



PUBLIC NOTICE

STORMWATER CREDIT AND REBATE POLICY DEVELOPMENT

THE STUDY:

The Cities of Kitchener and Waterloo are working together on developing a stormwater credit and rebate policy. A stormwater credit and rebate policy provides financial incentives for properties to provide on-site controls that reduce their individual contributions of stormwater runoff and pollutant loading to the municipal stormwater management system. A credit and rebate policy would also recognize those existing properties with stormwater controls or stormwater best management practices already in place. A credit program would give users who reduce their stormwater runoff a regular credit that lowers the amount they pay for stormwater management on a monthly basis. A rebate program would be a one time lump sum payment to users who reduce their stormwater runoff.

The Cities of Kitchener and Waterloo have selected a preferred alternative and are looking for public feedback. Information gathered from the public consultation process will be an important part in the development of the policy. Stormwater credit and rebate policy recommendations will then be presented to both Councils for approval.

BACKGROUND:

What is stormwater and how does it impact us?

Stormwater is water that flows across the land and is routed into drainage systems and ultimately into our natural areas such as creeks, lakes and wetlands. Stormwater is not limited to precipitation, but may also come from watering the lawn, washing the car and many other sources. As our landscape changes from undeveloped, natural areas to cities with houses, businesses, roads and parking lots, the amount of permeable area is being reduced and replaced with hard impermeable surfaces that don't absorb stormwater. In other words, these hard impermeable surfaces would generate excessive surface runoff that could turn into potential flood or erosion hazards if not managed.

What is a stormwater management system?

To avoid flooding, erosion, and water quality impairment, we need to put in place measures and tools to manage the runoff in the form of a stormwater management program. Stormwater management is planning for and controlling stormwater runoff from rain and melted snow, to reduce downstream erosion, water quality degradation and flooding. It also reduces the impact of changes in land use on the aquatic environment.

How do the cities manage stormwater?

The Cities are responsible for managing all aspects of stormwater within their jurisdiction. The Cities operate and maintain drainage facilities that are located within the public right-of-way limits or public easements.

In June 2010, the City of Kitchener and the City of Waterloo Council approved the implementation of "tiered flat fee" stormwater rate structures based largely upon a property's impervious area. The rate methodology provides for a fair and equitable approach allocating costs associated with stormwater management to all property owners, instead of basing it on property value.

As a component of the stormwater rate implementation, both municipal Councils requested that staff report back on a recommended credit and/or rebate policy to reward customers that have reduced their stormwater contribution to the municipal stormwater system through on-site stormwater controls.

THE PROCESS:

The Cities of Kitchener and Waterloo are working together on developing the Stormwater Credit and Rebate Policy to realize efficiencies in the development efforts and to be consistent where possible in the policy framework.

Alternatives for a credit and rebate policy will be fully explored and follow a process similar to an environmental assessment to arrive at a preferred policy alternative. This process generally includes the following steps:

- Identification of a problem or opportunity;
- Identification, assessment of impacts, and evaluation of alternative solutions;
- Selection of a preferred solution; and,
- Preparation of the policy.

Five (5) alternatives were presented to the public on September 29th, 2011. Comments and feedback received from the public contributed to the evaluation process of the alternatives, as well as the selection of the preferred alternative; a credit policy for non-residential and multi-residential (more than 5 dwelling units) properties and a credit policy for other residential properties.

PUBLIC INFORMATION CENTRE:

We would like your input on the preferred alternative being recommended for approval.

Public information centres will be held at the following locations:

City of Kitchener consultation: Nov. 23, 2011, 6 to 8 p.m. Downtown Community Centre Charles Room 35 Weber St. W., Kitchener	City of Waterloo consultation: Dec. 1, 2011, 6 to 8 p.m. Waterloo Memorial Recreational Complex Hauser Haus 101 Father David Bauer Dr., Waterloo
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COMMENTS:

We are interested in hearing any comments that you may have about the project. City of Kitchener and City of Waterloo staff will be present to discuss elements of the project and to answer questions. With the exception of personal information, all comments will become part of the public record. The information being presented will also be available on the City of Kitchener and City of Waterloo websites.

If you are unable to attend and would like to provide input into the study, please address your comments to either of the Project Team members below:

Mr. Nick Gollan, C.E.T.
Manager, Stormwater Utility
Engineering Services Division
City of Kitchener
200 King St. W.
Kitchener, ON N2G 4G7

Phone: 519-741-2422
Fax: 519-741-2747
Email: Nick.Gollan@kitchener.ca

Website:
www.kitchener.ca/stormwatercredit

Ms. Nancy Corbett, P.Eng.
Project Manager
Capital Projects and Services
City of Waterloo
100 Regina St. S.,
Waterloo, ON N2J 4A8

