



ADJUSTMENTS & CREDITS MANUAL

CURRENT JULY 8, 2008
PLEASE DISCONTINUE USE OF PREVIOUS VERSIONS

The City of Jacksonville created this *Jacksonville Stormwater Utility Adjustments & Credits Manual* to provide an overview of the opportunities available to property owners for corrections, deductions or discounts of the stormwater fee:

- *Adjustment* due to incorrect fee charges/calculations
- *Exemption* based on economic status or IRS tax status
- *Credit* for providing stormwater-related facilities and/or services that benefit the City of Jacksonville’s stormwater system

In this manual you will find an explanation of how the city determined your base fee, the guidelines for obtaining an adjustment, exemption and/or credit, and instructions on completing the applications.

Applications are included in this manual, and may also be obtained on the Web at www.coj.net/cityfees or by calling (904) 630-CITY (2489).

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HOW THE FEE IS DETERMINED

The stormwater fee is based on two elements of a developed piece of property:

- The total square footage of *impervious area* on the property
 - *Impervious Area = Surface that is compressed and/ or covered so as to resist infiltration by water, such as roofs, driveways, sidewalks, or compacted gravel*
- The type of property development – *residential or non-residential*
 - *Residential = Includes single-family and multifamily dwellings of various sizes and numbers of dwelling units. The Stormwater Utility has seven residential property types.*
 - *Non-residential = All property zoned or used for commercial, industrial, retail, governmental, or other uses not defined as residential.*

The City of Jacksonville used information obtained from the Property Appraiser's office in conjunction with high-resolution digital aerial photography to determine the impervious area associated with each type of property:

Residential – The city took samples of each of the seven residential categories from all around the city and applied Property Appraiser data to statistically determine the appropriate category and corresponding rate.

Non-residential – The city analyzed each non-residential property individually.

All fees, both residential and non-residential, are calculated based on the citywide average impervious area of a single-family detached dwelling – this is called an “SFU,” or single-family unit.

The City of Jacksonville’s average square footage equals 3,100 square feet, which is the baseline for all calculations and the denominator in the non-residential calculation below.

≤ “less than or equal to” ≥ “greater than or equal to”

Property Type/Category	SFUs per Dwelling Unit	Monthly Fee	Annual Fee
Small Home ≤1,549 sq. ft.	.5	\$2.50	\$30.00
Average Home ≥1,550 to ≤4,649 sq. ft.	1.0	\$5.00	\$60.00
Large Home ≥4,650 sq. ft.	1.5	\$7.50	\$90.00
Mobile home & mobile home park	.81	# Dwelling Units x .81 x \$5	Monthly Fee x 12
Townhouse, duplex, triplex, quadplex, & condo	.49	# Dwelling Units x .49 x \$5	Monthly Fee x 12
Apartments with 5-9 units	.32	# Dwelling Units x .32 x \$5	Monthly Fee x 12
Apartments with more than 9 units	.44	# Dwelling Units x .44 x \$5	Monthly Fee x 12
Non-residential	$\frac{\text{Total Impervious Area}}{3,100 \text{ sq.ft.}}$	#SFU x \$5.00	#SFU x \$60.00

JACKSONVILLE STORMWATER UTILITY ADJUSTMENTS & CREDITS MANUAL EXECUTIVE SUMMARY

There are three opportunities for stormwater fee error corrections and/or discounts discussed in the Jacksonville Stormwater Utility *Adjustments & Credits Manual*:

Adjustments (Section A) – Allows a property owner to address incorrect fee charges/calculations

Exemptions (Section B) – Allows a property owner that is economically disadvantaged, or that is a 501(c)(3) charitable or faith-based organization, to be exempt from paying the stormwater fee

Credits (Section C) – Applies to a property owner that is providing some type of facility or service that supports the city's stormwater management system, thus ultimately reducing the city's cost for providing stormwater management services.

Property owners seeking an adjustment, exemption and/or credit must apply using the applications available in the *Adjustments & Credits Manual*, on the Web at www.coj.net/cityfees, or by calling (904) 630-CITY (2489).

If the city receives your application before July 1, the bill(s) associated with the parcel(s) on that application will not be due until you receive notice whether your application is approved or denied. Adjustments, exemptions and/or credits awarded based on applications received on or after July 1 will be applied on the next bill.

Adjustments (Sec. A)

- Applies to both Residential and Non-residential
- Property owner must identify the incorrect information on their bill
- Stormwater Utility must address application within 8-12 weeks of receipt
- Once the adjustment is granted by the city, future applications for adjustments are not required unless another error occurs
- Applicants seeking adjustments may also seek additional discounts through credits, if qualified

Exemptions (Sec. B)

- Low-Income Exemption Program
 - Property owner must demonstrate that his or her household currently has an average income of less than 150% of the Federal Poverty Level, as determined by the U.S. Department of Health and Human Services
 - Approved applicants will receive a fee exemption (owe no fee)
 - Application REQUIRED each year the fee is charged
- Charitable & Faith-Based Organization Exemption Program
 - Property owner(s) must certify, through documentation or other means, that the property charged a stormwater fee is owned and operated by a person, person(s) or organization that is classified as tax exempt under the Internal Revenue Code (IRC) 501(c)(3)
 - Approved applicants will receive a 100% exemption (owe no fee)
 - All 501(c)(3)s listed in the IRS Publication 78 as of January 1, 2008 are eligible to receive an automatic exemption – no application required
 - The exemption will remain in effect for that property without further application until such time that the property is no longer owned by a 501(c)(3) organization or the owner no longer holds 501(c)(3) status

Credits (Sec. C)

- Credits offered to property owners providing stormwater-related services, structures or facilities – called “Best Management Practices,” or BMPs – that ultimately benefit the city and reduce its cost for providing stormwater management services
- Property owners may apply for any or all of the credits for which they may qualify
- Credit Options (value):
 - Permitted Stormwater Pond Credit (30%)
 - Have a pond permitted by the St. Johns River Water Mgmt District
 - Detailed Drainage Study Credit (50% max)
 - Provide specific details on water quality and quantity; credit awarded on sliding scale
 - Landlocked System (+25%) (“bonus credit”)
 - Provide proof of zero discharge and meet full treatment and volume control criteria
 - Programs and Services [Non-Structural] Credit (4%)
 - Provide a service in support of stormwater quality (i.e. storm drain stenciling)
 - NPDES Industrial Stormwater Permit Credit (2%)
 - Hold an NPDES Industrial Stormwater permit
 - Education Credit (2%)
 - Curriculum guidelines for employees/students in educational institutions
 - Other Best Management Practices (2%)
 - Unique approaches not specifically covered in the other credits available
- Each credit value is a fixed value (except in the case of the Detailed Drainage Study)
 - Successful applicants will receive the full percentage assigned for that option
 - Detailed Drainage Study credits awarded on a sliding scale
- Total fee discount may not exceed 50%, even if the cumulative value of approved credits exceeds 50% (except in the case of “bonus” credit option).
- Some credit options will relate more to individual homeowners or associations, while others are geared more toward commercial or industrial properties.
- All credits awarded will carry over across billing cycles; property owners will not be required to re-apply.
- Applicants seeking credits may also seek additional deductions through adjustments, if qualified.

The Stormwater Utility will address each application within 8-12 weeks of receipt. If the city receives your application before July 1, the bill(s) associated with the parcel(s) on that application will not be due until you receive notice whether your application is approved or denied.

Adjustments, exemptions and/or credits awarded based on applications received on or after July 1 will be applied on the next bill.

SECTION A – ADJUSTMENTS

A property owner may apply for an adjustment if s/he feels the city committed an error in determining his or her stormwater fee. Examples of error include misidentifying the property type, applying an incorrect residential category, or miscalculating the impervious area.

It is important to remember that the city is basing the stormwater charges on *total impervious area* – that includes not only buildings or structures on your property, but sidewalks, driveways, patios, compacted gravel or dirt drives, etc.

Applications for both residential and non-residential fee adjustments are included on the following pages, and may also be obtained online at www.coj.net/cityfees, or by calling (904) 630-CITY (2489).

Owners of multiple properties must submit one application for each property for which an adjustment is being sought.

To avoid late payment penalties, all applications for fee adjustments must be received (not postmarked) before July 1. Applications for adjustments may be submitted to:

Jacksonville Stormwater Utility
Attention: Fee Adjustments
214 N. Hogan Street, Room 2100
Jacksonville, FL 32202

E-mail to stormwater@coj.net
(Be sure to include all supporting
documentation with your e-mail)

If you submit your application before July 1, the bill associated with the property identified on that application will not be due until you receive notice whether your application is approved or denied.

Applications received on or after July 1, and which are approved, will be applied toward the next bill.

The City Engineer or his designee will review all applications and respond in writing to all requests within 8-12 weeks of receipt. The response shall include a letter explaining the application approval or denial, and will include a new bill with a new 30-day due date.

Bills for approved applicants will reflect the adjusted rate. Property owners whose applications are denied will receive a bill that reflects the original rate. The new bill must be paid by the due date to avoid late payment penalties.

Property owners may appeal denied applications - visit www.coj.net/cityfees or call 630-CITY for more information about the process. Refunds will be provided for successful appeals.



RESIDENTIAL ADJUSTMENT APPLICATION

FORM 1 – Page 1 of 2

Please complete this application in its entirety. Incomplete applications will be returned.

Submit applications by mail to:

Jacksonville Stormwater Utility
 Attn: Fee Adjustments
 214 N. Hogan St., Room 2100
 Jacksonville, FL 32202
 or e-mail stormwater@coj.net

(1) APPLICANT NAME: _____

TITLE: _____

ORG/COMPANY: _____

APPLICANT ADDRESS: _____

PHONE: _____

FAX: _____

E-MAIL: _____

(2) REAL ESTATE NUMBER (xxxxxx-xxxx) _____

(3) REASON FOR SFU ADJUSTMENT (check the one that best applies)

(a) SINGLE FAMILY

Incorrect single family classification

Incorrect category (not a single family dwelling)

(c) Mobile Home that is elevated and less than 1,550 sq.ft. – or – Mobile Home/Mobile Home Park - Incorrect # units

(d) Other, please explain (attach more sheets if needed): _____

(b) MULTI-FAMILY

Incorrect multi-family classification / # units

Incorrect category (not a multi-family complex)

(4) CHECK CORRECT CATEGORY/CLASSIFICATION

SINGLE FAMILY CATEGORY: Small – 0.5 SFU (≤ 1,549 sq. ft.) Average – 1.0 SFU (≥1,550 to ≤4,649 sq.ft.) Large – 1.5 SFU (≥4,650 sq.ft.)

MULTI-FAMILY CATEGORY: Duplex, Triplex, Quadplex, Townhouse or Condominium – .49 SFU (Please circle one)

Apartments with 5-9 units – .32 SFU

Apartments with >9 units – .44 SFU

CORRECT # OF UNITS :

Mobile Home – .81 SFU (not elevated and greater than 1,550 sq.ft.)

Mobile Home Park – .81 SFU

APPLICANT SIGNATURE: _____

OFFICE USE ONLY	APPROVED?	Date Received
COMMENTS:	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> MORE INFO NEEDED	

The City Engineer or his designee will review all applications and respond in writing to all requests within 8-12 weeks of receipt. The response shall include a letter explaining the application approval or denial, and will include a new bill with a new 30-day due date. The new bill must be paid by the due date to avoid late payment penalties.

Bills for approved applicants will reflect the adjusted rate. Property owners whose applications are denied will receive a bill that reflects the original rate. Property owners may appeal denied applications - visit www.coj.net/cityfees or call 630-CITY for more information about the process. Refunds will be granted for successful appeals.

To avoid late payment penalties, all applications for fee adjustments must be received (not postmarked) before July 1. Applications for adjustments may be submitted to:

Jacksonville Stormwater Utility
Attention: Fee Adjustments
214 N. Hogan Street, Room 2100
Jacksonville, FL 32202

E-mail to stormwater@coj.net
(Be sure to include all supporting documentation
with your e-mail)

If you submit your application before July 1, the bill associated with the property identified on that application will not be due until you receive notice whether your application is approved or denied. Adjustments approved based on applications received on or after July 1 will be applied toward the next bill.

- (1) The applicant must be listed as an owner of the property(ies) for which an adjustment is sought, or otherwise be an appointed representative of the owner or owners (e.g. Homeowners Association president) legally authorized to act on behalf of the owner. The applicant must be the signatory of the application.
- (2) The Real Estate Number (also known as RE # or parcel ID) is a 10-digit number with six digits in one group and four digits in another, typically by a space or hyphen. The RE # may be found on your stormwater utility bill or tax bill. It may also be found online through the Duval County Property Appraiser's "property search" function, available on www.coj.net or call 630-CITY for assistance.
- (3) Select the reason why the fee should be corrected. The information provided below is primarily for reference purposes. More information about the factors considered in fee adjustments may be found in Appendix A in the *Adjustments & Credits Manual*, available on the Web at www.coj.net/cityfees or by calling 630-CITY.
 - (a) You own a single-family detached dwelling, but you believe the total square footage of impervious area being charged is greater than or less than what actually exists, to the extent that you would fall under a different single family classification. For example, your property contains a structure or impervious area that does not generate runoff, such as a swimming pool. Or, you have graveled areas that are not compacted, such as in landscaping. Or, your structure should fall under another category (i.e., mobile home, duplex, etc.). Accepted supporting documentation would include a property record card (available from the Property Appraiser), building plans, photos, etc.
 - (b) You have a multi-family dwelling, but are being charged the incorrect classification. For example, you own a dwelling with 5-9 units, but you're being charged for a complex with 15 units. Or, you are being charged as a multi-family dwelling but your structure falls under another category (i.e., mobile home, duplex, etc.). Accepted supporting documentation would include a property record card (available from the Property Appraiser), building plans, or a list of addresses for all units on the parcel.
 - (c) Your mobile home is raised off the ground, providing little directly-connected impervious surface to produce runoff. This reduction is applicable for mobile homes less than 1,550 square feet. In these cases, the SFU would be adjusted to equal the lowest SFU rate assigned to an existing residential classification – currently, that rate is .32 SFU. Must submit a photo of the mobile home on the property dated within 30 days of the application date and a copy of the most recent property record card (available from the Property Appraiser). Or, your mobile home park is being charged the incorrect number of units. Accepted supporting documentation would include a property record card (available from the Property Appraiser), building plans, or a list of addresses for all units on the parcel.
- (4) Select the residential property category/classification under which you believe your parcel should be charged, and provide the number of units on your property, if applicable. This selection will be checked against the data in the city's database and the supporting documentation you provide to determine the correct parcel classification and corresponding fee.



NON-RESIDENTIAL ADJUSTMENT APPLICATION

FORM 2 – Page 1 of 2

Please complete this application in its entirety. Incomplete applications will be returned.

