



City of Opportunity. Moving Forward!

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

STORMWATER USER FEE CHARGE INQUIRY REVIEW FACT SHEET

Applicability

This applies to all properties located within the City of Austell and covering the billing period beginning January 1, 2015 and ending December 31, 2015.

Stormwater User Fee Charge Review

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

The stormwater user fee is calculated as follows:

1. All single-family customers are charged a flat rate of \$60.00 per year.
2. Non-single family customers are charged \$60.00 per ERU per year for every 3,100 square feet of impervious surface.
3. Undeveloped properties are not charged a stormwater user fee.
4. Additions to any commercial or industrial building, including newly constructed parking areas, will have an impact on any increased fees.

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

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

Upon receipt of the request, the City will review your property's billing account data and conduct additional research (as necessary) to establish the correct amount of impervious area and the resulting stormwater user fee. The request for Stormwater User Fee Review includes permission for City personnel to enter the customer's property to verify and measure existing improvements. If the customer has been billed incorrectly, any fees received over the correct charge amount will be refunded. However, if the City finds that the account has been under charged, the Stormwater User Fee will be adjusted upward, and the customer will be responsible for the new fee. For more information, customers may contact City Staff at (770) 944-4325, option 4.

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APPLICATION FOR STORMWATER USER FEE CHARGE REVIEW

CUSTOMER INFORMATION		
CUSTOMER NAME		
PROPERTY STREET ADDRESS		
PARCEL IDENTIFICATION NUMBER	ACCOUNT NUMBER	BILL NUMBER
HOME TELEPHONE NUMBER	CELLULAR TELEPHONE NUMBER	E-MAIL ADDRESS

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

Applicant's Signature: × _____

PROVIDE COPY OF TAX BILL IF AVAILABLE. ALLOW UP TO 48 HOURS FOR STAFF TO COMPLETE OUR REVIEW. DURING THE REVIEW TIME, THIS DOES NOT EXEMPT A DELAY IN PAYING YOUR PROPERTY TAX.

DO NOT WRITE BELOW THIS SECTION - STORMWATER UTILITY STAFF USE ONLY					
Review Number: <u>2015-</u> _____					
Date Application Received: _____			Received By: _____		
<u>Results of Review</u>					
Date Review Completed: _____			Reviewed By: _____		
<input type="checkbox"/> Fee Reduced	Amount of Refund:	\$ _____	New Annual Bill Amount:	\$ _____	
<input type="checkbox"/> Fee Increased	Amount of Increase:	\$ _____	New Annual Bill Amount:	\$ _____	
<input type="checkbox"/> No Adjustment Made					
<u>Notifications</u>					
<u>To</u>	<u>Date</u>	<u>Method</u>	<u>By</u>		
Customer	_____	<input type="checkbox"/> E-Mail <input type="checkbox"/> Mail <input type="checkbox"/> Telephone	_____		
Finance	_____	<input type="checkbox"/> E-Mail <input type="checkbox"/> Mail <input type="checkbox"/> Telephone	_____		

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