Phone: 519-747-8509
Fax: 519-747-8646
Email: Nancy.Corbett@waterloo.ca

Website:
www.waterloo.ca/stormwater

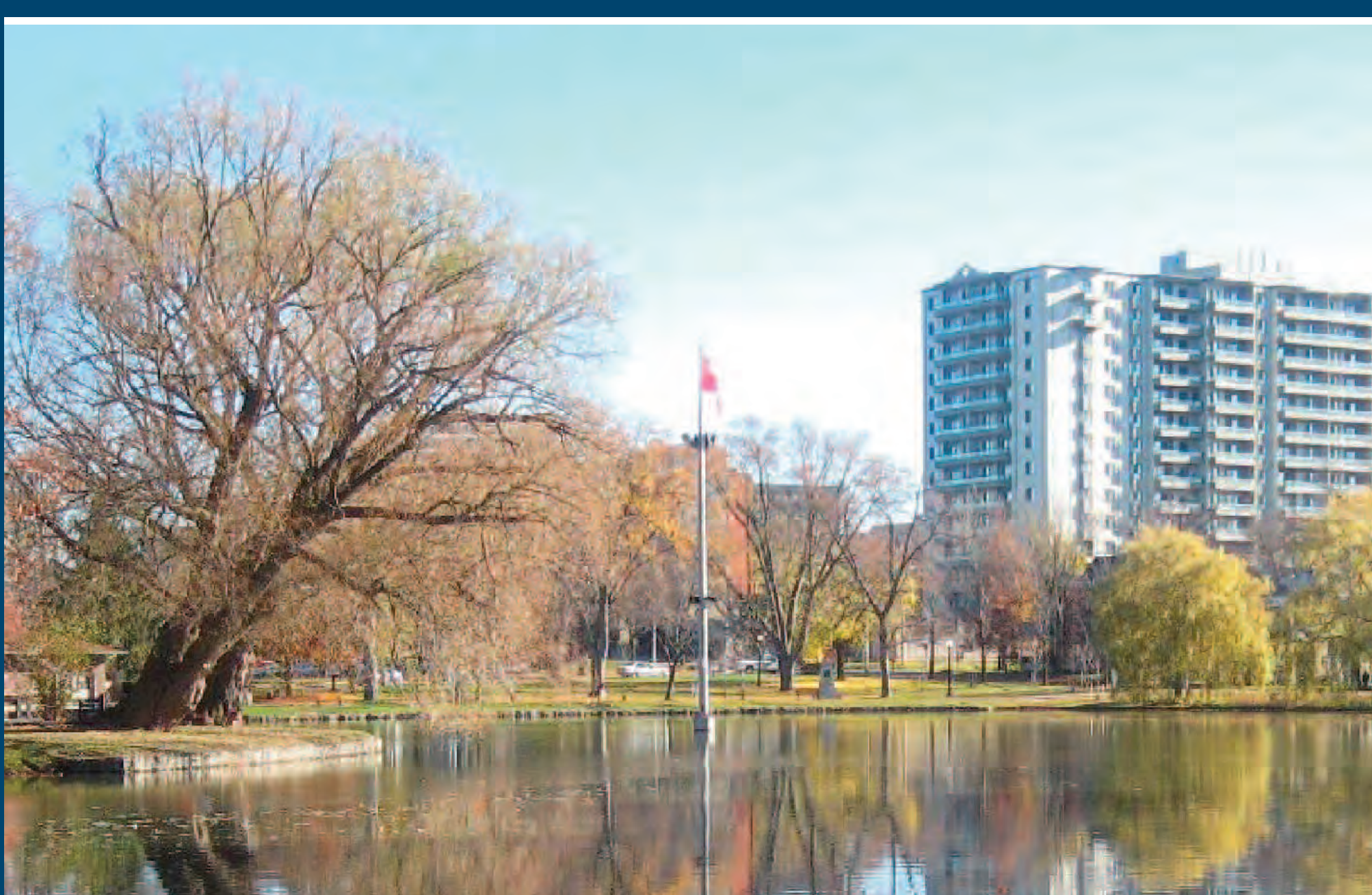
Public Information Centre #2

Stormwater Credit and Rebate Policy Development

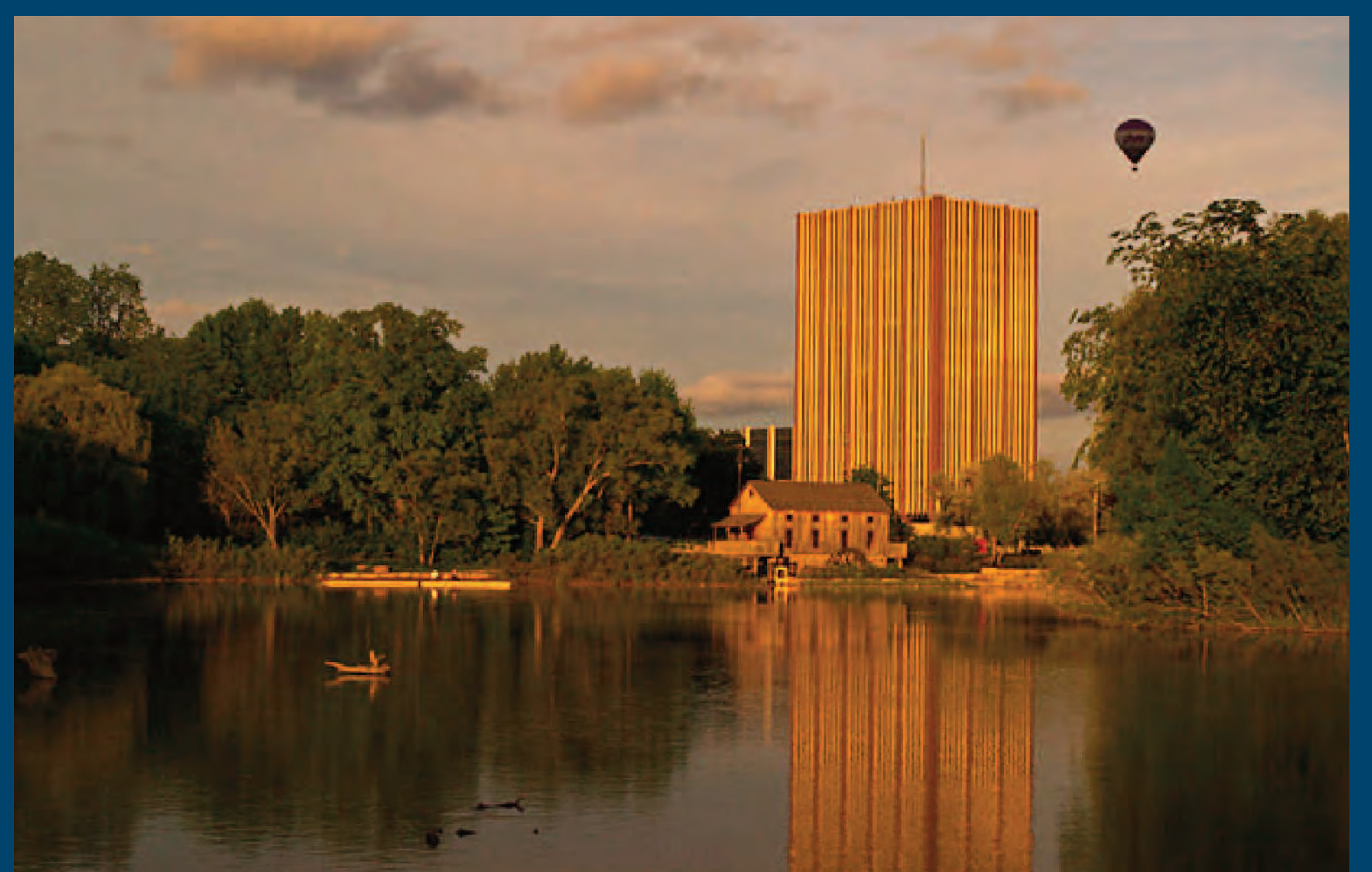
City of Kitchener - November 23, 2011
City of Waterloo - December 1, 2011

Welcome

Please complete the sign-in sheet and review the display materials. Staff are available to answer your questions and address any concerns.



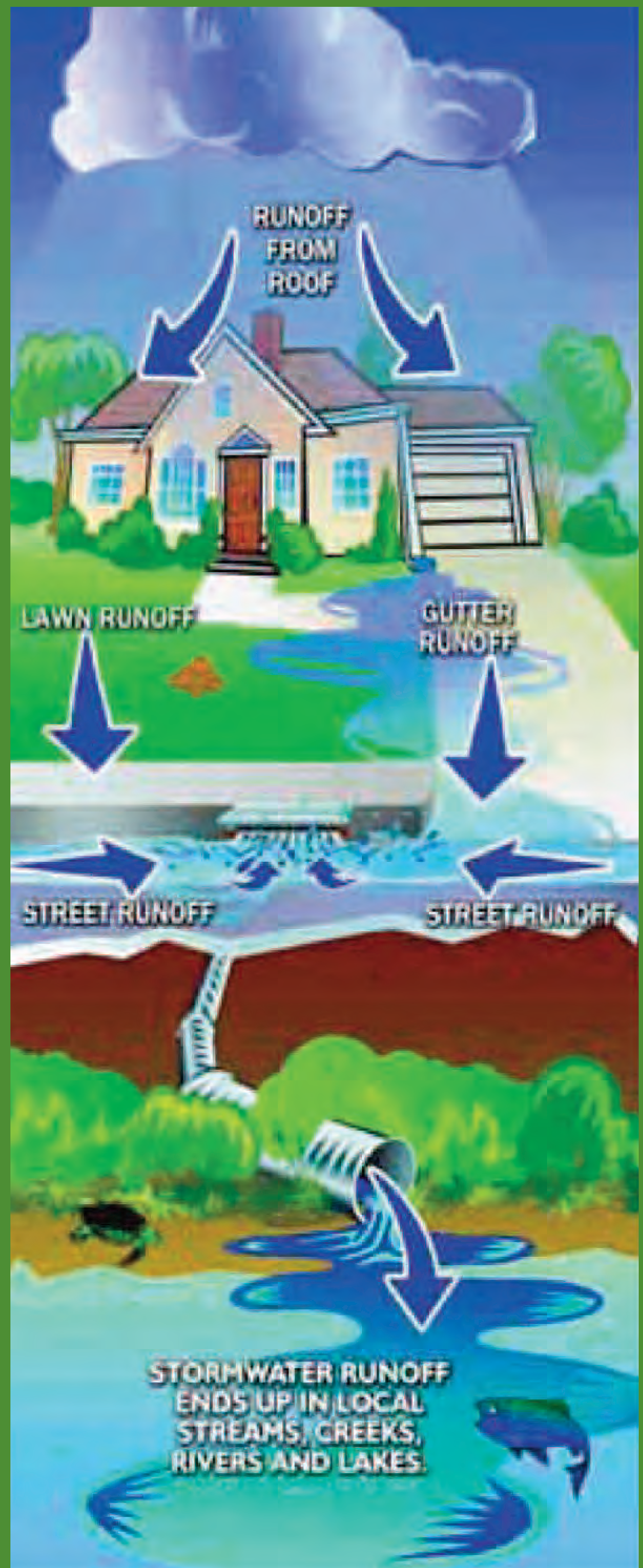
Kitchener - Victoria Park Lake



Waterloo - Silver Lake

Stormwater is ...