Submit applications by mail to:
 Jacksonville Stormwater Utility
 Attn: Fee Adjustments
 214 N. Hogan St., Room 2100
 Jacksonville, FL 32202
 or e-mail to stormwater@coj.net

(1) APPLICANT NAME: _____

TITLE: _____

ORG/COMPANY: _____

APPLICANT ADDRESS: _____

PHONE: _____

FAX: _____

E-MAIL: _____

APPLICATION PREPARED BY: _____

(if other than applicant)

ORG/COMPANY: _____

(2) REAL ESTATE NUMBER (xxxxxx-xxxx) _____

PROPERTY ADDRESS (if applicable)

Number

Street Name/Type/Dir

ZIP code

TYPE OF DEVELOPMENT: _____

(3) PROPERTY AREA (incl. all pervious & impervious area) _____ square feet

(4) REASON FOR SFU ADJUSTMENT (see back for equations to calculate new SFUs)

(a) Incorrect Amt. of Impervious Area
 Impervious area with no runoff _____ square feet
 Revised SFUs _____ SFUs

(b) Gravel/dirt not used for vehicles
 Non-vehicular area _____ square feet
 Revised SFUs _____ SFUs

(c) OTHER REASON or ADDITIONAL COMMENT (attach additional sheets if necessary)

APPLICANT SIGNATURE: _____

OFFICE USE ONLY	APPROVED?	Date Received
COMMENTS:	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> MORE INFO NEEDED	

The City Engineer or his designee will review all applications and respond in writing to all requests within 8-12 weeks of receipt. The response shall include a letter explaining the application approval or denial, and will include a new bill with a new 30-day due date. The new bill must be paid by the due date to avoid late payment penalties.

Bills for approved applicants will reflect the adjusted rate. Property owners whose applications are denied will receive a bill that reflects the original rate. Property owners may appeal denied applications - visit www.coj.net/cityfees or call 630-CITY for more information about the process. Refunds will be granted for successful appeals.

To avoid late payment penalties, all applications for fee adjustments must be received (not postmarked) before July 1. Applications for adjustments may be submitted to:

Jacksonville Stormwater Utility
Attention: Fee Adjustments
214 N. Hogan Street, Room 2100
Jacksonville, FL 32202

E-mail to stormwater@coj.net
(Be sure to include all supporting documentation
with your e-mail)

If you submit your application before July 1, the bill associated with the property identified on that application will not be due until you receive notice whether your application is approved or denied. Adjustments approved based on applications received on or after July 1 will be applied toward the next bill.

- (1) The applicant must be listed as an owner of the property(ies) for which an adjustment is sought, or otherwise be an appointed representative of the owner or owners (e.g. Homeowners Association president) legally authorized to act on behalf of the owner. The applicant must be the signatory of the application.
- (2) The Real Estate Number (also known as RE # or parcel ID) is a 10-digit number with six digits in one group and four digits in another, typically by a space or hyphen. The RE # may be found on your stormwater utility bill or tax bill. It may also be found online through the Duval County Property Appraiser's "property search" function, available on www.coj.net or call 630-CITY for assistance.

Also provide the address of the property and the type of non-residential development. Examples include:

Commercial / Retail

Industrial / Light Industrial

School / Educational

Church / Faith-Based Organization

- (3) Provide the total square footage of your parcel / property. This includes all areas, pervious and impervious, developed and undeveloped. This information may be obtained online through the Duval County Property Appraiser's "property search" function, available on www.coj.net. Or, call 630-CITY for assistance.
- (4) Select the reason why the fee should be corrected. The information provided below is primarily for reference purposes – the city reserves the right to request additional information. To learn the impervious area used to determine your original bill, call 630-CITY. Additional information about the factors considered in fee adjustments may be found in Appendix A of the *Adjustments & Credits Manual*, available on the Web at www.coj.net/cityfees.
 - (a) The amount of the impervious area being charged to your property is incorrect. For example, your property contains impervious area that does not generate runoff, such as a swimming pool or a hazardous material storage area. In this case, provide your estimate for the area on your property that contributes no runoff and the corresponding revised SFU rate. Calculate the revised SFUs using the equation:

$$\text{SFUs} = \text{Billed Impervious Area} - \text{Impervious Area with No Runoff} \div 3,100$$
 - (b) The property includes a gravel area that is not compacted, not used for vehicular traffic, and is pervious, such as in landscaping. In this case, first provide an estimate for the square footage of the pervious gravel area. Then, provide your revised number of SFUs using the equation provided. Accepted supporting documentation would include aerial photography, site map or other media to indicate which areas are being designated as non-vehicular (non-compacted) gravel or dirt.

$$\text{SFUs} = \text{Billed Impervious Area} - \text{Non-Vehicular Area} \div 3100$$
 - (c) Explain in detail the reason that you believe justifies an adjustment to your stormwater fee and provide any pertinent supporting documentation, such as photos or site plans.

SECTION B – EXEMPTIONS

The City of Jacksonville recognizes that many residents face financial hardships, and that there are many charitable organizations that provide valuable services to residents that the city may not be able to provide alone. Recognizing the unique nature of these two groups, the city created programs to allow qualified property owners to receive a total exemption from the stormwater fee.

**More information and applications for these programs
may be obtained online at www.coj.net/cityfees
or by calling (904) 630-CITY (2489)**

NOTE: To avoid having to pay the fee and possibly incur late payment penalties, exemption applications must be received (not postmarked) before July 1. Applications received on or after July 1, and which are approved, will be applied toward the next bill – you will still owe the stormwater fee for the current billing period.

LOW-INCOME EXEMPTION PROGRAM

To qualify, a property owner must demonstrate that the adults living in his or her household currently have an income of less than 150% of the Federal Poverty Level, as determined by the U.S. Department of Health and Human Services and published annually in the *Federal Register*. Applications must be made annually.

The “Application for Low-Income Exemption” includes information about the types of documentation that will be accepted to qualify for this program. Examples include income tax returns and proof of assistance from a city social service agency. Current year Federal Poverty Levels may be found online at www.coj.net/cityfees or by calling 630-CITY.

This program is administered by the City of Jacksonville Behavioral and Human Services Division; therefore, all applications must be made to that agency:

Behavioral and Human Services Division
Attention: Stormwater Fee Exemptions
1809 Art Museum Drive, Suite 100
Jacksonville, FL 32207

CHARITABLE & FAITH-BASED EXEMPTION PROGRAM

To qualify, a property owner must certify, through documentation or other means, that the property charged a stormwater fee is owned and operated by a person, person(s) or organization that is classified as tax exempt under the Internal Revenue Code (IRC) 501(c)(3).

Organizations listed in the IRS Publication 78 as of January 1, 2008, are eligible to receive an automatic exemption on the initial bill without application. Organizations that qualify but did not receive the automatic exemption should submit the “Application for 501(c)(3) Exemption” **before July 1** to have the exemption applied to the current bill and all future bills.

Once an organization receives the exemption, it will remain in effect until the property is no longer owned by a 501(c)(3) organization or the owner no longer holds 501(c)(3) status.

This program is administered by the Jacksonville Stormwater Utility; therefore, all applications must be made to that agency:

Jacksonville Stormwater Utility
Attention: 501(c)(3) Exemptions
214 N. Hogan Street, 10th Fl.
Jacksonville, FL 32202

E-mail to stormwater@coj.net
(Be sure to include all supporting documentation
with your e-mail)



APPLICATION FOR LOW-INCOME EXEMPTION

FORM 3 – Page 1 of 2

Please complete this application in its entirety. Incomplete applications will be returned.

(1) APPLICANT NAME:

PLEASE PRINT _____

APPLICANT PROPERTY ADDRESS:

_____ **PHONE:** _____

_____ **E-MAIL:** _____

(2) REAL ESTATE NUMBER (xxxxxx-xxxx): _____

(3) PROOF OF CURRENT INCOME (check one and attach documentation for each adult member of the household)

- Copy of paycheck, paystub or pay summary supplied by employer
- Proof of retirement, Social Security, disability income, etc.
- OTHER (see page 2 of this form for details)

--OR--

(4) PROOF OF ASSISTANCE FROM APPROVED AGENCY (check one and attach documentation)

- Beaches Emergency Assistance Ministry (BEAM)
- Jacksonville Children’s Commission
- Catholic Charities Bureau, Inc
- Jacksonville Housing Authority
- COJ Behavioral & Human Services Emergency Assistance Program
- Jewish Family & Community Services
- Community Connections of Jacksonville
- Northeast Florida Community Action Agency
- Downtown Ecumenical Service Council, Inc.
- Shands Jacksonville / City Contract Program
- Duval Co. Health Dept./Florida Dept. of Health
- The Bridge of Northeast Florida
- Housing & Urban Development (HUD)
- The Salvation Army of Northeast Florida Command
- I.M. Sulzbacher Center for the Homeless / Primary Health
- OTHER (see page 2 of this form for details)

(5) PROOF OF OWNERSHIP

(attach copy of documentation)

(6) TOTAL IN HOUSEHOLD

Adults _____ **Children** _____

By signing below, I certify that the above is true to the best of my knowledge and belief

APPLICANT SIGNATURE: _____

OFFICE USE ONLY	Date Received	Submit applications by mail: Behavioral & Human Services Attn: Fee Exemptions 1809 Art Museum Dr., Ste 100 Jacksonville, FL 32207
APPROVED? <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> MORE INFO NEEDED		
COMMENTS: 		

FORM 3 – Page 2

To qualify for the Stormwater Utility Low-Income Exemption Program, a property owner must demonstrate that his or her household has an average income of less than 150% of the federal poverty level, as determined by the U.S. Department of Health and Human Services and published annually in the *Federal Register*.

Current year Federal Poverty Levels may be obtained
on the Web at www.coj.net/cityfees or by calling (904) 630-CITY (2489).

Applications must be received (not postmarked) before July 1. If your application is received before July 1, your bill won't be due until you are notified whether your application is approved or denied. Applications received on or after July 1, and which are approved, will be applied toward the next bill – you will still owe the stormwater fee for the current billing period.

The Chief of Behavioral and Human Services or his designee will review all applications and respond in writing to all exemption requests within 8-12 weeks of receipt. The response shall include a letter explaining the exemption approval or denial.

Property owners whose exemption applications are approved will receive notice that they do not owe the stormwater fee for that billing period. **NOTE: PROPERTY OWNERS MUST APPLY FOR THE LOW-INCOME EXEMPTION ANNUALLY. THESE EXEMPTIONS DO NOT CARRY OVER FROM YEAR TO YEAR.**

In cases of denials, the response will also include a new bill with a new due date. Payment must be made prior to the new bill due date in order to avoid late payment penalties. Property owners who wish to appeal the denial should visit www.coj.net/cityfees or call 630-CITY to obtain the necessary forms to complete the appeals process. If the appeal is ultimately granted, any fee paid will be refunded.

Applications may be submitted by mail to:

Behavioral and Human Services Division
Attention: Fee Exemptions
1809 Art Museum Drive, Suite 100
Jacksonville, FL 32207

Property owners may call the Low-Income Exemption Program (904)858-2823 with questions.

- (1) The applicant must be listed as an owner of the property(ies) for which an exemption is sought, or otherwise be an appointed representative of the owner or owners (e.g. Homeowners Association president) legally authorized to act on behalf of the owner. The applicant must be the signatory of the application.
- (2) The Real Estate Number (also known as RE # or parcel ID) is a 10-digit number with six digits in one group and four digits in another, typically by a space or hyphen. The RE # may be found on your stormwater utility bill or tax bill. It may also be found online through the Duval County Property Appraiser's "property search" function, available on www.coj.net. Or, call 630-CITY for assistance.
- (3) Provide proof of current income for all persons named as owners of the property as well as any other adults living in the household. You don't have to provide the same *type* of proof of income for each adult. Call (904)858-2823 with questions.

--OR--

- (4) Provide proof that one or more of the persons named as a property owner has applied for and received assistance from one of the following social service agencies within 90 days of the bill date. Accepted forms of proof include a letter of guarantee or an application stamped "APPROVED."

If you have received some sort of financial assistance from an organization other than those named on the application, or if you have questions about what documentation would be accepted as proof, please call (904) 858-2823.

- (5) Provide proof that the person applying for the exemption is an owner of the property. Accepted documentation includes a tax statement or bill. It must include both the property address and the applicant's name.
- (6) List the total number of people living in the household at the time of application, including the applicant, other adults, and children,



APPLICATION FOR 501(c)(3) EXEMPTION

FORM 4 – Page 1 of 2

Please complete this application in its entirety. Incomplete applications will be returned.

Submit applications by mail to:

Jacksonville Stormwater Utility

214 N. Hogan St., 10th Fl.

Jacksonville, FL 32202

or e-mail to stormwater@coj.net(1) **APPLICANT NAME:** _____**TITLE:** _____**ORG/COMPANY:** _____**APPLICANT ADDRESS:** _____**PHONE:** _____**FAX:** _____**E-MAIL:** _____**APPLICATION PREPARED BY:** _____

(if other than applicant)

ORG/COMPANY: _____**(2) REAL ESTATE NUMBERS (xxxxxx-xxxx)**

(include all properties covered by the 501(c)(3) designation – use more sheets if needed)

(3) PROVIDE PROOF OF IRS “501(c)(3)” STATUS

Note: Organization name listed on the 501(c)(3) documentation must match the name listed in the proof of ownership (2), or provide additional documentation linking the property to the 501(c)(3)

--OR--

(4) CHECK HERE AND SIGN APPLICATION TO ATTEST THE FOLLOWING:

I certify that the organization named in this application for stormwater fee exemption is a “church or integrated auxiliary” in accordance with the guidelines of the Internal Revenue Service (IRS), and as such, is automatically tax exempt and therefore not required to apply for and maintain recognition of 501(c)(3) status.

APPLICANT SIGNATURE _____

OFFICE USE ONLY	APPROVED?	Date Received
COMMENTS:	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> MORE INFO NEEDED	

FORM 4 – Page 2

The Charitable and Faith-Based Exemption Program allows those organizations that are recognized by the Internal Revenue Service (IRS) as tax exempt under the 501(c)(3) tax code to receive an exemption from the stormwater fee.

To qualify, the property owner must demonstrate that the property charged a stormwater fee is owned by a person, person(s) or group that is documented by the IRS as 501(c)(3) tax exempt, or certify by signature that the organization is not required by the IRS to obtain and maintain such documentation.

Organizations that qualify should submit the “Application for 501(c)(3) Exemption” before July 1 to avoid having to pay the stormwater fee. Applications may be submitted to:

Jacksonville Stormwater Utility
Attention: 501(c)(3) Exemptions
214 N. Hogan Street, 10th Fl.
Jacksonville, FL 32202

E-mail to stormwater@coj.net
(Be sure to include all supporting documentation
with your e-mail)

Exemptions granted based on applications received on or after July 1 will be applied toward the next bill. You will still owe the stormwater fee for the current billing period.

The exemption will remain in effect without further application until such time that the property is no longer owned by a 501(c)(3) organization or until the owner no longer holds 501(c)(3) status.

The City Engineer or his designee will review all applications and respond in writing to all exemption requests within 8-12 weeks of receipt. The response shall include a letter explaining the exemption approval or denial. Property owners whose exemption applications are approved will receive notice that they do not owe the stormwater fee for any parcel identified on the application, and will not be billed in the future unless the ownership status changes.

Property owners whose applications are denied will receive a new bill (or bills, if applying for multiple properties) that reflects the original rate. The fee must be paid prior to the new bill due date in order to avoid late payment penalties.

Property owners may appeal denied applications - visit www.coj.net/cityfees or call 630-CITY for more information about the process. Refunds will be granted for successful appeals.

