perform the activities in the Operations and Maintenance Plan will nullify the Stormwater Utility fee credit for the remainder of the credit term.

Peak Flow Reduction

The City of Sugar Hill has adopted the standards for flood control as outlined in the City's Development Standards (Section 8.2). The City will offer a credit for those customers who can demonstrate that the property on which the Stormwater Utility account resides has properly designed, constructed and maintained facilities that can reduce the stormwater runoff discharge rates to those comparable to an undeveloped state for each discharge point from the affected property.

Stormwater Credit Application Procedures

The following requirements will apply for NSFR customers and Home Owner's Associations (HOAs) who qualify for a Peak Flow Reduction credit:

1. It is the customer's responsibility to obtain a credit application from the City. The customer shall complete the application, attaching any required documents verifying compliance with the credit objectives. At a minimum, the documentation attached to the credit application shall include the following:
 - a. Application Document
 - b. Hydrologic Design Report, at a minimum this report shall include the following:
 - Site map illustrating the drainage patterns of the site
 - Location map of all detention facilities
 - Calculations and figures documenting the pre-developed and post-developed routed discharge rates demonstrating that the site effectively reduces the impacts of development on adjacent properties to pre-developed conditions or better
 - Operations and Maintenance Plan with specific activities and intervals
 - c. Certification by a Professional Engineer
2. Prepare and submit a Right-of-Entry Agreement.
3. Once complete, the application shall be submitted to the City.
4. Upon approval, the credit will be applied at the next billing cycle following approval. The maximum credit amount available for a Peak Flow Reduction credit is 10%.
5. The customer shall submit an annual summary report of maintenance activities performed on the detention facilities as outlined in the Operations and Maintenance Plan. The customer will be responsible for sending the annual report to the City. Failure to submit an annual maintenance report or perform the activities in the Operations and Maintenance Plan will nullify the Stormwater Utility fee credit for the remainder of the credit term.

Stormwater Runoff Discharge Elimination

The City of Sugar Hill will waive a portion of the Stormwater Utility fees for those NSFR customers who can demonstrate that all or some portion of the impervious surfaces on the property on which the Stormwater Utility account resides does not discharge to adjacent properties or rights-of-way. In order for this credit to be applied to the customer, at least 20% of the property and 20% of the impervious area must drain to a single retention facility that will not discharge to adjacent properties or rights-of-way.

Stormwater Credit Application Procedures

The following requirements will apply for NSFR customers who qualify for a Stormwater Runoff Discharge Elimination credit:

1. It is the customer's responsibility to obtain a credit application from the City. The customer shall complete the application, attaching any required documents verifying compliance with the credit objectives. At a minimum, the documentation attached to the credit application shall include the following:
 - a. Application document
 - b. Hydrologic Report, at a minimum this report shall include the following:
 - Site map illustrating the drainage patterns of the site
 - Location map of all retention facilities
 - Calculations and figures documenting that the retention facility can hold a minimum volume of runoff equal to two times the volume generated by a 100-year, 24-hour Type II SCS rainfall event draining to the facility
 - Calculations and figures documenting the area of impervious surface on the applicant's property that drains to the retention facility
 - Certification by a Professional Engineer
 - c. Alternatively, a survey documenting that the retention facility can hold 59,242 cubic feet of volume per acre of contributing drainage area can be provided as evidence of the sufficiency of the facility
 - The survey shall contain a drainage area map for the facility and a topographic survey of the facility with supporting calculations of the necessary volume
 - Additionally, the survey shall contain calculations and figures documenting the area of impervious surface on the applicant's property that drains to the retention facility.
2. Prepare and submit a Right-of-Entry Agreement.
3. Once complete, the application shall be submitted to the City.
4. Upon approval, the credit will be applied at the next billing cycle following approval. The credit shall be calculated by reducing the amount of impervious surface area utilized in the calculation of the customer's bill up to and including a 100% credit.