- Water that flows across land and is routed into drainage systems and ultimately discharges into natural areas
- Unlike sewage, it is not treated at the treatment plant
- The amount of stormwater runoff increases with the amount of impervious surface
- We can protect our natural water courses by implementing stormwater best management practices



Stormwater management

What is stormwater and how does it impact us?

Stormwater is water that flows across the land and is routed into drainage systems and ultimately into our natural areas such as creeks, lakes and wetlands. Stormwater is not limited to precipitation, but may also come from watering the lawn, washing the car and many other sources. As our landscape changes from undeveloped, natural areas to cities with houses, businesses, roads and parking lots, the amount of permeable area is being reduced and replaced with hard impermeable surfaces that don't absorb stormwater. In other words, these hard impermeable surfaces would generate excessive surface runoff that could turn into potential flood or erosion hazards if not managed.



Opportunity

There are a number of things citizens can do to reduce the amount of stormwater runoff and pollutants produced by their property. Therefore, the Cities of Kitchener and Waterloo are currently exploring options that would provide an incentive to individuals to utilize a method of reducing stormwater. Various programs can be explored, including the following:

- A credit program – gives users who reduce their stormwater runoff a regular credit that lowers the amount they pay on a monthly basis for stormwater management.
- A rebate program - offers a single lump sum payment to implement stormwater management best management practices. Users would see no change to their monthly stormwater utility fee. A rebate program could fund things like rain barrels and other rainwater harvesting devices.

Stormwater Credit and Rebate Policy Development Process

1. Review and collect background information
2. Develop stormwater credit policy alternatives
3. Present credit and rebate policy alternatives
Public Information Centre #1
 1. City of Kitchener - September 29, 2011
 2. City of Waterloo - October 4, 2011
4. Conduct impact analysis of options
5. Evaluate credit policy alternatives
6. Present preferred credit policy alternative
Public Information Centre #2
 1. City of Kitchener – November 23, 2011
 2. City of Waterloo – December 1, 2011
7. Update to Council on progress of policy development
8. Review of public feedback on preferred alternative
9. Seek Council approval of proposed policy (January 2012)

The Options

There are a number of options and combinations that could be used to arrive at an appropriate incentive program for community members. In addition, the option of not introducing an incentive program will also be evaluated.

The following alternatives are being considered:

Alternative 1: Do nothing

Alternative 2: Multi-residential & non-residential credits

Alternative 3: Residential credits

Alternative 4: Residential rebate program

Alternative 5: Combination of alternatives

Evaluation Criteria

The following factors were considered in the evaluation of each alternative:

Technical Environment

- Administrative Process and Resource Requirements
- Ease of Implementation
- Flood Protection
- Erosion Control

Natural Environment

- Ability to Meet Local Goals (Water Quality/Quantity Control)
- Sediment Loading
- Aquatic Habitat
- Tree Canopy
- Groundwater Resources



Evaluation Criteria

Economic Environment

- Capital Costs
- Operations and Maintenance Costs
- Effect on Property Owner

Social/Cultural Environment

- Public Education Opportunity
- Public Participation Opportunity
- Public Recognition Opportunity
- Visual Aesthetics of the Municipal Stormwater System
- Fairness and Equity



Selection of Preferred Alternative

Criteria	Alternatives					
	Do nothing	Non-residential Credits	Residential Credits	Residential Rebates	Non-res Credits & Residential Credits Combination	Non-res Credits & Residential Rebates Combination
<u>Technical</u> Ease of Implementation Erosion control Flood protection Administrative process and resource requirements						
<u>Natural</u> Ability to meet local goals Aquatic habitat Sediment loading Tree canopy Groundwater resources						
<u>Economic</u> Municipal capital costs Operations and maintenance costs Effect on property owner Effect on rate setting						
<u>Social</u> Public education opportunity Public participation opportunity Public recognition opportunity Fairness and equity Visual aesthetics						

←
→
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Preferred Alternative - Combination of Non-residential & Residential Credits

Evaluation Criteria	Preferred Alternative Consideration
Technical Environment	<ul style="list-style-type: none"> • challenging to administer and ensure compliance • challenging to implement • most potential for flood prevention • most potential for erosion control
Natural Environment	<ul style="list-style-type: none"> • most potential for improving water quality • most potential for reducing sediment accumulation • most potential for enhancing aquatic habitat, existing tree canopy, and recharging local aquifers
Economic Environment	<ul style="list-style-type: none"> • most potential to defer capital costs • most potential to reduce O&M costs • most potential for reducing stormwater fee for private properties
Social Environment	<ul style="list-style-type: none"> • greatest opportunity for public education and participation • some opportunity for public recognition for leadership • greatest potential for increasing visual appeal of the SWM system • greatest potential for rewarding private properties

Non-residential & Residential Credits - Preferred Alternative Overview

This alternative offers incentives to all rate payers who demonstrate best practices for managing stormwater runoff that goes into the municipal stormwater system (such as storm drains, drainage ditches, creeks and rivers).

- The credit for each multi-residential/non-residential property will be evaluated based on approved quantity and quality controls.
- The credit for each residential property will be evaluated based on the amount of runoff captured on their property.
- The maximum amount of credit per customer would be 45% of their total stormwater fee.

Multi-residential/non-residential Credit - Details of Proposed Policy

Credits are provided based on three categories:

Credit Type	Purpose	Maximum Credit
Quantity control	for flood prevention	25%
Quality control	for pollution reduction	15%
Education credit	for changes in behaviour and education efforts	5%

Total Maximum Credit = 45%

Stormwater Quantity Control

- The percentage allocated for this credit will be based on the percentage of impervious area that is directed to the control structure.

Multi-residential/non-residential Credit - Details of Proposed Policy

Stormwater Quality Control

- The percentage allocated for this credit will be based on the percentage of impervious area that is directed to the control structure and also the degree of pollution reduction.
- Pollution reduction of stormwater is based on the principles of the Ministry of the Environment stormwater guidelines.

Pollution Reduction Level	Example of Quality Control	Potential Maximum Credit
Enhanced	<ul style="list-style-type: none"> • stormwater management pond • oil grit separator 	15%
Normal	<ul style="list-style-type: none"> • filter strips 	10%
Basic	<ul style="list-style-type: none"> • snouts, goss trap • paved area sweeping program • salt management plan 	5%

Example

- 100% of impervious area directed to approved quality control structure for enhanced water quality improvement = $100\% \times 15\% = 15\%$ credit

Education Credit

- Credits would be issued for a site with ongoing implementation of an approved education program that will help the municipality meet its stormwater management objectives.
- The maximum amount of this part of the credit would be 5% of the total stormwater fees.
- Examples of an education program include:
 - Storm drain stenciling programs
 - Educational programs for employees, schools or organization members (ie. places of worship congregation, classrooms)
- To receive a credit adjustment, documentation would need to be provided to verify that the approved education program has been implemented.