- (1) The applicant must be listed as an owner of the property(ies) for which a credit is sought, or otherwise be an appointed representative of the owner or owners (e.g. Homeowners Association president) legally authorized to act on behalf of the owner. The applicant must be the signatory of the application.
- (2) The Real Estate Number (also known as RE # or parcel ID) is a 10-digit number with six digits in one group and four digits in another, typically separated by a space or hyphen. Fill in the RE #s for all the parcel(s) that should be exempt under the property owner's 501(c)(3). RE #s may be found on your stormwater utility bill or tax bill. They may also be found online through the Duval County Property Appraiser's "property search" function, available on www.coj.net or call (904) 630-CITY (2489) for assistance.
- (3) Provide proof that the person / persons / organization named as property owner in the property ownership documentation also holds the certificate for 501(c)(3) classification by the United States Internal Revenue Service. Accepted documentation must clearly connect the property owner of record on the fee bill to the person/organization named in the IRS certification.

****OR****

- (4) Certify by checking the box in section 4 and signing the application that the organization applying for the exemption is automatically recognized by the IRS as 501(c)(3) tax exempt per the IRS guidelines for churches and "integrated auxiliaries."

SECTION C – CREDITS

Since the mid-1980s, developers have had to meet increasingly stringent guidelines when it comes to handling both the amount and environmental impacts of stormwater that runs off a piece of property. As a result, most developments built since that time have structures, facilities and/or programs in place that not only meet state and federal regulations, but provide a local benefit by controlling and treating stormwater and educating citizens about issues surrounding stormwater management.

In short, they do a lot of work that the city would ordinarily have to do.

The Stormwater Utility Credits Program was developed to recognize those who are helping the city with its stormwater management by providing discounts on stormwater fees. The values of the available credit options were established as proportional to the level of benefit contributed to the city's stormwater system.

There are six standard options for residential and non-residential property owners (including Homeowners Associations) to receive a discount. These options are based on Environmental Protection Agency guidance for "Best Management Practices," or BMPs. A BMP can be a program, a process, a physical structure or device that helps to control, prevent, remove or reduce pollution.

Each of the options is assigned a credit value, and if more than one option is applied for and approved, they are tallied cumulatively. The total cumulative discount allowed may not exceed 50% of the fee amount, even if the combined value of approved credits is greater.

The single exception to the 50% cap involves situations where a development provides the maximum water quality treatment and volume control possible – essentially, the system is entirely self-contained and does not utilize the city system at all ("landlocked"). In such cases, a property owner would be eligible to receive a 25% bonus credit.

If a property owner will receive or has received a fee adjustment (Section A), s/he may still apply for credits. The cumulative credit value would be applied *after* the fee was adjusted.

Property owners that wish to apply for more than one type of credit for a property are asked to submit all the applications at one time. Please attach the checklist on page 17 with the applications.

Terms

- Credits will only be approved if the requirements outlined in the *Adjustments & Credits Manual* are met, including (but not limited to) completion of ongoing maintenance and guaranteed right-of-entry for inspections.
- Credits will be defined as percent reductions applied to the fee calculation equation.
- Total maximum discount provided will be 50% of the original fee, except in the case of a successful application for the 25% "bonus credit."
- Credits will carry over across billing cycles; property owners will not be required to re-apply.

[continued on next page]

SECTION C – CREDITS (CONTINUED)

Restrictions

- No public or private property will receive a credit for any condition or activity that is unrelated to the city's stormwater management system or program.
- Credits will not apply to Stormwater Pollution Prevention Plan (SWPPP) review and/or inspection fees attributable to new development or redevelopment costs.
- Any BMP (or portion thereof) within a permanent drainage easement maintained by the city, JEA or Florida Department of Transportation (FDOT) will not be eligible for credit.
- Successful application for the Education Credit may not also count as fulfillment of the education option within the Programs & Services Credit.
- Credit shall be given only to the property owner of record.

Applications for each of the credit options are included on the following pages, and may also be obtained online at www.coj.net/cityfees, or by calling (904) 630-CITY (2489).

To avoid late payment penalties, all applications for fee credits must be received (not postmarked) before July 1. Applications for credits may be submitted to:

Jacksonville Stormwater Utility
Attention: Fee Credits
214 N. Hogan Street, Room 2100
Jacksonville, FL 32202

E-mail to stormwater@coj.net
(Be sure to include all supporting
documentation with your e-mail)

If you submit your application before July 1, the bill(s) associated with the property(ies) identified on that application will not be due until you receive notice whether the application is approved or denied. Credits awarded based on applications received on or after July 1 will be applied toward the next bill.

The City Engineer or his designee will review all applications and respond in writing to all requests within 8-12 weeks of receipt. The response shall include a letter explaining the application approval or denial, and will include a new bill with a new 30-day due date. The new bill must be paid by the due date to avoid late payment penalties.

Bills for approved applicants will reflect the adjusted rate. Property owners whose applications are denied will receive a bill that reflects the original rate. Denied applicants may seek an opinion on the judgment from the Director of the Jacksonville Stormwater Utility (currently the Director of Public Works). Or, the property owner may appeal directly to the City Council Transportation, Energy and Utilities Committee (or its current equivalent). Visit www.coj.net/cityfees or call 630-CITY for details.

SECTION C – CREDITS – GUIDE TO CREDIT OPTIONS

We recognize that the Stormwater Utility Credits Program may be difficult to understand for those unfamiliar with stormwater management or engineering design practices. This guide provides brief descriptions of each credit option available as well as suggestions for property owners based on different types of properties.

Please include this page with your submission to the city if you are applying for more than one type of credit for a property:

- Permitted Stormwater Pond (30% Credit)** – available for property owners providing a stormwater pond that has been permitted by the St. Johns River Water Management District (SJRWMD) or other regulatory agency. Applicants must also attest that the facility was built and has since been maintained according to the original permit.
- Detailed Drainage Study (Max 50% Credit)** – available for property owners providing stormwater treatment (quality) and/or stormwater volume control (quantity). If complete stormwater treatment is provided (60% nitrogen removal), the property owner will receive a maximum of 30% credit. If complete stormwater volumetric control is provided (during the 7 hr peak of storm – between 10th & 17th hr), the property owner will receive maximum of 20% credit.
- Landlocked System (“Bonus” Credit +25%)** – available for property owners that can demonstrate no discharge (per the SJRWMD definition of a “closed system”) and meet the full credit for treatment and volume.
- Programs & Services [Non-Structural] (4% Credit)** – available for property owners providing water quality programs or services. There are 9 service opportunities; the property owner must provide 6 to get the credit.
- NPDES Industrial Stormwater Permit (2% Credit)** – available for industrial property owners who are in full compliance with their National Pollutant Discharge Elimination System (NPDES) permit.
- Education (2% Credit)** – available for organizations that provide structured education about stormwater and water quality issues; applies to public/private schools and/or educational institutions with at least 100 students plus employees, or businesses with at least 100 employees. NOTE: this credit will not also count toward the ‘education’ option in the Programs & Services credit.
- Other Best Management Practices (2% Credit)** – available for property owners that have a unique opportunity/approach to improving water quality that is not addressed through other options in the *Adjustments & Credits Manual*.

The cumulative total discount for credits may not exceed 50%, except in cases of a successful application for the 25% “bonus” credit. Each application contains information about the documentation needed to support the credit request. Also, Appendix A in the *Adjustments & Credits Manual* provides additional information about the criteria used to consider each credit application.

**Consider these credits if you are a...
Residential Property Owner**

- Permitted Stormwater Pond
- Other BMPs

**Consider these credits if you are a...
Homeowners Association**

- Permitted Stormwater Pond
- Detailed Drainage Study
- Programs & Services
- Other BMPs

**Consider these credits if you are an...
Educational or Faith-Based Institution**

- Permitted Stormwater Pond
- Detailed Drainage Study
- Programs & Services
- Education
- Other BMPs

**Consider these credits if you are a...
Small Commercial Development**

- Permitted Stormwater Pond
- Detailed Drainage Study
- Programs & Services
- Other BMPs

**Consider these credits if you are a...
Large Industrial or Commercial Development**

- Permitted Stormwater Pond
- Detailed Drainage Study
- Landlocked System
- Programs & Services
- Education
- NPDES Industrial Stormwater Permit
- Other BMPs



APPLICATION FOR FEE CREDIT: PERMITTED STORMWATER POND (30%)

FORM 5 – Page 1 of 2

Please complete this application in its entirety. Incomplete applications will be returned.

Submit application by mail to:
Jacksonville Stormwater Utility
Attn: Fee Credits
214 N. Hogan Street, Room 2100
Jacksonville, FL 32202
or e-mail stormwater@coj.net

(1) APPLICANT NAME: _____

TITLE: _____

ORG/COMPANY: _____

APPLICANT ADDRESS: _____

PHONE: _____

FAX: _____

E-MAIL: _____

APPLICATION PREPARED BY: _____

(if other than applicant)

COMPANY: _____

(2) DESCRIBE POND LOCATION (physical address or nearest street intersection preferred)

(3) REAL ESTATE NUMBER(S) (xxxxxx-xxxx) : _____

Provide the real estate number(s) for which you are applying for credit. In the case of Homeowners/Property Owners Associations, provide all the RE#s for properties covered by the permit named in section (4). Property addresses will also suffice. Use additional sheets if necessary.

(4) SJRWMD PERMIT NUMBER: _____

(5) Attach proof of SJRWMD Permit OR As-Built Certification (see page 2 of this form for details)

(6) Check here to attest the following (**REQUIRED**):

By signing below, I attest that the pond system identified by the permit number named in section (4) was built and has since been maintained in accordance with the terms of the permit. I understand that should the city find that the system is not functioning as engineered/permited to attenuate additional flow(s) and/or improve water quality, the city reserves the right to revoke all credits awarded based on this application.

APPLICANT SIGNATURE: _____

OFFICE USE ONLY	APPROVED?	Date Received
COMMENTS:	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> MORE INFO NEEDED	

FORM 5 – Page 2

This application may be used to apply for a 30% credit for a stormwater pond that has received an Environmental Resource Permit (ERP) from the St. Johns River Water Management District (SJRWMD) and has been certified by a professional engineer that it was built to meet all applicable design criteria for water quality and/or volume control.

This is a one-time application. As long as the permitted stormwater facility remains in compliance with its SJRWMD permit, this fee credit will be granted at 30% and remain in effect for each subsequent billing cycle. However, if the city finds that the stormwater facility is not operating as engineered/permitted to attenuate additional flow(s) and/or improve water quality, the city will revoke all credits awarded to every property listed as part of the application. To regain the credit, the applicant must submit proof that the system has been re-certified by a Professional Engineer.

To avoid late payment penalties, applications for fee credits must be received (not postmarked) before July 1. Applications for credits may be submitted to:

Jacksonville Stormwater Utility
Attention: Fee Credits
214 N. Hogan Street, Room 2100
Jacksonville, FL 32202

E-mail to stormwater@coj.net
(Be sure to include all supporting
documentation with your e-mail)

If you submit your application before July 1, the bill(s) associated with the property(ies) identified on that application will not be due until you receive notice whether the application is approved or denied. Credits awarded based on applications received on or after July 1 will be applied toward the next bill.

The City Engineer or his designee will review all applications and respond in writing to all requests within 8-12 weeks of receipt. The response shall include a letter explaining the application approval or denial, and will include a new bill with a new 30-day due date. (Refunds will be granted for payments already received.) The new bill must be paid by the due date to avoid late payment penalties.

Bills for approved applicants will reflect the adjusted rate. Property owners whose applications are denied will receive a bill that reflects the original rate. Denied applicants may seek an opinion on the judgment from the Director of the Jacksonville Stormwater Utility (currently the Director of Public Works). Or, the property owner may appeal directly to the City Council Transportation, Energy and Utilities Committee (or its current equivalent). Visit www.coj.net/cityfees or call 630-CITY for details.

- (1) The applicant must be listed as an owner of the property(ies) for which a credit is sought, or otherwise be an appointed representative of the owner or owners (e.g. Homeowners Association president) legally authorized to act on behalf of the owner. The applicant must be the signatory of the application.
- (2) Provide a description of the pond location on the development. An address for the property should be provided, if possible. If the parcel with the stormwater pond does not have an address, provide a neighborhood name with the street intersection nearest the pond location, or an address most immediately adjacent to the pond site.
- (3) The Real Estate Number (also known as RE # or parcel ID) is a 10-digit number with six digits in one group and four digits in another, typically separated by a space or hyphen. Fill in the RE #s for the parcel(s) that should receive the fee credit - include all of the parcels that are within the pond drainage area (e.g., properties part of a Homeowners Association) as identified by the originally permitted plans. Property addresses will be accepted, but are not preferred. RE#s may be found on your stormwater utility bill or tax bill. They may also be found online through the Duval County Property Appraiser's "property search" function, available on www.coj.net or call (904) 630-CITY (2489) for assistance.
- (4) Provide the SJRWMD Permit number for the Permitted Stormwater Pond(s).
- (5) Provide proof that the development received a permit from the SJRWMD: a copy of the permit, a print-out from the list of ERPs issued in Duval County (found online at www.coj.net/cityfees), highlighting the development; **OR** a copy of the As-Built Certification.



APPLICATION FOR FEE CREDIT: DETAILED DRAINAGE STUDY (50% MAX)

Form 6 - Page 1 of 4

Please complete this application in its entirety. Incomplete applications will be returned.

(1) APPLICANT NAME: _____

TITLE: _____

ORG/COMPANY: _____

APPLICANT ADDRESS: _____

PHONE: _____

FAX: _____

E-MAIL: _____

APPLICATION PREPARED BY: _____
(if other than applicant)

COMPANY: _____

(2) DESCRIBE POND LOCATION (physical address or nearest street intersection preferred)

(3) REAL ESTATE NUMBERS (xxxxxx-xxxx) (list all that are within the permitted drainage area)

(4) SJRWMD PERMIT NUMBER: _____

--PLEASE PROCEED TO PAGE 2--

OFFICE USE ONLY	PLEASE ENSURE THAT ALL PAGES ARE INCLUDED	DATE RECEIVED
COMMENTS:		

JACKSONVILLE STORMWATER UTILITY
 APPLICATION FOR FEE CREDIT: *DETAILED DRAINAGE STUDY (50% MAX)*
 Form 6 - Page 2 of 4

(5) PROVIDE THE FOLLOWING DOCUMENTATION FOR WATER QUALITY and VOLUME CONTROL CALCULATIONS. REFER TO APPENDIX A IN THE *ADJUSTMENTS & CREDITS MANUAL* FOR MORE INFORMATION.

SITE PLAN(S) SHOWING:

- Property location(s) with parcel boundaries
- Impervious areas (IA)
- Description(s) and location(s) of BMPs
- Topography and drainage boundaries for BMPs and their associated percent (%) discharges
- Drainage discharge locations to off-site properties (natural and constructed)

BMP PLAN(s) and DESIGN CALCULATIONS

- Total Site Area _____ acres
- Drainage Area to BMP _____ acres

ESTIMATE(S) OF % NITROGEN REMOVAL FOR THE BMP(S), ACCOMPANIED BY TESTING, MODELING, DESIGN AND/OR CONSTRUCTION DATA SUPPORTING THE ESTIMATES

(6) WATER QUALITY (30% MAX)

For the flow generated on-site that is routed through this BMP, calculate the fee credit based on the following equation:

$$Credit = \frac{BMP \text{ \% Nitrogen Removal}}{60\% \text{ Nitrogen Removal}} \times 0.30$$

Credit: _____

--PLEASE PROCEED TO PAGE 3--

OFFICE USE ONLY	
COMMENTS:	

JACKSONVILLE STORMWATER UTILITY
APPLICATION FOR FEE CREDIT: DETAILED DRAINAGE STUDY (50% MAX)
Form 6 - Page 3 of 4

(7) VOLUME CONTROL (20% MAX)

For the flow generated on-site that is routed through this BMP or open space preservation area, calculate the fee credit using the following equations.