Green Space Preservation

The City of Sugar Hill will grant a credit for those NSFR customers who provide for Green Space Preservation. In order for this credit to be applied to the customer, at least one acre of contiguous green space that meets the requirements of a conservation use assessment under OCGA Section 48-5-7.4 must be preserved. Generally, lands that qualify for conservation use assessments include but are not necessarily limited to:

- Lands utilized for subsistence or commercial farming
- Environmentally sensitive lands including,
 - Federally recognized Wetlands
 - Groundwater recharge areas identified by the Georgia DNR
 - Lands containing Federally Endangered Species
 - Undeveloped lands within Stream buffers
 - Constructed stormwater wetlands

Stormwater Credit Application Procedures

The following requirements will apply for NSFR customers who qualify for Green Space Preservation credit:

1. It is the customer's responsibility to obtain a credit application from the City. The customer shall complete the application, attaching any required documents verifying compliance with the credit objectives. At a minimum, the documentation attached to the credit application shall include the following:
 - a. Application document
 - b. Survey of the Property prepared and signed by a Georgia Registered Land Surveyor showing the property lines and conservation areas
 - c. Evidence of a State of Georgia conservation easement
2. Prepare and submit a Right-of-Entry Agreement.
3. Once complete, the application shall be submitted to the City.
4. Upon approval, the credit will be applied at the next billing cycle following approval. The credit shall be calculated by reducing the customer's bill by 1% for every acre preserved up to a maximum of 20%.

Impervious Surface Reduction

The City of Sugar Hill will grant a credit for those NSFR customers who reduce the impervious surface area on the property on which the Stormwater Utility account resides. In order for this credit to be applied to the customer, at least 3,000 square feet of impervious surface must be removed to qualify.

Stormwater Credit Application Procedures

The following requirements will apply for NSFR customers who qualify for an Impervious Surface Reduction credit:

1. Prior to beginning demolition of any parking or other impervious surfaces, the applicant shall submit a credit application, Right-of-Entry Agreement and a sketch of the proposed reduction in impervious surface area to the City for review to ensure that the site will remain in compliance with any applicable zoning regulations.
2. Once the proposed sketch has been reviewed and approved, the applicant shall remove the impervious surface area ensuring that all land disturbance and disposal regulations are complied with if applicable. Following establishment of permanent vegetation, the applicant shall notify the City that the site is ready for inspection.
3. Once demolition and re-vegetation is complete and accepted by the City, the credit will be applied at the next billing cycle following approval. The credit shall be determined by calculating the fee reduction in the customer's bill and applying the credit to the bill for a period of one year. This credit shall be in addition to the automatic reduction in the bill that the customer will realize as a result of the reduction in the impervious surface area.

Water Resources Education Program

It is the goal of the City to strongly and financially encourage both public and private educational systems (grades 1-12 inclusive), to educate and inform their students on the importance of surface water, ground water and stormwater resources, and how they can play a role in preserving and restoring the physical, chemical, and biological integrity of the City's water resources. Consequently, the owner of property which is used as a site for a public or private school and which agrees to teach an environmental science curriculum that includes an eligible water resources education program at the primary or secondary level may receive a credit against the stormwater user fee charge. The education credit shall be available to all public or private educational systems in grades 1-12 inclusive, which teach as part of their official curriculum, the *WaterWise™* program, Enviroscope program, GLOBE (Global Learning and Observation to Benefit the Environment) program, Project WET, or another such program approved by the City Stormwater Manager:

- The credit shall not be available to non-education individual residential and non-residential customers.
- The credit shall not be available to educational institutions which have less than 1,000 full-time students enrolled in the system.
- The credit will be applied system-wide and within the jurisdiction/service area of the Sugar Hill Stormwater Utility.
- No other curriculum shall be eligible for such credit unless granted by the City Stormwater Manager.

The education credit will not exceed 40% of the total user fee charge for the school system properties/facilities. Education credits may be taken in conjunction with, and in addition to, other credits available under this section that the customer is eligible to secure. School systems do not need to offer the curriculum during the summer to obtain a 12-month credit.

Stormwater Credit Application Procedures

The following requirements will apply for NSFR customers who qualify for Water Resources Education Program credit:

1. It is the customer's responsibility to obtain a credit application from the City. The customer shall complete the application, attaching any required documents verifying compliance with the credit objectives. At a minimum, the documentation attached to the credit application shall include the following:
 - Application document
 - Address of site (property) and point of contact
 - Approximate number of total students per grade and total school enrollment at site(s)
 - Approximate number per grade that will take the curriculum
2. Once complete, the application shall be submitted to the City.
3. Upon approval, the credit will be applied at the next billing cycle following approval. The maximum credit amount available for Water Resources Education Program is 40%.