Multi-residential/non-residential Credit Example

Typical Industrial Property

- 55% of impervious area (roof) leading to quantity control (cistern)
- Quantity control credit = $55\% \times 25\% = 14\%$
- 45% of impervious area (parking lot) leading to enhanced quality control (oil & grit separator)
- Quality control credit = $45\% \times 15\% = 7\%$
- Total stormwater credit = $14\% + 7\% = 21\%$



Typical
industrial
property

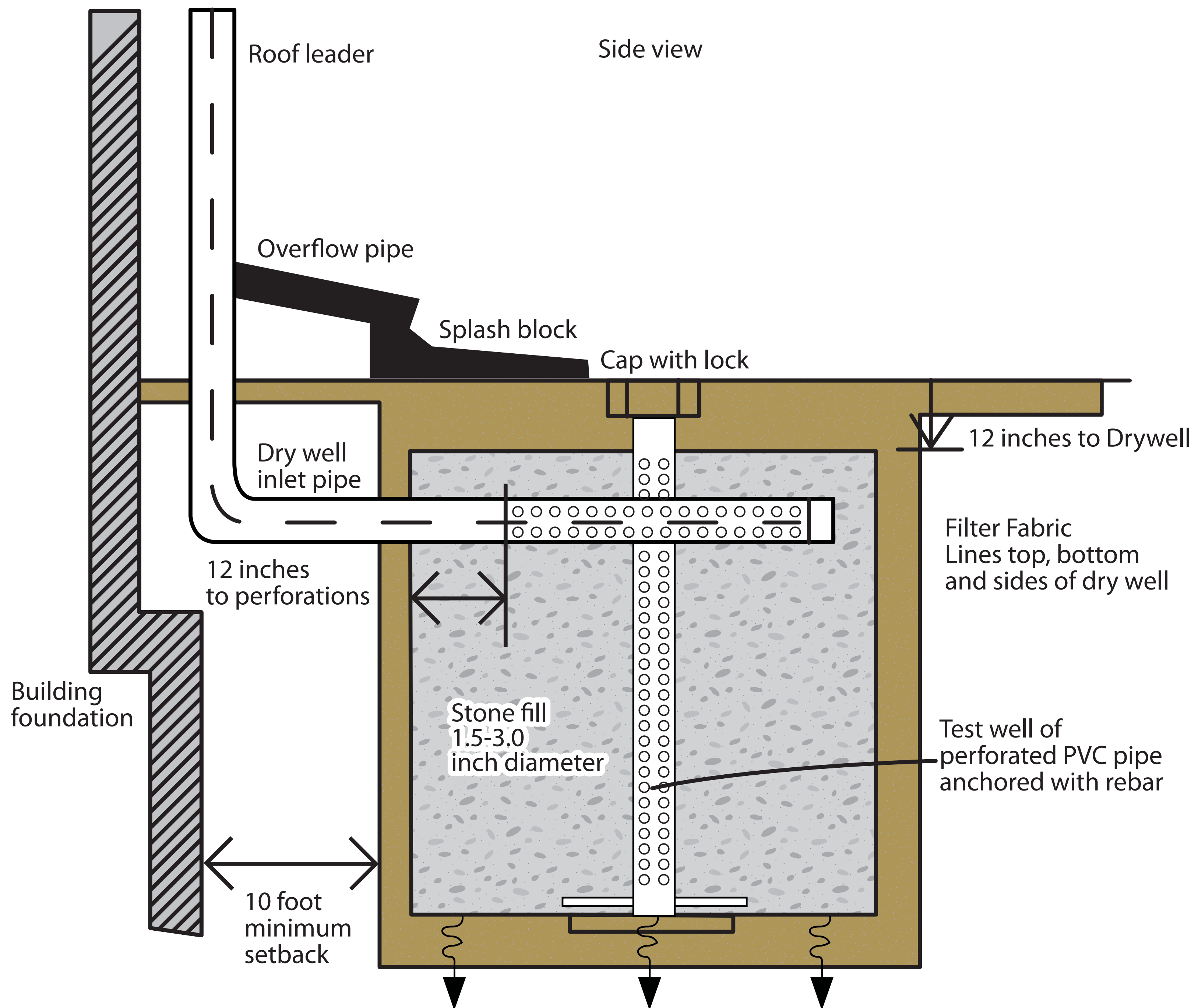
Residential Credit - Details of Proposed Policy

The residential sector credit will be based on the amount of runoff captured on their property.

Volume Captured	Examples	Credit
200 – 400 L	<ul style="list-style-type: none">• 1-2 rain barrels• trees (under consideration)	9%
401 – 800 L	<ul style="list-style-type: none">• 3-4 rain barrels• small cistern	18%
801 – 2000 L	<ul style="list-style-type: none">• small cistern• combination of cistern and rain barrels	27%
2001 – 3200 L	<ul style="list-style-type: none">• large cistern• combination of cistern and rain barrels	36%
3201 L or more	<ul style="list-style-type: none">• large cistern• infiltration gallery	45%

Residential Credit Examples

Example of Infiltration Gallery



We will know the incentive program is successful when...

- Stormwater will be diverted, resulting in long-term improvements in surface water quality;
- Existing privately owned stormwater best management infrastructure (such as oil and grit separators) will be required to be maintained as a result of ongoing follow-up on credits and incentives;
- Property owners implement best management practices and make choices that benefit the environment;
- The community will be engaged and will have the opportunity to demonstrate ownership over greening their neighborhoods;
- The cities of Waterloo and Kitchener will demonstrate continued cooperation on the shared initiative to address water quality; and,
- The public's general knowledge of stormwater issues will be increased.

Next Steps

- Update to Councils on progress of policy development
- Receive public comments by December 14, 2011
- Review public feedback on preferred alternative
- Seek Council approval of proposed policy (January 2012)
- Implementation of policy in billing systems



Your Input is Important!

Please give us your feedback on the proposed credit program.

Please complete a comment sheet and return to the city no later than December 14, 2011:

City of Kitchener

- By mail: Mr. Nick Gollan, C.E.T.,
Manager of Stormwater Utility,
City Hall, 200 King St. W., 9th Floor,
PO Box 1118, Kitchener ON N2G 4G7
- By phone: 519.741.2422
- By e-mail nick.gollan@kitchener.ca

City of Waterloo

- By mail: Ms. Nancy Corbett, P.Eng., Project Manager
Capital Projects and Services, City of Waterloo,
100 Regina St. S., Waterloo, ON N2J 4A8
- By phone: 519.747.8509
- By e-mail nancy.corbett@waterloo.ca

Information can also be found at the internet addresses below:

www.kitchener.ca/stormwatercredit

www.waterloo.ca/stormwater

Thank you for your participation.



Stormwater Credit and Rebate Policy



The Recommended Option:

Alternative 5 - Combination of Alternatives

Taking into consideration the feedback received from the public and applying the evaluation criteria to each of the alternatives, the project team has determined that non-residential and multi-residential credits as well as credits for residential properties is the preferred alternative.

Eligible customers could qualify to receive a monthly credit to the stormwater portion of their utility bill up to a maximum of 45% of the stormwater rate. This amount is based on an assessment of the stormwater program costs that could be influenced by the actions of property owners on the privately owned impervious areas.

Non-Residential and Multi-Residential Credits


The quantity control and quality control credits will be provided to eligible non-residential and multi-residential properties based on stormwater management controls installed on the private property. An upper limit of 45% of the stormwater rate credit would be available to all customers who currently pay the rate. Out of this maximum credit, 25% would be granted for quantity controls (flood prevention), 15% would be granted for quality controls (pollution reduction) and 5% would be granted for educational programs related to stormwater management. These various credits can be additive up to 45%.

Flood Prevention Credit Rationale:

The credit for quantity control will be based on the percentage of impervious area that is directed to the control infrastructure. Examples of quantity control infrastructure include super-pipe storage, orifice controls, parking lot storage, and flood control ponds. Ultimately the type of control that is implemented would need to conform to the Ministry of the Environment (MOE) Design Guidelines for Stormwater Management and/or the Toronto Region and Credit Valley Conservation Authority Design Guidelines for Low Impact Development.

Pollution Reduction Credit Rationale:

The credit for quality control will be based on the percentage of impervious area that is directed to the control infrastructure. Examples of quality control infrastructure include stormwater quality control ponds, oil/grit separators, green infrastructure (low impact development techniques) and spill control devices such as snouts and goss traps. Ultimately the type of control that is implemented



would need to conform to the Ministry of the Environment Design Guidelines for Stormwater Management and/or the Toronto Region and Credit Valley Conservation Authority Design Guidelines for Low Impact Development.