NOTE: In calculating a structural BMP or open space preservation credit under this section, the applicant may not use the same area of the parcel for calculating both credits.

STRUCTURAL BMPs Summarize key points of the site sensitivity analysis to describe potential down-gradient impacts to surface or ground water from drainage captured on-site

For the flow generated on-site that is routed through this BMP, calculate the credit using the following equation:
$$Credit = \frac{BMP_Vol_Captured}{25yr_24hr_Storm_Vol} \times 0.20$$

Preservation of significant vegetated open spaces (attach additional sheets if needed)

RE # (xxxxxx-xxxx)	Parcel Size (acres)	%IA	Is IA% < 25%	Credit Calculation (100% - IA%) x.05

Credit: _____

AFFIX PROFESSIONAL ENGINEERS SEAL:

APPROVED BY (PRINT NAME) _____

P.E. NUMBER: _____

APPLICANT SIGNATURE: _____

OFFICE USE ONLY

APPROVED? YES NO MORE INFO NEEDED

COMMENTS:

JACKSONVILLE STORMWATER UTILITY
APPLICATION FOR FEE CREDIT: *DETAILED DRAINAGE STUDY (50% MAX)*
Form 6 – Page 4 of 4

If a property owner or a Homeowners Association (HOA) provides a detailed drainage study that proves water quality treatment and/or volume control over and above that which is required by the St. Johns River Water Management District (SJRWMD), that property owner or HOA may qualify for fee credit up to 50%. The amount of credit will be determined by the city on a case-by-case basis. Credits for on-site stormwater facilities shall be generally proportional to the water quality and/or quantity benefits that such systems provide to the city's stormwater management system.

To avoid late payment penalties, all applications for fee credits must be received (not postmarked) before July 1. Applications for credits may be submitted to:

Jacksonville Stormwater Utility
 Attention: Fee Credits
 214 N. Hogan Street, Room 2100
 Jacksonville, FL 32202

If you submit your application before July 1, the bill(s) associated with the property(ies) identified on that application will not be due until you receive notice whether the application is approved or denied. Credits awarded based on applications received on or after July 1 will be applied toward the next bill.

The City Engineer or his designee will review all applications and respond in writing to all requests within 8-12 weeks of receipt. The response shall include a letter explaining the application approval or denial, and will include a new bill with a new 30-day due date. The new bill must be paid by the due date to avoid late payment penalties.

Bills for approved applicants will reflect the adjusted rate. Property owners whose applications are denied will receive a bill that reflects the original rate. Denied applicants may seek an opinion on the judgment from the Director of the Jacksonville Stormwater Utility (currently the Director of Public Works). Or, the property owner may appeal directly to the City Council Transportation, Energy and Utilities Committee (or its current equivalent). Visit www.coj.net/cityfees or call 630-CITY for details.

- (1) The applicant must be listed as an owner of the property(ies) for which a credit is sought, or otherwise be an appointed representative of the owner or owners (e.g. Homeowners Association president) legally authorized to act on behalf of the owner. The applicant must be the signatory of the application.
- (2) Provide a description of the pond location on the development. An address for the property should be provided, if possible. If the parcel with the stormwater pond does not have an address, provide a neighborhood name with the street intersection nearest the pond location, or an address most immediately adjacent to the pond site.
- (3) The Real Estate Number (also known as RE # or parcel ID) is a 10-digit number with six digits in one group and four digits in another, typically separated by a space or hyphen. Fill in the RE #s for the parcel(s) that should receive the fee credit - include all of the parcels that are within the drainage area (e.g., properties part of a Homeowners Association) as identified by the originally permitted plans.

RE #s may be found on your stormwater utility bill or tax bill. They may also be found online through the Duval County Property Appraiser's "property search" function, available on www.coj.net or call (904) 630-CITY (2489) for assistance.

- (4) Provide the SJRWMD Permit number for the Permitted Stormwater Pond(s).
- (5) – (7) Refer to Appendix A of the *Adjustments & Credits Manual*, available online at www.coj.net/cityfees.



APPLICATION FOR FEE CREDIT: LANDLOCKED SYSTEM ("BONUS" +25%)

FORM 7 – Page 1 of 2

Please complete this application in its entirety. Incomplete applications will be returned.

(1) APPLICANT NAME: _____

TITLE: _____

ORG/COMPANY: _____

Submit application by mail to:
Jacksonville Stormwater Utility
Attn: Fee Credits
214 N. Hogan Street, Room 2100
Jacksonville, FL 32202

APPLICANT ADDRESS: _____

PHONE: _____

FAX: _____

E-MAIL: _____

APPLICATION PREPARED BY: _____
(if other than applicant)

COMPANY: _____

(2) DESCRIBE POND LOCATION (physical address or nearest street intersection preferred)

(3) REAL ESTATE NUMBERS (xxxxxx-xxxx) (list all that are within the permitted drainage area)

(4) SJRWMD PERMIT NUMBER: _____

(5) PROVIDE CERTIFICATION THAT FACILITIES ARE IN A LANDLOCKED SYSTEM AND WILL RETAIN THE 96-HOUR DESIGN STORM PER THE SJRWMD HANDBOOK FOR THE MANAGEMENT AND STORAGE OF SURFACE WATERS. (attach documentation)

(6) PROVIDE CERTIFICATION THAT THE FACILITIES ARE MAINTAINED IN ACCORDANCE WITH THE APPLICATION. (attach documentation)

AFFIX PROFESSIONAL ENGINEERS SEAL:

APPROVED BY (PRINT NAME) _____

P.E. NUMBER: _____

APPLICANT SIGNATURE: _____

OFFICE USE ONLY	APPROVED?	Date Received
COMMENTS:	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> MORE INFO NEEDED	

FORM 7 – Page 2

When a development provides the maximum water quality treatment and volume control available through the detailed drainage study, and does not allow discharge due to geologic, storage, reuse, etc., the development will be eligible for an additional 25% credit. The city will review the application for all criteria necessary and will award this 25% “bonus” when no discharge occurs to the City or St. Johns River. Only exceptional conditions will allow a development to exceed the total maximum 50% credit.

The design storm characteristics that will apply to this evaluation are defined by the St. Johns River Water Management District (SJRWMD) Handbook for the Management and Storage of Surface Waters which addresses landlocked systems. According to the handbook, in determining the volume of direct runoff for retention, a 96-hour duration storm is to be used.

Copies of the SJRWMD Handbook for the Regulation of Stormwater Systems may be found online at:

<http://www.sjrwmd.com/handbooks/stormwaterhandbook.html>

Copies of the SJRWMD Handbook for the Management and Storage of Surface Waters may be found online at:

<http://www.sjrwmd.com/handbooks/msswhandbook.html>

To avoid late payment penalties, all applications for fee credits must be received (not postmarked) before July 1. Applications for credits may be submitted to:

Jacksonville Stormwater Utility
Attention: Fee Credits
214 N. Hogan Street, Room 2100
Jacksonville, FL 32202

If you submit your application before July 1, the bill(s) associated with the property(ies) identified on that application will not be due until you receive notice whether the application is approved or denied. Credits awarded based on applications received on or after July 1 will be applied toward the next bill.

The City Engineer or his designee will review all applications and respond in writing to all requests within 8-12 weeks of receipt. The response shall include a letter explaining the application approval or denial, and will include a new bill with a new 30-day due date. The new bill must be paid by the due date to avoid late payment penalties.

Bills for approved applicants will reflect the adjusted rate. Property owners whose applications are denied will receive a bill that reflects the original rate. Denied applicants may seek an opinion on the judgment from the Director of the Jacksonville Stormwater Utility (currently the Director of Public Works). Or, the property owner may appeal directly to the City Council Transportation, Energy and Utilities Committee (or its current equivalent). Visit www.coj.net/cityfees or call 630-CITY for details.

- (1) The applicant must be listed as an owner of the property(ies) for which a credit is sought, or otherwise be an appointed representative of the owner or owners (e.g. Homeowners Association president) legally authorized to act on behalf of the owner. The applicant must be the signatory of the application.
- (2) Provide a description of the pond location on the development. An address for the property should be provided, if possible. If the parcel with the stormwater pond does not have an address, provide a neighborhood name with the street intersection nearest the pond location, or an address most immediately adjacent to the pond site.
- (3) The Real Estate Number (also known as RE # or parcel ID) is a 10-digit number with six digits in one group and four digits in another, typically separated by a space or hyphen. Fill in the RE #s for the parcel(s) that should receive the fee credit - include all of the parcels that are within the pond drainage area (e.g., properties part of a Homeowners Association) as identified by the originally permitted plans.

RE #s may be found on your stormwater utility bill or tax bill. They may also be found online through the Duval County Property Appraiser's "property search" function, available on www.coj.net or call (904) 630-CITY (2489) for assistance.
- (4) Provide the SJRWMD Permit number for the Permitted Stormwater Pond(s)
- (5) Provide certification that facility is a landlocked system designed to retain the design storm volume per the SJRWMD Handbook for the Regulation of Stormwater Systems, has been built in accordance with the permitted design and has been maintained to maintain function for water quality and volume control.
- (6) Provide confirmation that the stormwater facility has been maintained to preserve the conditions detailed in the permitted design drawings. Refer to Appendix A in the *Adjustments & Credits Manual* for more details about criteria used in considering applications.



APPLICATION FOR FEE CREDIT: PROGRAMS & SERVICES [NON-STRUCTURAL] (4%)

Form 8 - Page 1 of 6

Please complete this application in its entirety. Incomplete applications will be returned.

(1) APPLICANT NAME: _____

TITLE: _____

COMPANY: _____

Submit application by mail to:
Jacksonville Stormwater Utility
Attn: Fee Credits
214 N. Hogan Street, Room 2100
Jacksonville, FL 32202
or e-mail to stormwater@coj.net

APPLICANT ADDRESS: _____

PHONE: _____

FAX: _____

E-MAIL: _____

APPLICATION PREPARED BY: _____

(if other than applicant)

COMPANY: _____

(2) REAL ESTATE NUMBERS (xxxxxx-xxxx) (attach additional sheets if necessary)

(3) PROPERTY ADDRESS

(no P.O. Boxes)

Number

Street Name/Type/Direction

ZIP Code

(4) TYPES OF BMPs IMPLEMENTED (CHECK ALL THAT APPLY)

Note: Must implement at least 6 of 9 to receive credit See pages 5-6 and/or Appendix A of the Adjustments & Credits Manual

a. Educational Program

d. Paved-Area Sweeping Program

g. Landscaping for Runoff Rate Control & Water Quality

b. On-Site Garbage Control Program

e. Used Motor Oil Recycling Program

h. Storm Drain Stenciling Program

c. On-Site Stormwater System Maintenance & Cleaning Program

f. Sanitary Sewer / Storm Sewer Cross-Connection Inventory

i. Designated Vehicle Washing Area

--PLEASE PROCEED TO PAGE 2--

OFFICE USE ONLY

CHECK TO ENSURE ALL PAGES OF THE APPLICATION ARE INCLUDED

Date Received

COMMENTS:

JACKSONVILLE STORMWATER UTILITY
APPLICATION FOR FEE CREDIT: *PROGRAMS & SERVICES [NON-STRUCTURAL] (4%)*
Form 8 – Page 2 of 6

(a) Educational Program

Describe the audience(s) that will receive the stormwater/water quality information, how the information will be selected, and how it will be disseminated.

Describe where stormwater and water quality-specific educational information will be posted.

Check if “Yes” - materials used in presentations are maintained on file and are available for review by the city.

(b) On-Site Garbage Control Program

Check if “Yes” – I/we have developed and maintained a garbage control plan on-site.

Briefly describe your on-site recycling program (number of collection site, types and volumes of materials recycled annually, collection frequency, recycling destination, etc.)

Describe where solid waste disposal and recycling information is (or will be) posted.

Describe how outdoor solid waste and recycling containers are protected from exposure to wind, rain, and connection to storm sewers.

(c) On-site Stormwater System Maintenance & Cleaning Program

Check if “Yes” – I/we maintain on file a site plan that identifies the locations of stormwater management structures located on the property (not in the public right of way).

Define the maintenance and cleaning schedule for each of the on-site stormwater structures:

- Rain Gutters _____
- Catch Basins _____
- Curbs & Gutters _____
- Outfalls _____
- OTHER (describe) _____
- _____
- _____

JACKSONVILLE STORMWATER UTILITY
APPLICATION FOR FEE CREDIT: PROGRAMS & SERVICES [NON-STRUCTURAL] (4%)
Form 8 - Page 3 of 6

(d) Paved Area Sweeping Program (fill in information below if applicable)

Check if "Yes" – I/we have developed and continue to maintain a plan that identifies the paved area being swept, the frequency (days and times) of paved area sweeping, and the type of equipment used to complete the sweeping.

Check if "Yes" – Documentation of the paved area sweeping program such as copies of paid invoices or employee timesheets or a certification of work accomplished prepared and signed by an officer of the company is maintained on file.

If using a contracted firm to conduct sweeping, please indicate the contract information:

Company Name _____

Address _____

Contact Person _____

Phone _____

Contract Number _____

Length (Term) _____

Expiration Date _____

(e) Used Motor Oil Recycling Program

Is used motor oil reprocessed on-site? Yes No

If not reprocessed on-site, identify the company that collects and/or recycles your used oil:

Company Name _____

Address _____

Contact Person _____

Phone _____

Contract Number _____

Length (Term) _____

Expiration Date _____

Amount of used motor oil collected on-site each month _____

Describe where the current city list of used motor oil recycling sites will be displayed:

--PLEASE PROCEED TO PAGE 4--

JACKSONVILLE STORMWATER UTILITY
APPLICATION FOR FEE CREDIT: PROGRAMS & SERVICES [NON-STRUCTURAL] (4%)
Form 8 - Page 4 of 6

(f) Sanitary Sewer/Storm Sewer Cross-Connection Inventory Program

Check if "Yes" – I/we have developed and continue to maintain a site plan that identifies the locations of all sanitary and storm sewer connection points, as well as sanitary and storm sewer line locations on the property.

If instances are found where sanitary sewer plumbing is connected to the storm sewer system, describe what steps were taken to eliminate the connection and the date(s) the work was completed:

(g) Landscaping for Runoff Rate Control and Water Quality

Check if "Yes" – I/we have developed and continue to maintain a landscape maintenance plan, which identifies what lawn and garden practices are utilized to reduce stormwater runoff rates and protect water quality.

Describe the employee landscape management training plan or provide contract and contact information for firms contracted to complete landscape maintenance using the provisions in the landscape maintenance plan.