Appendix A

City of Sugar Hill Stormwater Utility Credit Applications

CITY OF SUGAR HILL
Stormwater Utility Credit Application/Renewal
NPDES Industrial Stormwater General Permit Compliance

Fill out this form completely. A separate application must be made for each separate property location. One application must be submitted for each separate NPDES Industrial Stormwater General Permit. Please ensure all NPDES permitted facilities are in a proper state of repair and maintained. Fill out and attach the following:

- NPDES Permit Notice of Intent (NOI)
- Previous Year's Annual Report
- Stormwater Pollution Prevention Plan (SWP3)
- Right-of-Entry Agreement

Mail the completed forms to:

City of Sugar Hill
Attn: City Stormwater Manager
4988 West Broad Street
Sugar Hill, Georgia 30518

Tax Parcel # - Account ID:	
Customer Name:	
Property Address:	
Property City/Zip Code:	
Customer E-mail Address:	
Customer Phone/Fax Number:	
Mailing Address:	

I hereby request Sugar Hill to review this application for a stormwater service fee credit. I certify that I have authority to make such a request and grant such authority for this property. The attached information is true and correct to the best of my knowledge and belief. *(This form must be signed by the financially responsible person if an individual, or if not an individual by an officer, director, partner, or registered agent with authority to execute instruments for the financially responsible person).* I agree to provide corrected information should there be any change in the information provided herein.

Type or print name

Title or Authority

Signature

Date

CITY OF SUGAR HILL

Stormwater Utility Credit Application

Residential

Fill out this form completely. One application must be submitted for each separate property location. Follow the steps outlined in the applicable section of this Credit Manual. Attach all appropriate documentation to support this request, as outlined herein.

Fill out and attach appropriate documentation. Mail completed form (with attachments) to:

City of Sugar Hill
Attn: City Stormwater Manager
4988 West Broad Street
Sugar Hill, Georgia 30518

Place a check next to the credit being applied for with this application:

	Type Credit	Applicability/Requirements
<input type="checkbox"/>	Low Impact Parcel	RES / NSFR property
<input type="checkbox"/>	Public Participation	RES / NSFR property
<input type="checkbox"/>	Direct Discharges	RES / NSFR property
<input type="checkbox"/>	Rain Barrels	RES / NSFR property
<input type="checkbox"/>	Residential Environmental Technologies	RES property only
<input type="checkbox"/>	Septic Tank Maintenance	RES / NSFR property
<input type="checkbox"/>	Sanitary Sewer System Connection	RES / NSFR property
<input type="checkbox"/>	Water Quality Treatment of Stormwater Runoff	NSFR property – requires PE certification
<input type="checkbox"/>	Channel Protection	NSFR property – requires PE certification
<input type="checkbox"/>	Peak Flow Reduction	NSFR property – requires PE certification

General Information:

Customer Name:	
Customer Mailing Address:	
Customer Mailing City/Zip:	
Contact Phone/Fax Number:	
Contact E-mail Address:	

CITY OF SUGAR HILL
Stormwater Utility Credit Application
Residential
(continued)

Property Information:

Tax Parcel # - Account ID:	
Parcel Address (number and street):	
Parcel Address (city, state and zip)	
Parcel Location/Development:	
Authorized Contact, if different than customer:	

I hereby request Sugar Hill to review this application for a Stormwater Utility credit. I further authorize Sugar Hill to investigate the impervious area characteristics of the above identified parcel for the purpose of assessment for a stormwater service fee credit. I certify that I have authority to make such a request and grant such authority for this property. The attached information is true and correct to the best of my knowledge and belief. *(The financially responsible person must sign this form if an individual, or if not an individual by an officer, director, partner, or registered agent with authority to execute instruments for the financially responsible person).* I agree to provide corrected information should there be any change in the information provided herein.

Type or print name

Title or Authority

Signature

Date

Approval:

City Stormwater Manager

Date

CITY OF SUGAR HILL

Stormwater Utility Credit Application

Non-Single Family Residential (NSFR)

Fill out this form completely. One application must be submitted for each separate property location. Multiple stormwater controls may be included in the application for a single property location. Please ensure all stormwater management facilities are in a proper state of repair and maintained. Attach all appropriate documentation to support this request.