The Ontario Ministry of the Environment has established three (3) levels of protection with the goal of maintaining or enhancing the existing aquatic habitat, based on the suspended solids removal of different stormwater management facilities:

1. Enhanced Protection
2. Normal Protection
3. Basic Protection

The level of quality control credits is determined as followed:

1. Enhanced quality corresponds to the long term average removal of 80% of suspended solids. The percentage of impervious areas directed towards enhanced quality controls would be eligible for the full 15% of available stormwater pollution reduction credits.
2. Normal quality corresponds to the long term average removal of 70% of suspended solids. The percentage of impervious areas directed towards normal quality controls would be eligible for 10% of the available stormwater pollution reduction credits.
3. Basic quality control corresponds to the long term average removal of 60% of suspended solids. The percentage of impervious areas directed towards basic quality controls would be eligible for 5% of the available stormwater pollution reduction credits. In addition to the TSS removal criteria, properties would be eligible for the basic pollution reduction credits if they have implemented non-structural best management practices such as paved area sweeping programs and salt management plans.

Education Credit Rationale

A monthly stormwater utility credit is available for properties with the ongoing implementation of an education program that will help the municipality meet its stormwater management objectives. To receive a 5% credit adjustment applied to the monthly stormwater utility rate, documentation must be provided to verify that the education program is being implemented. Examples of education programs include a storm drain stenciling program and the dissemination of municipal stormwater and water quality specific information to employees, customers or organization members.



Residential Credits

The stormwater control credits will be provided to eligible residential properties based on the volume of stormwater which is diverted from being discharged to the municipal SWM system. For the same reasons as the non-residential and multi-residential stormwater credit program, residential properties will also have a maximum potential credit eligibility of 45% based on the volume of runoff diverted.

In order to establish the credit percentage breakdown for residential properties, a review of existing stormwater diversion techniques was conducted to identify the most effective method of reducing runoff from residential properties from entering the municipal stormwater management system. Infiltration galleries were determined to be the most effective at capturing the largest volume of rainwater at the point where it falls and reintroducing it to groundwater aquifers without using municipal infrastructure. Infiltration of clean stormwater into the ground can be beneficial to maintaining the natural hydrologic cycle.

Through the study it was determined the average residential infiltration gallery has been sized to accommodate 4,200 L of clean roof water to infiltrate back into the ground (to capture a 2 year storm event or 25mm of rainfall). The volume of rainwater that goes into these infiltration galleries is equivalent to 21 rain barrels.

In addition to rain barrels, other common practices employed on residential properties include rain water cisterns (above or below ground), rain gardens, and landscaping techniques that minimize the potential amount of runoff leaving a property. For example, a resident may direct runoff to a depressed area of their property where the runoff would collect and naturally infiltrate into the ground. Such depressed areas where stormwater collects could be measured and factored into the volumetric approach as outlined in Table 1.

It was determined that the most appropriate method of allocating residential credits would be based on the volume of storage capacity designed to accommodate stormwater (rainwater), while not being prescriptive in how that storage capacity is achieved. Using infiltration galleries as the most effective best management practice, methods that capture less stormwater would also be awarded incrementally less credits. The resulting credit weighting for different volumes of captured stormwater are provided in Table 1.



TABLE 1: Residential Credit Tiers

Volume of Water Captured (Liters)	Maximum Credit Granted (%)
200 - 400	9
401 - 800	18
801 - 2000	27
2001 - 3200	36
3200 +	45

Expected Policy Results

- Stormwater will be diverted, resulting in long-term improvements in surface water quality;
- Existing privately owned stormwater best management infrastructure (such as oil and grit separators) will be required to be maintained as a result of ongoing follow-up on credits and incentives;
- Private properties will have an incentive to implement best management practices and make choices that benefit the environment;
- The community will be engaged and will have the opportunity to demonstrate ownership over greening their neighborhoods;
- The cities of Waterloo and Kitchener will demonstrate continued cooperation on the shared initiative to address flood control and water quality; and,
- General knowledge of stormwater issues by the public will be increased.

Next Steps

- Receive public comments by December 14, 2011;
- Seek Council approval of preferred alternative in January 2012;
- Implement credit program in billing system;
- Create application process and market credit program to property owners.

Stormwater Credit and Rebate Policy

Development Comment Sheet

Please take a few minutes to complete this comment sheet based on the panel information provided at the open house. Your contribution at this stage of the Stormwater Credit and Rebate Policy Development Review will assist the project team in determining the recommendations that will be made to City of Kitchener Council.

1. Please provide your feedback on the preferred alternative; a credit program for multi-residential and non-residential properties and a credit program for other residential properties.

Comment: _____

2. Please provide any additional comments, concerns, questions, or suggestions related to the Stormwater Credit and Rebate Policy development project.

Comment: _____

Contact Details (Optional):

Name: _____
Address: _____
Phone Number: _____
Email: _____

Note: Personal information requested on this form is collected in accordance with the Municipal Freedom of Information and Protection of Privacy Act. All comments will become part of the public record. If you do not wish to have personal information on this comment form included in the final report, please check the box below:

Please withhold personal information

Please return this completed Comment Sheet to the project team. Comments are due by **December 14, 2011**. The Comment sheet may be faxed or mailed to:

Mr. Nick Gollan, C.E.T.
Manager, Stormwater Utility
Engineering Services Division
City of Kitchener
200 King St. W.
Kitchener, ON N2G 4G7
Phone: 519-741-2422
Fax: 519-741-2747
Email: Nick.Gollan@kitchener.ca

Website:
www.kitchener.ca/stormwatercredit



RECEIVED

DEC 07 2011

good example to showcase best practices

DEVELOPMENT & TECHNICAL SERVICES DEPT.
ENGINEERING DIVISION

Stormwater Credit and Rebate Policy

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Comment: _____

2. Please provide any additional comments, concerns, questions, or suggestions related to the Stormwater Credit and Rebate Policy development project.

Comment: _____
 My concern or question is? Why were people who collect more than 3200 liters of water not taken in consideration for instance 5,000 or 10,000 + liters of water and on my property in front of my house there are two Large Maple trees, My concern is there should be other or more categories for people who collect more than 3200 liters of rain water, like 5,000 or 10,000? I collect 55,000 + liter of water therefore I should have 95% credit not 45%

Contact Details (Optional):

Name: _____
 Address: _____
 Phone Number: _____
 Email: _____

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Manager, Stormwater Utility
 Engineering Services Division
 City of Kitchener
 200 King St. W.
 Kitchener, ON N2G 4G7
 Phone: 519-741-2422
 Fax: 519-741-2747
 Email: nick.gollan@cityofkitchener.ca

(would like to connect with ZEE's house to showcase)

Website:
www.kitchener.ca/stormwatercredit

Nov 23 2011

Kitchener City Hall
Finance and Corporate Services Revenue Division
Kitchener Ontario

Storm Water Management Utility:

There is a fundamental problem with a storm water management utility, that is fairness. Yes there are 3 residential sizes and that makes some sense as a basic first step the problem still is unfairness. This is the only utility where a resident is forced to pay for even when the city deliberately stops the resident from using the utility. Furthermore the city takes no responsibility for its own actions to frustrate connection to this utility. It is also the only utility that does not recognize that the resident may by not only not need this utility by taking their own storm water run off but also that of the city lands and other residents that the city is collecting storm water management from. This is a great racket you collect money for a service that you dump off onto another person you are also collecting money from. I fall into that category and after many complaints to city about correcting the issues and problems with the handling of storm water I find myself forced to begin executing billing to the city for unwanted storm water willfully dumped onto my property from both city lands and private lands that were elevated at city approval and blessing to drain off water onto my property.

An analogist of the storm water problem is in the electrical system. If all houses are billed 3 different bills depending on the size of the house for heating. In this system there is no allowance for insulation or for solar panels or private generators or (which would be the same as handling some or all of your own storm water) for direct size there are defiantly more than 3 different sizes of houses on the market and there is no allowance for a self sufficient green solution ie solar. In my case I handle all my own storm water so I am green I do not need connection to any city service. But to add insult to injury the city slopes its land backward onto my property and allowed a previously flat level property adjoining mine to be raised a number of feet and sloped to drain onto my property unrestricted. That is the equivalent of saying well you have solar panels so we will take your energy to heat the folks next door and then take some more of that to run the streetlights that annoy you by shining them directly into your house, then when your house is cold saying Oh your house is cold now? no problem you can tap into the super 15kV high voltage line on the 100' tower in front of your house, all you need to do is at your expense build yourself a complete electrical sub station at a few thousand dollars so you can get back a fraction of what we take from you and force you to pay for. This is not only unfair it is down right discriminatory.