(h) Storm Drain Stenciling Program (check all those that are kept on-site)

Check if "Yes" - A copy of the decal or stencil that will be used to mark storm drains

Check if "Yes" - A plan showing location and number of storm drains to be labeled

Check if "Yes" - A copy of the storm drain stencil maintenance plan that identifies annual inspections and maintenance for decals/stencils

(i) Designated Vehicle Washing Area

Check if "Yes" – I/we maintain on-site a plan showing the location of the proposed vehicle washing area. The plan indicates site topography and shows any existing storm drains and water courses.

APPLICANT SIGNATURE _____

OFFICE USE ONLY

APPROVED? YES NO MORE INFO NEEDED

COMMENTS:

JACKSONVILLE STORMWATER UTILITY
APPLICATION FOR FEE CREDIT: *PROGRAMS & SERVICES [NON-STRUCTURAL] (4%)*
Form 8 – Page 5 of 6

The Programs & Services Credit is available for property owners to receive 4% credit on the stormwater fee for activities related to improving stormwater quality, rather than the existence of a stormwater control structure such as a pond. To receive the credit, property owners must demonstrate completion or compliance at least six of the nine available BMPs (“Best Management Practices”). Completion of more than six will not result in additional credit.

To avoid late payment penalties, all applications for fee credits must be received (not postmarked) before July 1. Applications for credits may be submitted to:

Jacksonville Stormwater Utility
Attention: Fee Credits
214 N. Hogan Street, Room 2100
Jacksonville, FL 32202

E-mail to stormwater@coj.net
(Be sure to include all supporting
documentation with your e-mail)

If you submit your application before July 1, the bill(s) associated with the property(ies) identified on that application will not be due until you receive notice whether the application is approved or denied. Credits awarded based on applications received on or after July 1 will be applied toward the next bill.

The City Engineer or his designee will review all applications and respond in writing to all requests within 8-12 weeks of receipt. The response shall include a letter explaining the application approval or denial, and will include a new bill with a new 30-day due date. The new bill must be paid by the due date to avoid late payment penalties.

Bills for approved applicants will reflect the adjusted rate. Property owners whose applications are denied will receive a bill that reflects the original rate. Denied applicants may seek an opinion on the judgment from the Director of the Jacksonville Stormwater Utility (currently the Director of Public Works). Or, the property owner may appeal directly to the City Council Transportation, Energy and Utilities Committee (or its current equivalent). Visit www.coj.net/cityfees or call 630-CITY for details.

- (1) The applicant must be listed as an owner of the property(ies) for which a credit is sought, or otherwise be a legal representative of the owner or owners (e.g. Homeowners Association president). The applicant listed here must be the signatory of the application.
- (2) The Real Estate Number (also known as RE # or parcel ID) is a 10-digit number with six digits in one group and four digits in another, typically separated by a space or hyphen. Fill in the RE #s for the parcel(s) that should receive the fee credit - include all of the parcels that are participating in the fulfillment of the BMPs, either financially (through dues/fees) or other means. RE #s may be found on your stormwater utility bill or tax bill. They may also be found online through the Duval County Property Appraiser's "property search" function, available on www.coj.net or call (904) 630-CITY (2489) for assistance.
- (3) Provide the address of the property referenced in the RE#. In cases with multiple RE#s, provide the address of the applicant OR the name of the company, complex or subdivision.
- (4) Check the boxes for the BMPs you have implemented or plan to implement on your property and provide supplemental information requested on pages 2-4, and outlined below and in Appendix A of the *Adjustments & Credits Manual*. Property owners must complete at least six of the nine to receive the 4% credit.
 - a. Educational Program – Meet the minimum criteria:
 - i. Describe the audience(s) that will receive or have received the stormwater/water quality information, as well as how the information will be/was selected and how it will be/was disseminated. Please be specific.
 - ii. Describe where stormwater/water quality-specific educational material has been/will be posted.
 - iii. Keep all materials and records on file for review by the city.
***The Education Credit does not also count as fulfillment of this option. If your organization receives the Education Credit, you must fulfill another Program & Service option to meet the six required.*
***Educational materials may be obtained from agencies such as the U.S. Environmental Protection Agency, Florida Department of Environmental Protection, or the St. Johns River Water Management District*
 - b. On-site Garbage Control Program – Meet the minimum criteria:
 - i. Identify or develop the organization's on-site garbage control plan, which should include information regarding the number of collection sites, types and volumes of materials collected and recycled each year, frequency, recycling destination, etc.
 - ii. Initiate and maintain a recycling program that meets the city's minimum requirements. Contact the Solid Waste Division for more information.
 - iii. Keep garbage containers covered to eliminate exposure to the elements, and place them in locations that do not drain to the stormwater system.

JACKSONVILLE STORMWATER UTILITY
 APPLICATION FOR FEE CREDIT: *PROGRAMS & SERVICES [NON-STRUCTURAL] (4%)*
Form 8 - Page 6 of 6

- c. On-site Stormwater System Maintenance & Cleaning Program – At a minimum, the management plan must address the following structures, where applicable:
 - i. Building rain gutters/downspouts – must be directed to vegetated areas wherever possible and cleaned at least annually.
 - ii. Catch basins – must be cleaned of litter, debris, and sediment at least annually.
 - iii. Stormwater outfalls to private ditches, ravines, or creeks on private land must be cleaned at least annually.
 - iv. On-site drainage ditches or channels must be cleaned of any litter and debris and obstructive vegetation should be trimmed at least annually.

- d. Paved Area Sweeping Program – Meet the minimum criteria:
 - i. Maintain a detailed paved area sweeping plan that includes definition of areas to be swept, frequency of sweeping (a minimum of twice per month), debris disposal method, and type of sweeper used.
 - ii. Maintain documentation of plan implementation, such as copies of paid invoices or employee timesheets, or a certification of work accomplished prepared and signed by an officer of the company.

- e. Used Motor Oil Recycling Program – Meet the minimum criteria:
 - i. Maintain documentation to confirm disposal of used motor oil at used oil recycling sites (i.e., waste oil generated on-site by the property owner).
 - ii. Display the city's current list of used oil recycling sites in clearly visible and publicly frequented locations (available from the Solid Waste Division).

- f. Sanitary Sewer/Storm Sewer Cross-Connection Inventory Program – Meet the minimum criteria:
 - i. Conduct a visual building and grounds survey to identify and inventory the locations of all sanitary and storm sewer connection points.
 - ii. Maintain building and site plans that document the locations of all sanitary sewer and storm sewer connection points and sanitary and storm sewer line locations on a parcel of property and make available for City review.
 - iii. If instances are found where sanitary sewage plumbing is connected to a storm sewer, the cross connection must be eliminated within thirty (30) days.
 - iv. If any discharges are in question, the owner should contact the City to determine if elimination for the discharge is required.

- g. Landscaping for Runoff Rate Control & Water Quality – Meet the minimum criteria:
 - i. Develop a landscape management plan using practices including, but not limited to:
 - 1. Phosphorus-free fertilizer
 - 2. Use chemicals sparingly and not before a rainstorm
 - 3. Direct sprinklers to vegetated areas and away from impervious surfaces
 - 4. Use mulch in beds and leave mower clippings on the lawn
 - 5. Use vegetative materials suitable to this climate and reduce the amount of maintained turf
 - 6. Plant rain gardens in depressed areas or to receive roof runoff
 - ii. Maintain a copy of the landscape management plan along with documentation of employee training or landscape maintenance contracts that include these provisions.

- h. Storm Drain Stenciling Program – Meet the minimum criteria:
 - i. The city (or its affiliate, such as the Watershed Action Volunteers (WAV)) will provide the stencils with instructions to any owner/group interested in providing the labor.
 - ii. Post decals or stencil all storm drain inlets with information identifying that it drains to a local water resource. For example, "drains to river" or "drains to creek."
 - iii. Identify the number and location of storm drains on subject parcel.
 - iv. Keep a plan for maintaining stencils/decals for review by the city.

- i. Designated Vehicle Washing Area
 - i. Provide area for vehicles to be washed away from storm sewer drains and water resources.
 - ii. Use environmentally sensitive cleaning materials.
 - iii. Post location of vehicle washing area.
 - iv. Maintain a plan for location of vehicle washing area for review by the city.



APPLICATION FOR FEE CREDIT:

NPDES INDUSTRIAL STORMWATER PERMIT (2%)

FORM 9 – Page 1 of 2

Please complete this application in its entirety. Incomplete applications will be returned.

(1) **APPLICANT NAME:** _____**TITLE:** _____**ORG/COMPANY:** _____

Submit application by mail to:
 Jacksonville Stormwater Utility
 Attn: Fee Credits
 214 N. Hogan St., Room 2100
 Jacksonville, FL 32202
 or e-mail to stormwater@coj.net

APPLICANT ADDRESS: _____**PHONE:** _____**FAX:** _____**E-MAIL:** _____**APPLICATION PREPARED BY:** _____

(if other than applicant)

COMPANY: _____(2) **REAL ESTATE NUMBERS (xxxxxx-xxxx)** (list all that are covered by the permit submitted in item (3))

(3) NATIONAL POLLUTANT DISCHARGE ELIMINATION SYSTEM (NPDES) PERMIT INFORMATION
 CHECK IF "YES" – A copy of the NPDES Industrial Stormwater Permit is attached

 CHECK IF "YES" – Water quality monitoring data is available for review anytime by City of Jacksonville staff or designee
APPLICANT'S SIGNATURE: _____

OFFICE USE ONLY	APPROVED?	Date Received
COMMENTS:	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> MORE INFO NEEDED	

FORM 9 – Page 2 of 2

The Florida Department of Environmental Protection (DEP), on behalf of the United State Environmental Protection Agency (USEPA), requires certain types of industry to obtain and comply with a National Pollutant Discharge Elimination System (NPDES) Industrial Stormwater Permit to manage and monitor stormwater runoff from industrial sites. When an NPDES Industrial Stormwater Permit issued to a non-residential customer requires the specified industry to conduct water quality monitoring, they may be eligible for a 2% credit, if:

- Water quality testing results are consistently at least 10% below their permit required discharge limits during each sampling event;
- Copies of the water quality test results are available for review by the city; and
- Industry is in compliance with all permit requirements.

To avoid late payment penalties, all applications for credits must be received (not postmarked) before July 1. Applications for credits may be submitted to:

Jacksonville Stormwater Utility
Attention: Fee Credits
214 N. Hogan Street, Room 2100
Jacksonville, FL 32202

E-mail to stormwater@coj.net
(Be sure to include all supporting
documentation with your e-mail)

If you submit your application before July 1, the bill associated with the property(ies) identified on that application will not be due until you receive notice whether the application is approved or denied. Credits awarded based on applications received on or after July 1 will be applied toward the next bill.

The City Engineer or his designee will review all applications and respond in writing to all requests within 8-12 weeks of receipt. The response shall include a letter explaining the application approval or denial, and will include a new bill with a new 30-day due date. The new bill must be paid by the due date to avoid late payment penalties.

Bills for approved applicants will reflect the adjusted rate. Property owners whose applications are denied will receive a bill that reflects the original rate. Denied applicants may seek an opinion on the judgment from the Director of the Jacksonville Stormwater Utility (currently the Director of Public Works). Or, the property owner may appeal directly to the City Council Transportation, Energy and Utilities Committee (or its current equivalent). Visit www.coj.net/cityfees or call 630-CITY for details.

- (1) The applicant must be listed as an owner of the property(ies) for which a credit is sought, or otherwise be an appointed representative of the owner or owners (e.g. Homeowners Association president) legally authorized to act on behalf of the owner. The applicant must be the signatory of the application.
- (2) The Real Estate Number (also known as RE # or parcel ID) is a 10-digit number with six digits in one group and four digits in another, typically separated by a space or hyphen. Fill in the RE #s for the parcel(s) that should receive the fee credit - include all of the parcels that are covered under the permit.

RE #s may be found on your stormwater utility bill or tax bill. They may also be found online through the Duval County Property Appraiser's "property search" function, available on www.coj.net or call (904) 630-CITY (2489) for assistance.

- (3) Provide a copy of the NPDES permit.



APPLICATION FOR FEE CREDIT: EDUCATION (2%)

FORM 10 – Page 1 of 2

Please complete this application in its entirety. Incomplete applications will be returned.

(1) **APPLICANT NAME:** _____**TITLE:** _____**ORG/COMPANY:** _____

Submit application by mail to:
Jacksonville Stormwater Utility
Attn: Fee Credits
214 N. Hogan Street, Room 2100
Jacksonville, FL 32202
or e-mail stormwater@coj.net

APPLICANT ADDRESS: _____**PHONE:** _____**FAX:** _____**E-MAIL:** _____**APPLICATION PREPARED BY:** _____

(if other than applicant)

COMPANY: _____(2) **REAL ESTATE NUMBERS (xxxxxx-xxxx)** (list all that are associated with the fulfillment of this credit)

(3) **PROVIDE THE FOLLOWING DOCUMENTATION TO SUPPORT YOUR EDUCATIONAL EFFORTS:**

(see next page or Appendix A of the Adjustments & Credits Manual for more information)

- Programs or agendas for environmental education sessions. Provide details about the number of attendees, time(s), location(s), and topic(s) covered for each session. Include copies of the pre- and post-session surveys.
- Educational materials used for employees on water quality awareness and protection.
- Water quality-specific educational materials that have been (or will be) posted on-site. Provide specific locations where the materials will be posted.

(4) **TOTAL NUMBER OF EMPLOYEES AND/OR STUDENTS IN YOUR ORGANIZATION** _____**APPLICANT SIGNATURE:** _____

OFFICE USE ONLY	APPROVED?	Date Received
COMMENTS:	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> MORE INFO NEEDED	

FORM 10 – Page 2 of 2

Schools or businesses may receive a 2% credit for educating students and/or employees in the area of water quality awareness and protection. To qualify for this credit, a school (public or private) or educational institution must have at least 100 students plus employees. A business/organization must have at least 100 employees.

To avoid late payment penalties, all applications for fee credits must be received (not postmarked) before July 1. Applications for credits may be submitted to:

Jacksonville Stormwater Utility
Attention: Fee Credits
214 N. Hogan Street, Room 2100
Jacksonville, FL 32202

E-mail to stormwater@coj.net
(Be sure to include all supporting
documentation with your e-mail)

If you submit your application before July 1, the bill associated with the property(ies) identified on that application will not be due until you receive notice whether the application is approved or denied. Credits awarded based on applications received on or after July 1 will be applied toward the next bill.

The City Engineer or his designee will review all applications and respond in writing to all requests within 8-12 weeks of receipt. The response shall include a letter explaining the application approval or denial, and will include a new bill with a new 30-day due date. The new bill must be paid by the due date to avoid late payment penalties.

Bills for approved applicants will reflect the adjusted rate. Property owners whose applications are denied will receive a bill that reflects the original rate. Denied applicants may seek an opinion on the judgment from the Director of the Jacksonville Stormwater Utility (currently the Director of Public Works). Or, the property owner may appeal directly to the City Council Transportation, Energy and Utilities Committee (or its current equivalent). Visit www.coj.net/cityfees or call 630-CITY for details.

