NON-RESIDENTIAL

1. **What is stormwater runoff?**
   Stormwater runoff is water that flows over our yards, streets, buildings, parking lots, swimming pools and other surfaces when it rains. Stormwater runoff flows into the nearest waters and eventually ends up in our local streams, ponds, lakes, rivers, and oceans.

2. **Why do we have a stormwater user charge?**
   The City of Newark (City) has a Municipal Separate Storm Sewer System (MS4 system) that conveys stormwater to the City's surface waters. Due to this MS4 system, the City has federal obligations under the Clean Water Act which apply city-wide, even to areas that may or may not drain directly to our MS4 system. In addition, the City maintains stormwater management facilities designed to help manage both the quality and quantity of stormwater runoff.   The City's stormwater charge is intended to fund our Clean Water Act obligations and the repair and maintenance of the stormwater system including the storm sewer, management facilities and other stormwater structures that help prevent flooding and minimize pollutants entering local streams, ponds, lakes, rivers and ocean.

3. **If my stormwater runoff does not flow into the streets or City stormwater system and flows directly into a river, should I still pay the stormwater charge?**
   Yes. The City is responsible for the stormwater management of its MS4 system and for maintaining water quality in the surface waters. The City's stormwater management program benefits everyone in the City by protecting the City streets and properties from flooding, erosion, pollution problems, property damage, and protects the City's surface waters. Therefore, all parcels in the City are required to pay a stormwater charge.

4. **What is a Parcel?**
   "Parcel" means any real property, either developed or undisturbed, which is assigned a tax parcel number by New Castle County.

5. **Is my Stormwater charge based on my water consumption?**
   The stormwater charge is <u>NOT</u> based on your monthly Water Consumption. The stormwater charge is based on the ***Impervious Area*** estimated for your parcel.

6. **What is the basis of my stormwater charge?**
   The stormwater charge is based on the impervious area (in square feet) that is estimated for your parcel.

7. **What is Impervious Area?**
   "Impervious Area" means the total square feet of any hard surface area, including buildings, any attached or detached structures, and paved or hardscaped areas, that either prevents or restricts the volume of stormwater that can enter into the soil, and thereby causes water to run off the surface. Surfaces such as compacted dirt and gravel are also considered as impervious area.

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8. What is an ESU?

An Equivalent Stormwater Unit or ESU is the median amount of impervious area associated with single family residential properties in Newark. Based on this approach, the ESU for the City was calculated to be 1,620 square feet of impervious area. The ESU is utilized as the standard billing unit for all customer classes (including residential, non-residential, and condominium properties). The number of ESUs associated with your parcel is calculated by dividing the estimated impervious area square footage of your parcel by 1,620 square feet.

9. What is a "Stormwater Runoff Factor"?

"Runoff Factor" is a multiplier or factor that is used to define the percentage of impervious area of a non-residential parcel. The runoff factor that is assigned depends on the stormwater class a parcel belongs to. Generally, stormwater classes that have large area of hard paved surfaces will have a higher runoff factor.

10. How are stormwater parcels classified?

Parcels are classified into three major categories: Residential, Condominiums, and Non-residential. Non-residential parcels are assigned to one of eleven non-residential stormwater classes based on the parcel's land use code. Every parcel within the City is assigned a stormwater class based on the primary Occupancy Code designated in the New Castle County tax assessment system. New Castle County assigns a primary Occupancy Code to your parcel based on what you are using your parcel for.

For example, if your parcel is assigned a commercial land use code by New Castle County, then your parcel will be assigned a Commercial ("COM") stormwater class. A corresponding runoff factor of 95% will be assigned to your parcel to determine impervious area. Table 1 shows the eleven non-residential stormwater classes and their corresponding runoff factors.

Stormwater Class	Description*	Runoff Factor
COM	Commercial	0.95
GOV	Government	0.95
IND	Industrial	0.90
INS	Institutional	0.90
MFA	Multi-family Apartments	0.75
PAR	Parks and Cemeteries	0.25
PAV	Paved Surfaces	0.95
PKG	Parking	0.95
REC	Recreational Areas/Playgrounds	0.35
UTI	Utilities	0.90
VAC	Vacant	0.30

11. Is my parcel's impervious area measured? If not, how is the impervious area calculated for my parcel?

It is not feasible at this time to measure each parcel's impervious area. Therefore, a two-step process is used to calculate your parcel's impervious area:

(i)   First, your parcel is assigned to one of eleven Non-Residential stormwater classes that the City has defined.

(ii)   Second, a corresponding **_"Stormwater Runoff Factor"_** is assigned to your parcel based on your parcel's stormwater classification. The impervious area is then measured as the parcel's total parcel area (i.e. Lot Size) as measured in square feet multiplied by the assigned Stormwater Runoff Factor.

Example:
- You have a Retail Store with a Gross Parcel Area of 3,000 Sq. Ft.
- The parcel is assigned to the Stormwater Class of **"Commercial"**
- The parcel is assigned a "Stormwater Runoff Factor" of 95%
- The estimated **Impervious Area = 3,000 X 95% = 2,850 Sq. Ft.**

12. How is the Stormwater Rate defined?
The monthly stormwater rate is defined as a rate per ESU (i.e. $/ESU). The City's estimated monthly stormwater rate is $2.95/ESU.

13. How is the monthly Stormwater Charge calculated for a parcel?
For a parcel that is assigned to one of the 11 non-residential stormwater classes, the stormwater charge is calculated as follows:

(i)   First, the ESU Factor is calculated by dividing the parcel's estimated impervious area square footage by 1,620 (median square footage).

(ii)   Second, the Stormwater Charge is calculated by multiplying the ESU Factor by the monthly ESU Rate of $2.95/ESU.

Example:
Using the Retail Store example from Question 11:
- The estimated Impervious Area 2,850 Sq. Ft.
- The calculated "ESU Factor" is **2,850 ÷ 1,620 = 1.75 ESUs**
- The calculated monthly stormwater charge is **1.75 X $2.95 = $5.16**

14. My parcel is tax exempt. Do I still have to pay the stormwater charge?
Yes. The stormwater charge is a "User Fee" similar to your water, sewer, and electric charges. The stormwater charge is not a tax. Therefore, all tax exempt parcels that are within the City limits have to pay the stormwater charge.

15. What if I believe my stormwater charge to be incorrect?
The City has a stormwater fee appeals program to address customer concerns regarding stormwater charge and related data. Additional details on the stormwater appeals process will be provided in the City's website.

16. Is there any way to reduce my stormwater charge?
Yes, your property may be eligible for a stormwater credit if you can prove through documentation that stormwater runoff or a portion of it from your parcel is managed on-site. Additional details on stormwater credits program will be provided in the City's website.

17. How can I find out more about the stormwater charge?
The City is planning a series of educational events during the Fall of 2017, prior to the stormwater fee going into effect. Additional information will also be made available in the City's website.

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18. **When will the stormwater charge go into effect?**

    The City anticipates the stormwater charge will go into effect at the beginning of 2018. The stormwater charge will appear as a separate line item on your January 2018 water/sewer utility bill, if you are already receiving a water/sewer utility bill. If you do not have a water/sewer service, then you will receive a separate stormwater bill.

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