Please Find attached My Bill for storm water management for city of Kitchener property that was raised during 2010 road construction some 7" inches and is now draining onto 88 Pioneer Tower Road. Also find charges for the draining of the adjoining property (the

former 56 Pioneer Tower Road) that was raised some 4-6 feet with full city approval and blessing and allowed to drain unrestricted onto 88 Pioneer Tower Road.

The billing is arbitrary much like the billing adopted by the city for the storm water "utility" that I am expected to pay for and have been fraudulently billed for by adding it to my taxes.

Unlike any other utility that I have there is no user fee based on actual usage there is no net metering there is no opting out it is therefore much more of a TAX than a utility. As far as I am concerned you can cut me off your "utility" for failure to pay. This utility I am forced to pay for even though the city through its actions has frustrated any possible attempt I make to connect to it. I would be able to drain my driveway onto the installed curbs and gutters in front of my house, had the city not raised the road some 5-7" above where it was. I was promised in front of a number of witnesses that it would not be raised and our drainage will be the same or better than it was before. You in fact made it impossible to use the drains at all unless I at my expense redo most of my driveway and front yard to slope it properly or pump the water up to the road. Plus the boulevard and the end of my driveway is now sloped to drain onto my property making a bad situation even worse.

The cost for correcting this problem alone will be in the 10's of thousands of dollars to rip up some 80+' of my driveway to slope it properly as well as re grade and landscape my front yard to match the now needed slope of the driveway.

I am also billing the city for drainage of the former 56 Pioneer Tower Road property that was raised some 4-6 feet and graded in such a way that all excess storm water from the back yards and side yards houses adjoining my property will drain without any restriction onto my property.

Both of these situations are a direct violation of the city's own policies and common law to keep all storm water from flowing onto adjacent properties.

Background:

Pre 2010

All storm water on my property was handled on my property there was no need for any storm water management here as there is over an acre of treed and sodded sandy loam lands that have excellent drainage. I have personally planted well over 100 trees on the property. Relative to the permeable area there is an extremely small hard surface area. Any runoff of hard surface is easily handled by the large sodded and treed lands with a great deal of reserve that handled the runoff from the road with no problem.

Handling your own storm water and runoff from the roads was considered part of the cost of living in a semi rural area. There was no monetary transfer either to or from the

city for storm water management from either the city or the land owners in the area. We were both expected to deal with our own runoff on an individual basis if the city roads or other city approved construction caused a problem the city was expected to deal with it to correct the problem or nuisance at their cost. If no complaints were made then it was considered to be draining by prescription after 7 years.

Summer 2010

Pioneer Tower Road, a heritage road, was ripped up and reconstructed for the sole benefit of the developer of _____ to allow the construction of some 30 homes on the former flat school property that hosted a soccer field, basketball court and baseball diamond. All used for many decades by Kitchener residents. This use was ended and the area was raised and converted to single family home lots.

In the process of reconstructing the road, the road was shifted approximately 3 feet to the south and was raised some 5-7 inches in front of my property causing city lands to drain backwards against code away from the road back onto my driveway and front yard causing a puddle to form on my driveway at the city property line. this puddle was there for many weeks last winter causing an over an inch deep puddle that was the width of my driveway and over 10+' long. This puddle would freeze a number of times turning my driveway into a skating rink. This is not only a nuisance but is dangerous as I have to negotiate a skating rink to get my mail or even walk to the road During rains this summer there was again a puddle forming some 3-5 feet long at the property line.

I have repeatedly told the city and my city councilor and the developer about this problem however it appears nothing is to be done about it. I therefore find it necessary to bill the city for the use of my lands as its dumping grounds for water from its lands and snow melt from its roads, leaving me with a nuisance that I am expected to correct at my expense. To some what compensate for that I will be billing the city \$10 per month per running foot of hard surface and \$1 per month per running foot of sodded area that is draining back onto my property from city property and adjoining property that has been raised and resloped and the city is collecting storm water management fees for yet dumping their problem onto me.

This property was never a problem before as it was a flat soccer field, the soil and sub soil was ideal for drainage as it was sandy loam like my lot and it was literally impossible for water to drain off the land onto adjoining lands as it was actually in a small basin as there was a slightly raised portion of land where the former barb wire fence was that separated my lands from the former school property

When _____ was redeveloped it was raised some 3-6 feet to allow for partial walk out lots the fill that was used was not of the same quality as the previous undisturbed earth which was sandy loam the new fill used has clay in it and is not near as water permeable . This is apparent by the large deep mud puddles in the development that are still there to this day.

What Does all this mean?

The former _____ is in the process of being graded so that about 1/4 of the lot will now drain unrestricted onto my property there is no swale or ditch to prevent surface runoff from draining directly and without restriction onto my property furthermore the subsoil is now far less permeable and is graded towards my property. This means that any water that penetrates the soil level will have no place to go but to drain onto my property.

As the handling of storm water is now viewed by the city as a utility I feel it is my right to bill the city for any storm water that is drained back onto my property either from city property or with the cities approval and blessing is drained from adjoining properties onto mine.

This will not effect any properties that have been drained by prescription for 7 years or more but for any properties whose lands are raised or regarded expressly for the benefit of other parties with the cities approval and permission for the gain of the city or another individual to the detriment of the effected land owner.

Please find attached bill Payment terms are Net 10 days 2% per month for late fees and all legal and other expenses including personal time at \$100 per hour to collect this utility fee are to be born in full by the City of Kitchener.

Regards:

Water Utility

Invoice # _____

INVOICE DATE : 23-Nov-11

N.
3
& T
ONT.

Sold to: **City Of Kitchener**
Attn.: **Accounts Payable**
City Hall 200 King St W.
P.O. Box 91113

Kitchener, ONT
Canada

Ph, Fax **519-741-2450**

519-741-2751

Starting Date		1-Jul-2011	Period covered	4 months	End Date		31-Oct-2011	Terms:	10 DAYS NET
ITEM	Linier Feet	Period in months	DESCRIPTION	cost per Linier foot	total cost per month	Extension			
1			Area 1 frontage o.						
2	110	4	Linier feet of non hard surface graded towards effected property	\$ 1.00	110.00	\$ 440.00			
3	22	4	number of linier feet of hard surface non permeable	\$ 10.00	\$ 220.00	\$ 880.00			
4			Area 2 Former finished as of Oct 2011						
5	77	1	Linier feet of non hard surface graded towards effected property	\$ 1.00	\$ 77.00	\$ 77.00			
6									
7									
8									
9			Make all cheques payable to:						
10									
11									
								SUBTOTAL	\$ 1,397.00
Thank You In Advance								TOTAL DUE	\$ 1,397.00

CUSTOMER AGREES TO PAY FOR ALL OF THE SELLERS COSTS RELATED TO THE COLLECTION OF ANY SUMS DUE INCLUDING OVERHEAD ALLOCATED TO EFFORTS AND ANY LEGAL FEES AND EXPENSES INCURRED
PAST DUE ACCOUNTS ARE SUBJECT TO A SERVICE CHARGE OF 2% PER MONTH or .06575 PER DAY

Stormwater Credit and Rebate Policy

Development Comment Sheet

Please take a few minutes to complete this comment sheet based on the panel information provided at the open house. Your contribution at this stage of the Stormwater Credit and Rebate Policy Development Review will assist the project team in determining the recommendations that will be made to City of Kitchener Council.

1. Please provide your feedback on the preferred alternative; a credit program for multi-residential and non-residential properties and a credit program for other residential properties.

Comment:

credit program for residential properties is the ~~the~~ most preferred alternative

2. Please provide any additional comments, concerns, questions, or suggestions related to the Stormwater Credit and Rebate Policy development project.

Comment:

I think that the proposed alternative that allows credit up to 45% is reasonable.