- (1) The applicant must be listed as an owner of the property(ies) for which a credit is sought, or otherwise be an appointed representative of the owner or owners (e.g. Homeowners Association president) legally authorized to act on behalf of the owner. The applicant must be the signatory of the application.
- (2) The Real Estate Number (also known as RE # or parcel ID) is a 10-digit number with six digits in one group and four digits in another, typically separated by a space or hyphen. Fill in the RE #s for the parcel(s) that should receive the fee credit - include all of the parcels that are participating in the fulfillment of the BMPs, either financially (through dues/fees) or other means. RE #s may be found on your stormwater utility bill or tax bill. They may also be found online through the Duval County Property Appraiser's "property search" function, available on www.coj.net or call (904) 630-CITY (2489) for assistance.
- (3) Provide documentation to support fulfillment of the following minimum standards:
 - For schools: devote two hours per half (four hours annually) to educating students about water quality awareness and protection. Schools will be required to maintain programs or agendas for sessions, as well as information concerning number of attendees, time(s), place(s), and topic(s) covered during each session. Pre- and post-session surveys are required. Topics must rotate on at least an annual basis, or, in the case of schools, become part of the curriculum for the same grade level each year.
 - For businesses: devote fifteen minutes per quarter (or an hour annually) to educating employees about water quality awareness and protection. Pre- and post-session surveys are required. Additionally, provide basic stormwater/water quality information to new employees. Topics must rotate on at least an annual basis.
 - Post stormwater and water quality-specific educational information obtained from the city, state/federal environmental agencies, or from any other reputable educational resource center student and employee frequented areas. Information posted must be clearly visible. Topics must rotate on at least an annual basis. Must also maintain copies of posted materials for review by the city.
 - Distribute stormwater and water quality-specific literature obtained from the city, state/federal environmental agencies, or any other reputable educational resource center to target students and all employees on an annual basis and maintain copies for review by the city. Topics must rotate on at least an annual basis.
- (4) Provide the total number of employees (if a business) or total number of employees plus students (if a school/educational institution). Total for either must be at least 100 to qualify.

Educational materials may be obtained from agencies such as the U.S. Environmental Protection Agency, Florida Department of Environmental Protection, or the St. Johns River Water Management District.



APPLICATION FOR FEE CREDIT: OTHER BEST MANAGEMENT PRACTICES (2%)

FORM 11 – Page 1 of 2

Please complete this application in its entirety. Incomplete applications will be returned.

Submit application by mail to:
Jacksonville Stormwater Utility
Attn: Fee Credits
214 N. Hogan Street, Room 2100
Jacksonville, FL 32202
Or e-mail to stormwater@coj.net

(1) APPLICANT NAME: _____
TITLE: _____
ORG/COMPANY: _____

APPLICANT ADDRESS: _____ **PHONE:** _____

FAX: _____

E-MAIL: _____

APPLICATION PREPARED BY: _____
(if other than applicant)
COMPANY: _____

(2) REAL ESTATE NUMBERS (xxxxxx-xxxx) (list all that are associated with the fulfillment of this credit)

_____	_____
_____	_____

(3) DESCRIBE THE METHODS OR MEANS USED TO IMPROVE WATER QUALITY THAT THE APPLICANT HAS APPLIED ON THE PROPERTY(IES) BEING CHARGED. PROVIDE A DETAILED ASSESSMENT OF THE BENEFITS TO THE CITY'S STORMWATER MANAGEMENT SYSTEM. (attach additional sheets if needed)

APPLICANT'S SIGNATURE: _____

OFFICE USE ONLY	APPROVED?	Date Received
COMMENTS:	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> MORE INFO NEEDED	

FORM 11 – Page 2 of 2

Property owners of all types may seek a credit for a unique situation or approach to improving stormwater quality.

For instance, a non-residential property owner may also be an NPDES MS4 permittee that must implement a Stormwater Pollution Prevention Program for its facility. Or, a residential property owner may have a stormwater reuse system in place to water garden areas or other landscaping.

Another example might be a retail outlet that provides “Park and Ride” space to encourage use of the transit system, thereby minimizing the growth of impervious area by reducing the need for additional parking lots and travel lanes on roadways.

The city will review and evaluate these types of unique requests on a case-by-case basis. Successful applicants will receive 2% credit.

To avoid late payment penalties, all applications for fee credits must be received (not postmarked) before July 1. Applications for credits may be submitted to:

Jacksonville Stormwater Utility
Attention: Fee Credits
214 N. Hogan Street, Room 2100
Jacksonville, FL 32202

E-mail to stormwater@coj.net
(Be sure to include all supporting
documentation with your e-mail)

If you submit your application before July 1, the bill associated with the property(ies) identified on that application will not be due until you receive notice whether the application is approved or denied. Credits awarded based on applications received on or after July 1 will be applied toward the next bill.

The City Engineer or his designee will review all applications and respond in writing to all requests within 8-12 weeks of receipt. The response shall include a letter explaining the application approval or denial, and will include a new bill with a new 30-day due date. The new bill must be paid by the due date to avoid late payment penalties.

Bills for approved applicants will reflect the adjusted rate. Property owners whose applications are denied will receive a bill that reflects the original rate. Denied applicants may seek an opinion on the judgment from the Director of the Jacksonville Stormwater Utility (currently the Director of Public Works). Or, the property owner may appeal directly to the City Council Transportation, Energy and Utilities Committee (or its current equivalent). Visit www.coj.net/cityfees or call 630-CITY for details.

- (1) The applicant must be listed as an owner of the property(ies) for which a credit is sought, or otherwise be an appointed representative of the owner or owners (e.g. Homeowners Association president) legally authorized to act on behalf of the owner. The applicant must be the signatory of the application.
- (2) The Real Estate Number (also known as RE # or parcel ID) is a 10-digit number with six digits in one group and four digits in another, typically separated by a space or hyphen. Fill in the RE #s for the parcel(s) that should receive the fee credit - include all of the parcels that are participating in the fulfillment of the BMPs, either financially (through dues/fees) or other means. RE #s may be found on your stormwater utility bill or tax bill. They may also be found online through the Duval County Property Appraiser’s “property search” function, available on www.coj.net or call (904) 630-CITY (2489) for assistance.
- (3) Provide details regarding the methods or means to improve water quality that have been implemented by the applicant on the property for which the credit would be applied. Also provide details of the benefits associated with the improvements.

JACKSONVILLE STORMWATER UTILITY ADJUSTMENTS & CREDITS MANUAL

APPENDIX A

SUPPLEMENTAL INFORMATION FOR ADJUSTMENT AND CREDIT APPLICATIONS

SECTION A – ADJUSTMENTS

PAGE 39

SECTION C – CREDITS

PAGES 40-49

APPENDIX A – SUPPLEMENTAL INFORMATION

SECTION A – ADJUSTMENTS

Requests for adjustments of the stormwater fee shall be submitted through the Office of the Chief Engineer (or his designee), who has authority to administer the procedures and standards, and review criteria for the adjustment of fees as established herein.

All requests shall be judged on:

1. the basis of the amount of impervious area on the site
2. the basis of runoff factors for undeveloped/partially developed land; and parcel classifications that allow for a reduction in billing units.

The following procedures shall apply to all requests for adjustment of the stormwater fee:

Any parcel owner who believes the Single Family Unit (SFU) component of that stormwater fee to be incorrect, may submit an adjustment request on a form supplied in the *Adjustments & Credits Manual* or provided online at www.coj.net/cityfees. Jacksonville Stormwater Utility Form 1 is for residential SFU adjustments and Jacksonville Stormwater Utility Form 2 is for non-residential SFU adjustments.

Form 1 must contain the proper information to classify the type of residential development on that parcel. Next, the reason must be checked for this request and the appropriate classification and number of dwelling units in the complex (if applicable) must be identified. If the parcel is a single family home, the appropriate total square footage of impervious area should be identified.

Form 2 must identify the amount being billed and the applicant's data for a different impervious area. If the request involves gravel areas, then the non-vehicular area must be indicated. The first step in the adjustment process will be a review of the city's calculation of the impervious area. If resolution is not achieved, the city may request the customer to provide supplemental information to the Chief Engineer or his designee including, but not limited to, survey data prepared by a registered Professional Land Surveyor (P.L.S.) that represents the amount of impervious area and compacted gravel area on a parcel and/or engineering reports prepared by registered Professional Engineer (P.E.). Failure to provide such information may result in the denial of the adjustment request.

Owner demonstrates that when rainfall occurs on an impervious area and does not generate runoff (has no outlet), is completely watertight, and has at least 18 inches of freeboard. This reduction is for unusual structures, such as swimming pools, hazardous material storage areas, tanks that discharge to a sanitary sewer collection system, etc. For these specific cases, a customer's SFUs will be reduced by removing from the SFU calculation the amount of impervious area that does not generate runoff.

Owner demonstrates that on-site gravel is not compacted, not used for vehicular traffic, and not impervious. The city may grant reductions for non-compacted gravel areas used for landscaping or other purposes. The city considers all compacted gravel areas (drives, storage areas, etc.) as impervious areas, and as such, no reduction will be granted. The City Engineer or his designee will make the decision regarding the intended purpose of gravel areas and the degree of imperviousness.

Owner demonstrates that the runoff factor used for undeveloped/partially developed land is too high for the parcel in question. The owner must provide information that factually represents the case for decreasing the runoff factor (i.e., land use changes, less conductivity with system hydraulics, etc.). These evaluations will mainly address applications for credit by large developments.

The City Engineer or his designee will review all applications and respond in writing to all requests within 8-12 weeks of receipt. The response shall include a letter explaining the application approval or denial, and will include a new bill with a new 30-day due date. The new bill must be paid by the due date to avoid late payment penalties.

Bills for approved applicants will reflect the adjusted rate. Property owners whose applications are denied will receive a bill that reflects the original rate. Denied applicants may appeal to the Director of the Jacksonville Stormwater Utility (currently the Director of Public Works). Visit www.coj.net/cityfees or call 630-CITY for details.

APPENDIX A – SUPPLEMENTAL INFORMATION

SECTION C – CREDITS

Stormwater Fee Credits are associated with the construction, operation, and maintenance of stormwater facilities that provide beneficial use to the city. Residential, non-residential, and Homeowner’s Association (HOA) customers can qualify for fee credits.

Residential, non-residential, and HOAs may qualify for stormwater fee credits when they can demonstrate that their existing or proposed stormwater facilities provide the city with a cost savings that the city otherwise would incur as part of their efforts to manage stormwater. The amount of reduction will be determined by the city on a case-by-case basis.

Terms

- Credits will only be approved if the requirements outlined in this manual are met, including (but not limited to) completion of ongoing maintenance and guaranteed right-of-entry for inspections.
- Credits will be defined as percent reductions applied to the fee calculation equation.
- Total maximum discount provided will be 50% of the original fee, except in the case of a successful application for the 25% “bonus credit.”
- Credits awarded will apply to all future billings. No further application will be required.

Restrictions

- No public or private property will receive a credit for any condition or activity that is unrelated to the city’s stormwater management system or program.
- No credit will be applied to any non-residential parcel that reduces the fee to an amount less than one SFU (currently \$5).
- Credits will not apply to Stormwater Pollution Prevention Plan (SWPPP) review and/or inspection fees attributable to new development or redevelopment costs.
- Any BMP (or portion thereof) within a permanent drainage easement maintained by the city, JEA or Florida Department of Transportation (FDOT) will not be eligible for credit.
- Successful application for the Education Credit may not also count as fulfillment of the education option within the Programs & Services Credit.
- Credit shall be given only to the property owner of record.



PERMITTED STORMWATER POND CREDIT

The “Application for Fee Credit – Permitted Stormwater Pond” may be used to apply for a stormwater fee credit of 30% for a stormwater pond or ponds that have been permitted by the St. Johns River Water Management District (SJRWMD). By applying for this credit, the property owner/applicant acknowledges that the stormwater pond was originally built, and has since been maintained, according to the terms of the permit. Accepted supporting documentation includes a copy of the permit; a print-out from the list of SJRWMD permits issued in Duval County, available online at www.coj.net/cityfees; or a copy of the MSSW/Stormwater As-Built Certification, SJRWMD Form EN-45.

Homeowners/Property Owners Associations are strongly encouraged to apply for all the properties in the development covered by the permit. In such cases, the credit will apply not only to the fee charged to the HOA common area(s) (if applicable), but also to the fees of the properties named as part of the application. Residents are allowed to apply individually, provided they can provide the permit information necessary to meet the credit requirement. Property owners with un-permitted ponds are not eligible to receive this credit, but may have their pond certified by a Professional Engineer to meet the requirement.

This is a one-time application. As long as the permitted stormwater facility remains in compliance with its SJRWMD issued Environmental Resource Permit, the fee credit for the city will be granted.

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PERMITTED STORMWATER POND CREDIT (continued)

If the stormwater facility is found to non-functional, either through a report of problems made to the city or through a SJRWMD bi-annual inspection, the city will revoke all credits awarded based on the application. Property owners may re-apply for the credit, provided they have the system re-certified by a Professional Engineer.

Credit for this category is 30%.

DETAILED DRAINAGE STUDY CREDIT

If a residential, non-residential, or HOA provides additional water quality treatment or volume control over and above that required by the SJRWMD, a detailed drainage study can be performed to qualify for user fee credit up to 50%. The amount of reduction will be approved by the city on a case-by-case basis. Credits for on-site stormwater facilities shall be generally proportional to the benefit that such systems have on complementing or enhancing the water quality and quantity benefit to the city's stormwater management system.

Non-residential customers and HOAs may receive credits for structural best management practices (BMPs) that provide stormwater quality enhancement. The city currently incurs operation and maintenance and capital costs associated with water quality components of the city's stormwater system. Non-residential customers and HOAs provide the city with cost savings by constructing new or retrofitting existing stormwater facilities to improve the quality of the city's receiving streams.

Customers who apply for credits must provide supporting documentation that their existing or proposed facilities are properly designed to provide pollution reduction. Structural BMPs that are eligible for credits include, but are not limited to the following:

- Vegetated Swales and Filter Strips
- Infiltration and Percolation Basins
- Percolation Trenches
- Buffer Strips and Swales
- Porous Pavement
- Dry Detention Basins
- Wet Detention Ponds
- Constructed Wetlands
- Media Filtration
- Other Stormwater Treatment System

Application Item (4) – Provide detailed drainage study information related to site characteristics.

If applying for credit for multiple BMPs, please attach additional required sheets. The SJRWMD Handbook for the Management and Storage of Surface Waters Appendix B ERP Permit Application details the information required for a detailed drainage study. The Handbook may be found online at: <http://www.sjrwmd.com/handbooks/msswhandbook.html>

Provide pre-development and post-development drainage calculations, signed and sealed by an appropriate registered professional, as follows:

- Runoff characteristics, including area, runoff curve number or runoff coefficient, and time of concentration for each drainage basin;
- Form Number 40C-4.900(1) 5 of 15
- Water table elevations (normal and seasonal high) including aerial extent and magnitude of any proposed water table drawdown;
- Receiving water elevations (normal, wet season, design storm);

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DETAILED DRAINAGE STUDY CREDIT (continued)

- Design storms used including rainfall depth, duration, frequency, and distribution;
- Runoff hydrograph(s) for each drainage basin, for all required design storm event(s);
- Stage-storage computations for any area such as a reservoir, close basin, detention area, or channel, used in storage routing;
- Stage-discharge computations for any storage areas at a selected control point, such as control structure or natural restriction;
- Flood routings through on-site conveyance and storage areas;
- Water surface profiles in the primary drainage system for each required design storm event(s);
- Runoff peak rates and volumes discharged from the system for each required design storm event(s);
- Tail water history and justification (time and elevation) and;
- Pump specifications and operating curves for range of possible operating conditions (if used in system).