Fill out and attach a Right-of-Entry Agreement. Mail completed form (with attachments), and Right-of-Entry to:

City of Sugar Hill
 Attn: City Stormwater Manager
 4988 West Broad Street
 Sugar Hill, Georgia 30518

Place a check next to the credit being applied for with this application:

Type Credit	Applicability/Requirements
<input type="checkbox"/> Low Impact Parcel	RES / NSFR property
<input type="checkbox"/> Public Participation	RES / NSFR property
<input type="checkbox"/> Direct Discharges	RES / NSFR property
<input type="checkbox"/> Rain Barrels	RES / NSFR property
<input type="checkbox"/> Septic Tank Maintenance	RES / NSFR property
<input type="checkbox"/> Sanitary Sewer System Connection	RES / NSFR property
<input type="checkbox"/> Water Quality Treatment of Stormwater Runoff	NSFR property – requires PE certification
<input type="checkbox"/> Channel Protection	NSFR property – requires PE certification
<input type="checkbox"/> Peak Flow Reduction	NSFR property – requires PE certification
<input type="checkbox"/> Stormwater Runoff Discharge Elimination	NSFR property – requires PE certification
<input type="checkbox"/> Green Space Preservation	NSFR property – requires RLS certification
<input type="checkbox"/> Impervious Surface Reduction	NSFR property – requires pre-approval
<input type="checkbox"/> Water Resources Education Program	Public & Private schools grades 1-12

CITY OF SUGAR HILL
Stormwater Utility Credit Application
Non-Single Family Residential (NSFR)
(continued)

General Information:

Customer Name:	
Customer Mailing Address:	
Customer Mailing City/Zip:	
Contact Phone/Fax Number:	
Contact E-mail Address:	

Property Information:

Tax Parcel # - Account ID:	
Parcel Address (number and street):	
Parcel Address (city, state and zip)	
Parcel Location/Development:	
Authorized Contact, if different than owner:	

I hereby request Sugar Hill to review this application for a stormwater service fee credit. I further authorize Sugar Hill to inspect the above identified stormwater facility(ies) for the purpose of assessment for a stormwater service fee credit. I certify that I have authority to make such a request and grant such authority for this property. The attached information is true and correct to the best of my knowledge and belief. *(The financially responsible person must sign this form if an individual, or if not an individual by an officer, director, partner, or registered agent with authority to execute instruments for the financially responsible person).* I agree to provide corrected information should there be any change in the information provided herein.

Type or print name

Title or Authority

Signature

Date

Approval:

City Stormwater Manager

Date

Appendix B

City of Sugar Hill

Right-of-Entry Agreement

Stormwater Utility Credit Inspection

CITY OF SUGAR HILL

Right-of-Entry Agreement - Stormwater Utility Credit Inspection

STATE OF GEORGIA
GWINNETT COUNTY

I/We _____, the owner(s) of the property commonly identified as _____, Sugar Hill, Gwinnett County, State of Georgia, do hereby grant and give freely and without coercion, the right of access and entry to said property to the City of Sugar Hill, its agents, contractors, and subcontractors thereof, for the purpose of performing necessary inspections of onsite stormwater controls and site activities related to stormwater runoff management on the _____ (hereinafter "facility") located on Lot _____, _____ subdivision in Sugar Hill, Georgia.

The undersigned agrees and warrants to waive and hold harmless the City of Sugar Hill, its agents, employees, contractors, and subcontractors, for damage of any type, or any claim or action, either legal or equitable that might arise out of any activities on the above described property that are conducted by the City of Sugar Hill, its agents, employees, contractors and subcontractors, pursuant to this Agreement.

In consideration of this Right-of-Entry Agreement and the rights granted to the City of Sugar Hill herein, the receipt and sufficiency of which is hereby acknowledged, the City of Sugar Hill agrees, to perform only visual inspections, and review pertinent facility records, necessary to verify Stormwater Utility credit eligibility.

I/We, will/have not receive(d) any compensation for this Right-of-Entry Agreement.

For the considerations and purposes set forth herein, I set my hand this ____ day of _____ 20__.

Witness

Owner

Notary

Owner

Address

AMENDMENTS

1. January 14, 2010: Amended General Policies to correct administrative error – correcting the maximum Education Credit to 40% to match Education Credit on page 22.