Contact Details (Optional)

Name: _____

Address: _____

Phone Number: _____

Email: _____

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Please withhold personal information

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Mr. Nick Gollan, C.E.T.
Manager, Stormwater Utility
Engineering Services Division
City of Kitchener
200 King St. W.
Kitchener, ON N2G 4G7
Phone: 519-741-2422
Fax: 519-741-2747
Email: Nick.Gollan@kitchener.ca

Website:

www.kitchener.ca/stormwatercredit

Stormwater Credit and Rebate Policy

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1. Please provide your feedback on the preferred alternative; a credit program for multi-residential and non-residential properties and a credit program for other residential properties.

Comment: Credit Program

2. Please provide any additional comments, concerns, questions, or suggestions related to the Stormwater Credit and Rebate Policy development project.

Comment: Make All Paved Properties Pay -- Universities
Schools, Churches, Shopping Centres --
everywhere and everywhere -- or we won't foster
growth change!

Contact Details (Optional):

Name: _____
Address: _____
Phone Number: _____
Email: _____

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1. Please provide your feedback on the preferred alternative; a credit program for multi-residential and non-residential properties and a credit program for other residential properties.

Comment: *as a resident of Grand Hill Village I was hoping for an exemption rather than a rebate*

2. Please provide any additional comments, concerns, questions, or suggestions related to the Stormwater Credit and Rebate Policy development project.

Comment: *I appreciate your hard work, but I respect fully suggest you come and have a look at Grand Hill Village and see for yourself that no water regarding the Grand River, we are asked to pay a fee for a service that is not provided.*

Contact Details (Optional):

Name: _____

Address: _____

Phone Number: _____

Email: _____

Kitchener Ont

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Stormwater Credit and Rebate Policy Development Comment Sheet

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1. Please provide your feedback on the preferred alternative; a credit program for multi-residential and non-residential properties and a credit program for other residential properties.

Comment: Agree to preferred alternative.

2. Please provide any additional comments, concerns, questions, or suggestions related to the Stormwater Credit and Rebate Policy development project.

Comment: - Containing 100% of stormwater
- question 45% cap - not contributing anything
- would appreciate being notified of Council date.

Contact Details (Optional):

Name: _____
Address: _____
Phone Number: _____
Email: _____

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1. Please provide your feedback on the preferred alternative; a credit program for multi-residential and non-residential properties and a credit program for other residential properties.

Comment: IT IS AT LEAST SATISFYING TO SEE THE CITY REVIEW THIS POLICY. THERE SHOULD BE SOME CREDIT TOWARDS RESIDENTS / BUSINESSES THAT DO TRY & MAKE A DIFFERENCE & AT A GREAT DEAL OF EXPENSE ON THEIR BEHALF.

2. Please provide any additional comments, concerns, questions, or suggestions related to the Stormwater Credit and Rebate Policy development project.

Comment: IT'S SOMEWHAT DISAPPOINTING THAT GIVEN THE LG. SIZE OF OUR CISTERN, THE CREDIT IS ONLY 45%. 50% CREDIT WOULD HAVE SEEMED A LITTLE MORE JUST!

Contact Details (Optional):

Name: _____
Address: _____
Phone Number: _____
Email: _____

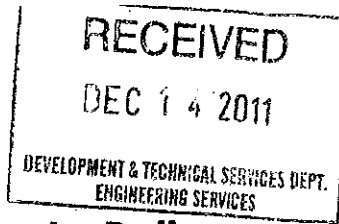
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1. Please provide your feedback on the preferred alternative; a credit program for multi-residential and non-residential properties and a credit program for other residential properties.

Comment:

We have a bungalow with a flat roof and our 3 downspouts all drain into the back yard. The only run-off we have is from a single driveway

2. Please provide any additional comments, concerns, questions, or suggestions related to the Stormwater Credit and Rebate Policy development project.

Comment:

Contact Details (Optional):

Name: _____

Address: _____

Phone Number: _____

Email: _____

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1. Please provide your feedback on the preferred alternative; a credit program for multi-residential and non-residential properties and a credit program for other residential properties.

Comment: SINCE WE ARE A RESIDENTIAL PROPERTY WE WOULD EXPECT THAT OUR PROPERTY BE CONSIDERED ON AN INDIVIDUAL BASIS AS FAR AS THE ELIGIBILITY FOR A REBATE IS CONCERNED

2. Please provide any additional comments, concerns, questions, or suggestions related to the Stormwater Credit and Rebate Policy development project.

Comment: OUR PROPERTY IS 18 FEET BELOW THE CITY ROAD AND SLORES DOWN TOWARDS THE RIVER. WE HAVE TWO CISTERNS AND THERE IS NO RUN-OFF INTO CITY DRAINS. THEREFORE I FEEL THAT WE SHOULD BE ENTITLED TO THE FULL REBATE OR 45% ^{RAIN BARRELS}

Contact Details (Optional):

Name: _____
Address: _____
Phone Number: _____
Email: _____

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GENERAL COMMENT
WHEN TAXES ARE INITIALLY COLLECTED FOR THE DEVELOPMENT OF A ROAD DO THEY NOT INCLUDE THE COSTS OF PROPERLY DESIGNED ROAD DRAINAGE

Kitchener, Ontario

November 23, 2011

What I am doing to reduce the stormwater to the runoff from my property.

- 1) I am collecting stormwater from the roof of my house, and using for my garden.
- 2) My landscape area has trees, shrubs, and flowers bed that helping to reduced run-off water.
- 3) On bottom of my garden, I build the gutter to stop the water to run-off.
- 4) I dig up and make the holes around the trees, the shrubs, and the flowers bed to collect the water.
- 5) I dig in the rubber around my vegetable garden to save the water.
- 6) I dig in around sidewalk to reduced stormwater to run-off.
- 7) The fact is, that the stormwater run-off only from my cars parking.

I am sure this way, I do helping and protecting our Stormwater Utility. I do believe that, that I am qualified for the Stormwater Credit

A meeting of the Executive of the Pine Grove Community Association was held on November 13, 2011 to discuss the Storm Water Utility fees and how they apply to the neighbourhoods in this part of the City.

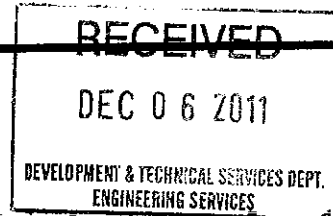
Below is a bullet point listing of the topics discussed and our position on the issue.

- Curbs and Gutters: A key component of modern storm water management (SWM). Without curbs and gutters there is no practical way to remove road runoff into catch basins and storm sewers.
- Grand Hill Village: The Pine Grove Executive is of the understanding and experience that there are no curbs, gutters, catch basins or storm sewer pipes in Grand Hill Village. As such, it is only logical to conclude that the homes in Grand Hill Village absorb all their storm water on site. In fact, it can clearly be seen on aerial photos they have their own storm water pond.
- Pine Grove: Although not exactly the same as Grand Hill Village, our historic storm water management process has been similar to Grand Hill Village (i.e. culvert and ditch). Within the last twenty years a few catch basins, curbs and gutters have been installed in the Limerick/Edgehill area and there are newly installed ones on Pioneer Tower Road.
- SWM Utility Fees: We understand the implementation of SWM Utility fees is a step forward in distributing the costs on a more equitable basis. In general, we support this initiative.

Having said that, there are a number of homes in our part of the City where we are still on a culvert and ditch system and produce no storm water for the utility to handle and as such should receive a credit/reduction in their monthly SWM fees. We support the staff initiative that homeowners who implement their own SWM systems (i.e. cisterns, rain barrels and small percentage footprint) be considered for credit/reduction.

We also support the implementation of a fourth category for homeowner SWM fees. As it stands, all homes with a footprint of over 1700 square feet are regarded in the top category, Large Homes. It is our understanding that there are at least 1000 homes in the City that have a footprint of more than 3000 square feet (with a high percentage of hard surface coverage) that should be in a fourth category – Extra Large Homes.

