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Norcross Stormwater Utility Credit Technical Manual



Introduction

This manual outlines the methodology for the Norcross 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.

Norcross Stormwater Management Program Background

The City of Norcross (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 via the National Pollutant Discharge Elimination System (NPDES) Phase I Stormwater Permit and the Metropolitan North Georgia Water Planning District, 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	3%	3%
NPDES Industrial Stormwater Permit	5 years		10%
Water Quality	5 years		10%
Channel Protection	5 years		10%
Overbank Flood Control	5 years		10%
Extreme Flood Control	5 years		10%
Discharge Elimination	Permanent		Varies
Greenspace 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%

Definitions

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.

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.

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.

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.

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 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.

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 Norcross 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 will 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.
- 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, Impervious Surface Reduction or Education credit. 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 outlined herein. 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 City 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. The decision of the City regarding credit eligibility is final.
- 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 Georgia Stormwater Management Manual (GSMM).

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:
 - Credit Application document
 - Survey of the property showing the acreage of the property
 - Sketch of the impervious surfaces and the corresponding area
 - 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 water ways 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 stormwater runoff leaving their property will not immediately enter City owned or maintained drainage systems and that the runoff will not enter these facilities further downstream after traversing 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:
 - Credit Application document
 - Site map of the property illustrating the drainage patterns of the property
 - 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 customers a 3% credit if all downspouts on a property are properly connected to rain barrels or another approved containment device that provides for at least 50 gallons of storage.

Stormwater Credit Application Procedures

The following requirements will apply for customers who qualify for a Rain Barrels 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 3%.

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 Compliance 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:
 - Address of site and point of contact
 - Copy of the current NPDES Industrial Stormwater Permit NOI
 - Copy of a summary annual report of compliance
 - Copy of the SWP3
 - 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 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 property owners 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:
 - Application document
 - 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
 - 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 NSFR customer shall submit an annual summary report of maintenance activities performed on the BMPs 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.

Channel Protection from Stormwater Impacts

The City 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 a 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 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:
 - Application document
 - 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 the extended detention facilities over a period of 24 hours
 - Operations and Maintenance Plan with specific activities and intervals
 - 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 NSFR 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.

Overbank Flood Control for Stormwater Impacts

The City has adopted the standards for flood control 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 facilities that can reduce the stormwater runoff discharge rates to those comparable to an undeveloped state for each discharge point from the affected property for the 2-year through 25-year storm events.

Stormwater Credit Application Procedures

The following requirements will apply for NSFR customers who qualify for an Overbank Flood Control for 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:
 - Application document
 - 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
 - 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 Overbank Flood Control for Stormwater Impacts is 10%.
5. The NSFR 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.

Extreme Flood Control for Stormwater Impacts

The City has adopted the standards for flood control 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 facilities that can control and/or safely convey the stormwater runoff discharge rates for the 100-year, 24-hour storm event such that flooding is not exacerbated.

Stormwater Credit Application Procedures

The following requirements will apply for NSFR customers who qualify for an Extreme Flood Control for 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:
 - Application document
 - 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
 - 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 Extreme Flood Control for Stormwater Impacts is 10%.

The NSFR 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 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:
 - Application document
 - 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
 - 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.

Greenspace Preservation

The City will grant a credit for those NSFR customers who provide for greenspace preservation. In order for this credit to be applied to the customer, at least one acre of contiguous wooded greenspace that meets the requirements of a conservation use assessment under OCGA Section 48-5-7.4 must be preserved.

Stormwater Credit Application Procedures

The following requirements will apply for NSFR customers who qualify for Greenspace 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:
 - Application document
 - Survey of the property prepared and signed by a Georgia Registered Land Surveyor showing the property lines and conservation areas.
 - 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 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 2,900 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 Norcross 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 *WaterWiseTM* program, EnviroScape 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 one thousand (1,000) full-time students enrolled in the system.
- The credit will be applied system wide and within the jurisdiction/service area of the Norcross 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%.

Norcross Stormwater Utility Credit Applications

CITY OF NORCROSS
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 Norcross
 Attn: City Stormwater Manager
 345 Lively St.
 Norcross, GA 30071

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

I hereby request Norcross 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 NORCROSS

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 Norcross
 Attn: City Stormwater Manager
 345 Lively St.
 Norcross, GA 30071

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

General Information:

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

Property Information:

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

CITY OF NORCROSS
Stormwater Utility Credit Application
Residential
(continued)

I hereby request Norcross to review this application for a stormwater utility credit. I further authorize Norcross 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 NORCROSS
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 Norcross
 Attn: City Stormwater Manager
 345 Lively St.
 Norcross, GA 30071

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"/> Water Quality Treatment	NSFR property – requires PE certification
<input type="checkbox"/> Channel Protection	NSFR property – requires PE certification
<input type="checkbox"/> Overbank Flood Control	NSFR property – requires PE certification
<input type="checkbox"/> Extreme Flood Control	NSFR property – requires PE certification
<input type="checkbox"/> Stormwater Runoff Discharge Elimination	NSFR property – requires PE certification
<input type="checkbox"/> Greenspace 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

General Information:

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

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

Property Information:

Utility 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 Norcross to review this application for a stormwater service fee credit. I further authorize Norcross 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

Norcross Stormwater Utility Right-of-Entry Agreement

CITY OF NORCROSS

Right-of-Entry Agreement – Stormwater Utility Credit Inspection

STATE OF GEORGIA
GWINNETT COUNTY

I/We _____, the owner(s) of the property commonly identified as _____, Norcross, 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 Norcross, 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 Norcross, Georgia.

The undersigned agrees and warrants to waive and hold harmless the City of Norcross, 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 Norcross, 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 Norcross herein, the receipt and sufficiency of which is hereby acknowledged, the City of Norcross agrees, to perform only visual inspections, and review pertinent facility records, necessary to verify stormwater utility credit eligibility.

I/We, will 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