Provide the results of any percolation tests, where appropriate, and soil borings that are representative of the actual site conditions;

Provide the acreage, and percentages of the total project, of the following:

- Impervious surfaces, excluding wetlands.
- Pervious surfaces (green areas not including wetlands).
- Lakes, canals, retention areas, other open water areas.
- Wetlands

Provide an engineering analysis of floodplain storage and conveyance (if applicable), including:

- Hydraulic calculations for all proposed traversing works;
- Backwater water surface profiles showing upstream impact of traversing works;
- Location and volume of encroachment within regulated floodplain(s); and
- Plan for compensating floodplain storage, if necessary, and calculations required for determining minimum building and road flood elevations.
- Provide an analysis of the water quality treatment system including:
 - A description of the proposed stormwater treatment methodology that addresses the type of treatment, pollution abatement volumes, and recovery analysis; and
 - Construction plans and calculations that address stage-storage and design elevations, which demonstrate compliance with the appropriate water quality treatment criteria.

Describe the engineering methodology, assumptions and references for the parameters listed above, and a copy of all such computations, engineering plans, and specifications used to analyze the system. If a computer program is used for the analysis, provide the name of the program, a description of the program, input and output data, two diskette copies, if available, and justification for model selection.

Application Item (5) - Water Quality Credit Calculations

Permitted Stormwater Ponds will be eligible for a maximum fee credit of 30% for water quality treatment. The actual percentage received will be determined through an evaluation of the system benefits provided at the time stormwater leaves the customer's property. BMPs may provide a single benefit or a combination of benefits, in which case credits will be additive.

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DETAILED DRAINAGE STUDY CREDIT (continued)

The percentage of credit will be calculated using the equation shown below with a maximum credit of 30%. The maximum credit is available for BMPs that reduce total nitrogen 60% from post development conditions in accordance with Total Maximum Daily Load (TMDL) requirements for the Lower St. Johns River Basin. The registered professional must complete and submit data that quantifies and demonstrates the achievement of water quality goals.

$$Credit = \frac{BMP_ \% _ Nitrogen _ Removal}{60\% _ Nitrogen _ Removal} \times 0.30$$

BMP_ %_ Nitrogen_ Removal should be determined based on the typical treatment efficiency of BMPs. Wet detention ponds with greater than 21-day retention time typically achieve 30% total nitrogen removal. For ponds that do not achieve the 21-day residence time, less reduction is expected.

The Watershed Management Model (WMM) is one method that can be applied to estimate pollutant load reduction from a proposed stormwater pond. The WMM can estimate annual stormwater runoff pollution loads and nutrient concentrations (total suspended solids, total phosphorous, and total nitrogen) based on Event Mean Concentrations (EMC), land uses acreage, percent imperviousness per land use, and annual rainfall.

The nutrient removal efficiency of the proposed facility can be estimated based on Walker’s method. This method was developed by Dr. William W. Walker and is an empirical approach to nutrients removal in impoundments. The method is the result of a research project that was based on a database describing morphometry, hydrology and water quality conditions in 299 U.S. Army Corps of Engineers reservoirs (Walker, 1986). The result of this research effort is a program model that took into consideration several existing models and refined them based on the data available. The approach taken for nutrients removal is based on sedimentation analysis modeled with a second order decay rate and has different constant parameters for nitrogen and phosphorus.

The EMCs that should be used for water quality calculations, based on land use, are below:

Land Use	TP		TN	
	Total (mg/L)	% in suspended form	Total (mg/L)	% in suspended form
Forest/Rural Open	0.2	40	1	30
Agricultural/Pasture	0.2	80	1	40
Low Density Res	0.4	40	1.9	30
Med. Density Res	0.4	40	1.9	30
High Density Res	0.3	40	1.7	30
Commercial	0.2	40	1.2	30
Industrial	0.2	40	1.2	30
Highways	0.2	40	1.2	30
Water/Wetlands	0.2	40	0.8	30

Source: City of Jacksonville MSMP 1992

In order to maintain the credit reduction, the city must be granted property access to inspect the pond if necessary, and the owner must keep records of adequate and routine facility maintenance. Additionally, self-reporting must be provided every two years by the property owner to the city to verify that the BMP structure is providing its intended benefit.

Application Item (6) - Volume Control Calculations

Permitted Stormwater Ponds will be eligible for a maximum fee credit of 20% for volume control. The actual percentage received will be determined through an evaluation of the system benefits provided at the time stormwater leaves the customer’s property. BMPs may provide a single benefit or a combination of benefits, in which case credits will be additive.

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DETAILED DRAINAGE STUDY CREDIT (continued)

The percentage of credit will be calculated using the equation shown below with a maximum credit of 20%. Credit will be calculated according to the percentage of total drainage flow that does not leave the BMP, based on a 25-year, 24-hour storm event. In order to qualify for full credit, the BMP must retain the total volume of the 25-year, 24-hour storm event between hours 10 and 17. The discharge location, volume reduction, and down gradient impact must be described. The credit will be based on the equations presented below.

$$Credit = \frac{BMP_Vol_Captured}{25\ yr_24hr_Storm_Vol} \times 0.20$$

Additionally, nonresidential customers having parcels with a total impervious area percentage < 25% that preserve vegetated open spaces (above and beyond existing landscape requirements to meet zoning regulations) and that allow for stormwater infiltration are eligible for a volume control credit. In calculating a structural BMP or open space preservation credit under this section, the applicant may not use the same area of the parcel for calculating both credits.

The maximum credit for this category is 50%.

LANDLOCKED SYSTEM BONUS CREDIT

When a development provides the maximum water quality treatment and volume control available through the detailed drainage study, and does not allow discharge due to geologic, storage, reuse, etc., the development will be eligible for an additional 25% “bonus” credit, above the maximum 50% credit cap. The city will review the application for all criteria necessary and will award 25% in extraordinary situations when no discharge occurs to the city’s system or St. Johns River.

The design storm characteristics that will apply to this evaluation are defined by the SJRWMD Handbook for the Management and Storage of Surface Waters which addresses landlocked systems. According to the handbook, a 96-hour storm must be used to determine the volume of direct runoff for retention.

Copies of the SJRWMD Handbook for the Regulation of Stormwater Systems can be found at <http://www.sjrwmd.com/handbooks/stormwaterhandbook.html>

Copies of the SJRWMD Handbook for the Management and Storage of Surface Waters can be found at <http://www.sjrwmd.com/handbooks/msswhandbook.html>

(5)&(6) Provide certification that facility is a landlocked system designed to retain the design storm volume per the SJRWMD Handbook for the Regulation of Stormwater Systems, has been built in accordance with the permitted design and has been maintained to maintain function for water quality and volume control. This credit will be based upon hydrologic data, water quality data, design specifications, and other pertinent data supplied by qualified, licensed professionals on behalf of property owners.

The certification should include a confirmation that the stormwater facility has been constructed in accordance with the design drawings present in the SJRWMD permit to provide the treatment volume and permanent pool volume specified. The certification should also include confirmation that the stormwater facility has been maintained to preserve those design conditions.

The bonus credit is worth 25% above the cumulative credit cap of 50%.

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PROGRAMS & SERVICES [NON-STRUCTURAL] CREDIT

Credits may be issued for a site with ongoing implementation of an integrated group of fundamental programs and/or services that will help the city meet its stormwater management objectives. To receive a 4% credit as applied to the fee calculation equation, documentation must be provided to verify that 6 of the 9 following Best Management Practices (BMPs) have been met:

- (a) Educational Program
- (b) On-Site Garbage Control Program
- (c) On-Site Stormwater System Maintenance and Cleaning Program
- (d) Paved Area Sweeping Program
- (e) Used Motor Oil Recycling Program
- (f) Sanitary Sewer/Storm Sewer Cross-Connection Inventory
- (g) Landscaping for Run-Off Rate Control and Water Quality
- (h) Storm Drain Stenciling Program
- (i) Designated Vehicle Washing Area

Once the application has been reviewed and approved, the credit will be applied. All data, information, materials, and records specified in this section must be maintained by the applicant for a period of four (4) years at a site in Jacksonville, Florida

(a) – Educational Program

Property owners or HOAs that wish to receive fee credit for conducting education in the area of water quality awareness and protection must agree to the following minimum standards:

- i. Describe the audience(s) that will receive or have received the stormwater/water quality information, as well as how the information will be/was selected and how it will be/was disseminated. Be specific, including details such as the number of people reached, from what organization the materials were obtained, etc.
- ii. Describe where stormwater/water quality-specific educational materials will be posted. Again, provide as much detail as possible about locations, foot traffic in the posting area, etc.
- iii. Keep all materials and records on file for review by the city.

Non-residential customers who wish to receive fee credit for educating the city regional customer base in the area of water quality awareness and protection must agree to meet the following minimum standards:

- i. Disseminate stormwater and water quality-specific information obtained from a reputable educational resource to customers on a quarterly basis using high traffic area kiosks, advertised special events, customer mailings, product label advertisements, public service announcements, ads, educational curricula, or other mass distribution techniques. Topics must rotate on at least an annual basis.
- ii. Provide estimates of the number of customers reached.
- iii. All materials used in presentations must be available for review by the city.

NOTE:

- The Education Credit may not also count as fulfillment of this option. If your organization receives the Education Credit, you must fulfill another Program & Service option to meet the six required.
- Educational materials may be obtained from agencies such as the U.S. Environmental Protection Agency, Florida Department of Environmental Protection, or the St. Johns River Water Management District.

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(b) – On-Site Garbage Control Program

In order to receive credit for the On-Site Garbage Control Program, the following minimum criteria must be satisfied:

- i. Identify or develop the organization's on-site refuse control plan and maintain a copy.
- ii. Initiate and maintain a solid waste recycling program that meets the City's minimum recycling requirements.
- iii. Keep refuse containers covered to eliminate exposure to wind, rain, and snow and where possible, place refuse containers in areas that do not drain to storm sewers.

(c) – On-Site Stormwater System Maintenance and Cleaning Program

In order to receive credit for the On-Site Stormwater System Maintenance and Cleaning Program, a detailed management plan for maintaining on-site (non-public right of way) stormwater structures, along with documentation that the planned activities were completed, must be available for review by the city.

At a minimum, the management plan must address the following structures, where applicable:

- i. Building rain gutters/downspouts – must be directed to vegetated areas wherever possible and cleaned at least annually.
- ii. Catch basins – must be cleaned of litter, debris, and sediment at least once per year.
- iii. Stormwater outfalls to private ditches, ravines, or creeks on private land must be cleaned at least once per year.
- iv. On-site drainage ditches or channels must be cleaned of any litter and debris and obstructive vegetation should be trimmed at least once per year.

(d) – Paved Area Sweeping Program

In order to receive credit for the Paved Area Sweeping Program, the following minimum criteria must be satisfied:

- i. Maintain a detailed paved area sweeping plan that includes definition of areas to be swept, frequency of sweeping (a minimum of twice per month), debris disposal method, and type of sweeper used.
- ii. Maintain documentation of plan implementation, such as copies of paid invoices or employee timesheets, or a certification of work accomplished prepared and signed by an officer of the company.

(e) – Used Motor Oil Recycling Program

In order to receive Credit for the Used Motor Oil Recycling Program, the following minimum criteria must be satisfied:

- i. Maintain documentation to confirm disposal of used motor oil at used oil recycling sites (i.e., waste oil generated on-site by the property owner).
- iii. Display the City's current list of used oil recycling sites in clearly visible and publicly frequented locations.

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(f) – Sanitary Sewer/Storm Sewer Cross-Connection Inventory Program

In order to receive credit for the Sanitary Sewer/Storm Sewer Cross-Connection Inventory Program, the following minimum criteria must be satisfied:

- i. Conduct a visual building and grounds survey to identify and inventory the locations of all sanitary and storm sewer connection points.
- ii. Maintain building and site plans that document the locations of all sanitary sewer and storm sewer connection points and sanitary and storm sewer line locations on a parcel of property and make available for city review.
- iii. If instances are found where sanitary sewage plumbing is connected to a storm sewer, the cross connection must be eliminated within thirty (30) days.
- iv. If any discharges are in question, the owner should contact the city to determine if elimination for the discharge is required.

(g) – Landscaping for Runoff Rate Control and Water Quality Program

In order to receive credit for the Landscaping and Run-Off Rate Control and Water Quality Program, the following minimum criteria must be satisfied:

Develop a landscape maintenance plan for properties with landscaped areas, utilizing lawn and garden practices that reduce stormwater runoff rates and protect water quality, including, but not limited to, the following recommended practices:

- i. Unless otherwise indicated by current soil tests, use phosphorus free fertilizer.
- ii. Apply all yard and garden chemicals sparingly, using the correct rates and recommended times, and not before a rainstorm.
- iii. Direct sprinklers to vegetated areas and not overlap onto impervious surfaces.
- iv. Where turf is considered necessary, maintain it by mowing grass to a height of 2-3". If necessary, seed in the spring and fall, and aerate and de-thatch in the fall. Leave grass clippings on the lawn as a natural fertilizer.
- v. Select hardy plants most suited to this climate and, where possible, reduce the amount of maintained turf and increase naturalized areas.
- vi. Mulch flowerbeds, shrubs and trees to retain water on-site.
- vii. Keep lawn and garden chemicals, garden debris, lawn clippings, and leaves off hard surfaces.

If appropriate to site conditions, the following practices are also recommended:

- i. Landscapes should be designed to eliminate or at least minimize directly-connected impervious areas.
- ii. Maintain a 15' to 25' filter strip of tall grass or plantings along water bodies.
- iii. Plant rain gardens in depressions that otherwise have standing water or to receive roof runoff.

Maintain a copy of the landscape management plan, along with documentation of employee training for landscape management or landscape contracts that include the above provisions, for review by the city.

Non-residential customers that provide services above and beyond the basic landscape program described above may be eligible for additional credit. The city will evaluate requests for additional credit on a case-by-case basis.

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(h) – Storm Drain Stenciling Program

In order to receive credit for the Storm Drain Stenciling Program, the following minimum criteria must be satisfied:

- i. The city (or its affiliate) will provide the stencils with instructions to any owner/group interested in providing the labor.
- ii. Post decals or stencil all storm drain inlets with information identifying that it drains to a local water resource. For example, “drains to river” or “drains to creek.”
- iii. Identify the number and location of storm drains on subject parcel.
- iv. Maintain a plan for maintaining stencils/decals.
- v. Maintain iii and iv for review by the city.

(i) – Designated Vehicle Washing Area

In order to receive credit for the Designated Vehicle Washing Area, the following minimum criteria must be satisfied:

- i. Provide area for vehicles to be washed away from stormwater drains and water resources.
- ii. Use environmentally sensitive cleaning materials.
- iii. Post location of vehicle washing area.
- iv. Maintain a plan for location of vehicle washing area for review by the city.

Credit for meeting at least 6 of 9 options is 4%.

NPDES INDUSTRIAL STORMWATER PERMIT CREDIT

The Florida Department of Environmental Protection, on behalf of the United States Environmental Protection Agency, requires certain types of industry to obtain and comply with a National Pollution Discharge Elimination System (NPDES) Industrial Stormwater Permit to manage and monitor stormwater runoff from industrial sites.

When an NPDES Stormwater Permit issued to a non-residential customer requires the specified industry to conduct water quality monitoring, they may be eligible for a credit, if:

- Water quality testing results are consistently at least 10% below their permit required discharge limits during each sampling event,
- Copies of the water quality test results are available for review by the city, and
- Industry is in compliance with all permit requirements.

Credit for this category is 2%

EDUCATION CREDIT

Schools or businesses wishing to receive a fee credit for educating students and/or employees in the area of water quality awareness and protection must meet the following minimum standards:

- i. A school (public or private) or educational institution must have at least 100 students plus employees. A business/organization must have at least 100 employees.

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EDUCATION CREDIT (continued)

- ii. For schools: devote two hours per half (four hours annually) to educating students about water quality awareness and protection. Schools will be required to maintain programs or agendas for sessions, as well as information concerning number of attendees, time(s), place(s), and topic(s) covered during each session. Pre- and post-session surveys that gauge the effectiveness of the educational program are required. Topics must rotate on at least an annual basis, or, in the case of schools, become part of the curriculum for the same grade level each year.
- iii. Devote fifteen minutes per quarter (or an hour annually) to educating employees about water quality awareness and protection. Additionally, provide basic stormwater/water quality information to new employees. Topics must rotate on at least an annual basis.
- iv. Post stormwater and water quality-specific educational information obtained from the city, state/federal environmental agencies, or from any other reputable educational resource center student and employee-frequented areas. Information posted must be clearly visible. Topics must rotate on at least an annual basis. Maintain copies of posted materials for review by the city.
- v. Distribute stormwater and water quality-specific literature obtained from the city, state/federal environmental agencies, or any other reputable educational resource center to target students and all employees on an annual basis and maintain copies for review by the city. Topics must rotate on at least an annual basis.

Educational materials may be obtained from agencies such as the U.S. Environmental Protection Agency, Florida Department of Environmental Protection, or the St. Johns River Water Management District.

Credit for this category is 2%.

OTHER BEST MANAGEMENT PRACTICES

Property owners may apply for a credit based on unique opportunities or approaches to improving water quality. For instance, a non-residential customer may also be an NPDES MS4 permittee that must implement a Stormwater Pollution Prevention Program for its facility.

Another example might be a retail outlet that provides “Park and Ride” space to encourage use of the transit system, thereby minimizing the growth of impervious area by reducing the need for additional parking lots and travel lanes on roadways. The city will review and evaluate these types of unique requests on a case-by-case basis to determine the whether the BMP provides sufficient benefit to the city and its stormwater system to warrant the credit.

Credit for this category is 2%.

JACKSONVILLE STORMWATER UTILITY ADJUSTMENTS & CREDITS MANUAL

APPENDIX B

GLOSSARY

Words not defined herein shall be construed to have the meaning given by common and ordinary use as defined in the latest edition of Webster's Dictionary or in accepted industry practice.

501(c)(3). Section of the Internal Revenue Code that defines certain types of charitable organizations (including churches and religious institutions) that are eligible to be federally tax exempt. The term "501(c)(3)" is also generically used to describe an organization that meets the IRC code definition.

ADJUSTMENT (or FEE ADJUSTMENT). A correction of the stormwater fee applied to a particular parcel based upon errors in the fee or charge for that parcel, or based on periods of vacancy, in the case of the solid waste fee.

APPEAL. The process of filing a dispute with the fee determination, fee adjustment or fee credit as recognized by the city.

APPLICANT. An owner of the property(ies) for which an adjustment, exemption or credit is sought, or otherwise be an appointed representative of the owner or owners (e.g. Homeowners Association president) legally authorized to act on behalf of the owner. The applicant must be the signatory of the application.

AS-BUILT [PLANS]. The final plans amended to include all locations, dimensions, elevations, capacities, features and capabilities, as actually constructed and installed.

BEST MANAGEMENT PRACTICES (BMP) [Manual for Stormwater Best Management Practices, Current Edition]. The St. Johns River Water Management District (SJRWMD) Best Management Practice Manual defining acceptable programs, technologies, processes, site layout techniques and criteria, operating methods, measures, or devices that control, prevent, remove, or reduce pollution.

CHANNEL. A natural stream that conveys water. A ditch, or passageway, excavated to permit or accommodate the flow of water.

CITY. The City of Jacksonville, Florida and its authorized agents.

CITY ENGINEER. A professional engineer appointed by the Mayor of the City of Jacksonville as the Chief of the Engineering and Construction Management Division of the Department of Public Works.

CLEARING. The removal of trees, brush, and other ground cover from all or a part of a tract of land, but shall not include mowing.

CONVEYANCE. For the purposes of the Stormwater Utility, a means of transport of stormwater.

COUNTY. Duval County, Florida.

CREDIT (or FEE CREDIT). Discount applied to the stormwater fee for property owners providing qualified stormwater facilities or services, in accordance with the Adjustment & Credit Manual.

CUSTOMER. The owner of any parcel that is receiving stormwater utility service and/or residential solid waste collection service from the City of Jacksonville, Florida and is billed a user fee.

DETENTION or TO DETAIN. The prevention of, or to prevent, the discharge, directly or indirectly, of a given volume of stormwater runoff into surface waters by providing temporary on-site storage.

DEVELOPMENT or DEVELOPMENT ACTIVITY. The alteration, construction, installation, demolition or removal of a structure, impervious surface, pipe, conduit, cable or line, above or below ground, or the clearing, scraping, grubbing, killing or otherwise removing the vegetation from a site; or adding, removing, exposing, excavating, leveling, grading, digging, burrowing, dumping, piling, dredging or otherwise significantly disturbing the soil, mud, sand or rock of a site.

DIRECTOR. The Director of Public Works, who has been designated by Section 754.014 as the Director of the Jacksonville Stormwater Utility

DISCHARGE. For the purposes of the Stormwater Utility, the definition of discharge shall be the flow of water from a project, site, aquifer, drainage basin, or other drainage facility.

DITCH. An artificial waterway for the purpose of irrigation or for stormwater conveyance.

DRAINAGE FACILITY. Any component of a stormwater management system.

DRAINAGE SYSTEM. All facilities used for the movement of stormwater through and from a drainage area including, but not limited to, any and all of the following:
conduits, pipes and culverts, including appurtenant features such as catch basins, inlets, manholes, and headwalls,
channels, ditches, flumes, curbs, streets and other paved areas, and
all watercourses, standing or flowing bodies of water, and wetlands.
While some such facilities may be isolated in a given storm event, all are interconnected in a given drainage system for a storm event exceeding a certain magnitude.

DWELLING UNIT (or UNIT). Any building or portion thereof designed or used exclusively as the residence or sleeping place of one or more families, but not including a tent, cabin, trailer or trailer coach, boarding or rooming house, or hotel.

EASEMENT. A grant by a property owner for a specified use of all or a specified portion of land to a person or the public at large.

ECONOMICALLY DISADVANTAGED. See *Low-Income*

EROSION. The wearing or washing away of soil by the action of water.

EXEMPTION (or FEE EXEMPTION). The release of obligation for payment of the stormwater fee awarded to an applicant in accordance with the *Adjustment & Credit Manual*.

FACILITIES. Various drainage works that may include inlets, conduits, manholes, energy dissipation structures, channels, outlets, retention/detention basins, and other structural components.

FEDERAL POVERTY LEVEL. Income thresholds determined by the U.S. Department of Health and Human Services; used as a measure to determine if a person or family is eligible for assistance through various federal programs.

FREEBOARD. The space from the top of an embankment to the highest water elevation expected for the largest design storm stored. The space is often required as a safety margin in a pond or detention basin.

FREQUENCY-YEAR STORM. A rainfall event expressed as a probability with a specified chance of being equaled or exceeded in any given year, as follows:

One Year:	100 percent	25 Year:	4 percent
Two Year:	50 percent	50 Year:	2 percent
10 Year:	10 percent	100 Year:	1 percent

HOMEOWNERS ASSOCIATION (HOA). The legally recognized, non-profit group or organization representing the interest of the property owners within a specified jurisdiction.

HYDROGRAPH. A graph of inflow and/or discharge versus time for a selected point in the drainage system.

IMPERVIOUS AREA (SURFACE). A surface which has been compacted or covered with a layer of material so that it is resistant to infiltration by water, including semi-pervious surfaces such as compacted clay, gravel used as travelways, most conventionally surfaced streets, roofs, sidewalks, parking lots, and other similar surfaces. The impervious area used in determining the stormwater fee for a private parcel does not include any impervious area contained within a city right of way.

INSPECTOR. A person designated by the city who conducts the necessary inspection of stormwater related work to ensure conformance with the Approved Plan and the provisions of this chapter.

INTENSITY. The depth of accumulated rainfall per unit of time.

LANDLOCKED SYSTEM. Condition when a development provides the maximum water quality treatment and volume control available through the detailed drainage study, and does not allow discharge into the city's system or the St. Johns River. Further defined in the St. Johns River Water Management District (SJRWMD) Handbook for the Management and Storage of Surface Waters.

LOW-INCOME. In relation to the administration of the stormwater fee exemption program, low-income refers to those persons or families whose income is at or less than 150% of the federal poverty level (see *definition*) as established annually by the U.S. Department of Health and Human Services.

MAINTENANCE. The action taken to protect, preserve, or restore the as-built, functionality of any facility or system.

NON-RESIDENTIAL PROPERTY. A developed property that is not utilized for dwelling units within the city, but rather for an industrial, commercial or other similar usage.

NPDES. National Pollutant Discharge Elimination System.

OPEN CHANNEL. An uncovered ditch, channel, or swale used to convey stormwater runoff.

OUTFALL: The place where a drain or stream discharges to a receiving body of water; a very large ditch.

OWNER. The person in whom the fee, ownership, dominion, or title of property (i.e., the proprietor) is vested. This term may also include a tenant, if chargeable under his lease for the maintenance of the property, and any agent of the owner or tenant including a developer.

PARCEL or PROPERTY. A tract, or contiguous tracts, of land; piece of real estate.

PERMITTEE. Any person who has been granted a permit to proceed with a project.

POST-DEVELOPMENT. The hydrologic and hydraulic condition of a project site immediately following completion of the development for which a permit has been approved.

PRE-DEVELOPMENT. The hydrologic and hydraulic condition of a project site immediately before development or construction begins.

PRIVATE. Property or facilities owned by individuals, firms, entities, corporations, and other organizations and not by local, state or federal governments.

PROFESSIONAL ENGINEER. A professional engineer licensed by the State of Florida, skilled in the practice of civil engineering and the engineer of record for the project under consideration.

PUBLIC. Property or facilities owned by local, state or federal governments.

RAINFALL INTENSITY. The depth of accumulated rainfall per unit of time.

RATE. Volume of water, or other material, per unit of time.

RECEIVING WATERS or WATER BODY. Any water body, watercourse, or wetland into which surface water flows.

RETENTION or TO RETAIN. The prevention of, or to prevent, the discharge, directly or indirectly, of a given volume of stormwater runoff into surface waters by complete on-site storage.

SEDIMENT. Solid material, whether mineral or organic, that is in suspension, is being transported, or has been moved from its place of origin by water.

SEDIMENT CONTROL DEVICE. Any structure or area that is designed to hold runoff water until suspended sediment has settled out.

SINGLE FAMILY UNIT (SFU). The statistical average established to be 3,100 square feet of horizontal impervious area for each single family detached residential dwelling unit within the city and as established by ordinance. The horizontal impervious area includes, but is not limited to, all areas covered by structures, roof extensions, patios, porches, driveways, and sidewalks.

SITE. Any tract, lot, or parcel of land or contiguous combination of tracts, lots, or parcels of land that is in one ownership, or contiguous and in diverse ownership, where development is to be performed as part of a unit, subdivision, or project.

SITE STORMWATER MANAGEMENT PLAN. Refers to the approved, detailed analysis, design, and drawings of the stormwater management system required for all construction.

STORM EVENT. A storm of a specific duration, intensity, and frequency.

STORMWATER (or STORMWATER RUNOFF). Refers to the flow of water which results from, and which occurs during and following a rainfall event.

STORMWATER DESIGN STANDARDS. The design standards presented in the Stormwater Regulations, and such other standards that may be adopted by the city from time to time.

STORMWATER MANAGEMENT SYSTEM [or FACILITIES]. Refers to the existing, designed, and/or constructed features which collect, convey, channel, store, inhibit, or divert the movement of stormwater.

STORMWATER MANAGEMENT PLAN. The technical and policy manuals, plans, regulations and/or calculations, and any subsequent updates or amendments thereto, used by the City Engineer to administer the stormwater regulations.

STRUCTURE. Anything constructed or installed with a fixed location on or in the ground.

SUBGRADE. The top elevation of graded and compacted earth underlying roadway pavement.

SWALE. An artificial or natural waterway which may contain contiguous areas of standing or flowing water following a rainfall event. A swale may be planted with or otherwise contain vegetation suitable for soil stabilization, stormwater re-treatment, and/or nutrient uptake; or may be designed to accommodate or account for soil erosion, soil percolation, slope, slope length, and contributing area, so as to prevent erosion and reduce the pollutant concentration of any discharge.

UTILITY. The Jacksonville Stormwater Utility provided for in Chapter 754 of the Code of Ordinances for the City of Jacksonville.

UNIT. See *Dwelling Unit*

VACANT LAND (or UNDEVELOPED LAND). A lot or parcel of land that is without any building, structure or improvement, including impervious surfaces, but does not include recreation, green or open space created around private or public facilities nor parcels connected or contiguous thereto for the same or similar uses.

WATER BODY. Any natural or artificial pond, lake, reservoir, or other area that ordinarily or intermittently contains water, and which has a discernible shoreline.

WATERCOURSE. Any natural or artificial stream, creek, channel, ditch, canal, waterway, gully, ravine, or wash in which water flows either continuously or intermittently, and which has a definite channel, bed, or banks.

WATER QUALITY. Those characteristics of stormwater runoff from a land disturbing activity that relate to the physical, chemical, biological or radiological integrity of water.

WATER QUANTITY. Those characteristics of stormwater runoff that relate to the rate and volume of the stormwater runoff to downstream areas resulting from land disturbing activities.

WET DETENTION. A detention basin that contains a permanent pool of water that will retain runoff for a minimum period of 14 days for an average summer rainfall, and which has a littoral zone over a substantial portion of the pond surface area.

WETLAND. An area that is inundated or saturated by surface or groundwater with a frequency and duration sufficient to support, and that under normal circumstances do support, a prevalence of vegetation typically adapted for life in saturated soil conditions. Wetlands generally include swamps, marshes, bogs, and similar areas.

WORKS. All artificial, man made structures, including, but not limited to, canals, ditches, swales, conduits, channels, culverts, pipes, and other construction that connects to, draws water from, drains water into, or is placed in or across the waters of the state.

WATERSHED. Drainage area contributing stormwater runoff to a single point.

Please call 630-CITY (2489) if you have any questions regarding anything contained in this Appendix or the *Adjustments & Credits Manual*.