To: Mr. Nick Gollan
Subject: Stormwater



I believe you still have my house which is only 1624 sq. ft. in the wrong rate schedule as my house is only medium size which is \$9.45 a month not \$12.42.

Our front yard is all shrubs and flowers and the back yard is grass with two big apple trees about thirty feet tall plus a pear tree and the balance is all vegetable garden.

If you check our water bill's for the last ten year's you will see that they are all between nine and eleven cubic meters all year round so you can see we never use city water to water anything outside or inside either as I collect enough water in the fall to water the flowers inside all winter.

You can see by the picture's I sent you earlier that there is no water from my roof's that goes to the street.

I hope that you take this into consideration so more people will use their rain water more efficiently.
Your's Truly,

RECEIVED

DEC 06 2011

DEVELOPMENT & TECHNICAL SERVICES DEPT
ENGINEERING SERVICES

Stormwater Credit and Rebate Policy

Development Comment Sheet

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1. Please provide your feedback on the preferred alternative; a credit program for multi-residential and non-residential properties and a credit program for other residential properties.

Comment: I prefer a credit for the other residential properties.

2. Please provide any additional comments, concerns, questions, or suggestions related to the Stormwater Credit and Rebate Policy development project.

Comment: The rain that runs off my roof never goes on to the street. I have 3 downspouts around my house, one goes into a rain barrel, one in the back yard, and one on the side yard. Also, my house is lower than the street.

Contact Details (Optional):

Name: _____

Address: _____

Phone Number: _____

Email: _____

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Manager, Stormwater Utility
Engineering Services Division
City of Kitchener
200 King St. W.
Kitchener, ON N2G 4G7
Phone: 519-741-2422
Fax: 519-741-2747
Email: Nick.Gollan@kitchener.ca

Website:

www.kitchener.ca/stormwatercredit

Storm Water Credit and Rebate Policy**To: Mr. Nick Gollan Manager, Stormwater Utility****Development Comment Sheet****Dated: November 30, 2011****Our comments regarding Estate Lots**

We had attended the Public Information Centre presentation November 23, 2011 in order to be informed as to the policies being developed regarding the Storm Water Credit and Rebate Policy as well as the Stormwater Rate Schedule for storm water management in the cities of Kitchener Waterloo. After reflecting on the information provided, as an estate lot home owner we are offering the following comments and suggestions in this document because the Development Comment Sheet did not afford enough room for our comments.

While we understand the need to have an inflow of money to pay for the maintenance of the Storm Water System we also think that not all types of residential properties can be painted with the same brush, as there are many that are what are called "estate lots".

These lots, if our information is correct, are an acre or larger and in many cases do not or may not contribute water runoff, or could contribute very little water runoff to the ground surface storm water drainage system. We also recognize there are some that contribute as much runoff as the standard subdivision properties.

The three size classification for the rate to be charged based on the building footprint used in the Stormwater Rate Schedule should not apply to these properties and would not necessarily be one of the factors to be used in determining the property water runoff to the Storm Water System and the rate charge amount/tax to be levied for these properties.

The size of the house or even the size of any additional buildings do not and or would not necessarily contribute runoff water to the ground surface storm water drainage system because of a few reasons, the type of soil, the amount of land surrounding the buildings, the grading of the land, and even the amount and or type of trees and foliage on the property. The rain water off these buildings or hard surfaces would or could instead filter into the underground water table adding to it and providing a benefit to the region's wells and water supply (which the property owners receive no credit or rebate for). These properties may also have their own water supply wells which the onsite rain water helps replenish.

Due to their size and the Property Tax structure these estate lots are already taxed extremely high and if these properties are indeed, as a benefit, helping replenish the Region's Aquifer and are not contributing to the surface Storm Water System or causing erosion problems, then the Rate Schedule, Credit and Rebate Policy should take this in to account and have this reflected in them.

In addition to or as a determining tool used with the Rate Schedule, Credit and Rebate Policy perhaps a hard surface to pervious land ratio would be applicable and or useful.

We did not see any allowances made in the Policy for these types of properties and suggest that they be considered and that discussions take place, possibly through a collective meeting with these owners, to come up with a policy agreeable to all concerned.

RECEIVED
DEC 05 2011
DEVELOPMENT & TECHNICAL SERVICES DEPT.
ENGINEERING SERVICES

Stormwater Credit and Rebate Policy

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1. Please provide your feedback on the preferred alternative; a credit program for multi-residential and non-residential properties and a credit program for other residential properties.

Comment: *I think I qualify for 9% grant (residential)
Down spout - front yard - large tree (maple)
Down spout - catch barrels in pool of water (drive way is higher)
Down spout - back yard into gardens & large tree (maple)*

2. Please provide any additional comments, concerns, questions, or suggestions related to the Stormwater Credit and Rebate Policy development project.

Comment: _____

Contact Details (Optional):

Name: _____
Address: _____ KITCHENER
Phone Number: _____
Email: *NONE*

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1. Please provide your feedback on the preferred alternative; a credit program for multi-residential and non-residential properties and a credit program for other residential properties.

Comment: CREDIT PROGRAMS ARE O.K. BUT WILL COST WAY TO MUCH TO PUT IN PLACE, TAKE THAT COST AND LOWER THE WASTE MANAGEMENT FEE ACROSS THE BOARD, I BELIEVE AS A FARMER IN THE CITY OF KITCHENER WE HAVE IN THE PAST NUMBER OF YEARS HAVE USED GOOD CONSERVATION PRACTICES, TO OUR LANDS, AND WILL CONTINUE TO DO SO. THIS WILL BE

2. Please provide any additional comments, concerns, questions, or suggestions related to the Stormwater Credit and Rebate Policy development project.

Comment: THE BEST WASTE WATER MANAGEMENT WE CAN DO IN THIS SOUTH WEST CORNER OF THE CITY. AS OF THIS PAST YEAR WE HAVE BEEN DEEMED PROTECTED COUNTRYSIDE ON OUR LANDS, WITH NO SERVICES NOW OR IN THE FORESEABLE FUTURE, WE SHOULD BE EXEMPT OF THE FEE AND COMPESATED WITH FUTURE GOOD WATER CONSERVATION PRACTICES, WE MAY

Contact Details (Optional): PUT IN HERE

Name: _____
Address: _____
Phone Number: _____
Email: _____

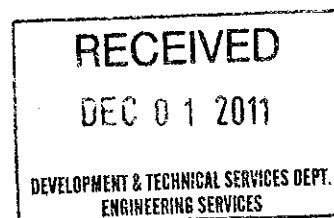
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Website:
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Nick Gollan

From: [redacted]
Sent: Monday, November 28, 2011 4:46 PM
To: Nick Gollan
Subject: New response for survey 'Stormwater Feedback form'

GENERAL RESPONSE INFORMATION

Response Start Time: 11/28/2011 4:43:06 PM Response End Time: 11/28/2011 4:45:42 PM IP Address: 173.206.17.56 Completed Survey: Yes
Respondent: Anonymous

SURVEY RESPONSES

1. Please provide your feedback on the preferred alternative; a credit program for multi-residential and non-residential properties and a credit program for other residential properties.
I understand the need and the proposed solutions. I would like to suggest you post information on 1. how to construct cisterns of the various sizes 2. how many trees create how much of a saving, and other such tips and instructions so we can do it right.
2. Please provide any additional comments, concerns, questions, or suggestions related to the Stormwater Credit and Rebate Policy development project.
[No Answer Entered]
3. Contact Details (Optional):
[No Answer Entered]
4. Personal information requested on this form is collected in accordance with the Municipal Freedom of Information and Protection of Privacy Act. All comments will become part of the public record. If you do not wish to have personal information on this comment form included in the final report, please check the box below:
[No Answer Entered]

Nick Gollan

From:
Sent: Monday, November 28, 2011 11:06 AM
To: Nick Gollan
Subject: New response for survey 'Stormwater Feedback form'

GENERAL RESPONSE INFORMATION

Response Start Time: 11/28/2011 10:48:59 AM Response End Time: 11/28/2011 11:06:24 AM IP Address: 99.236.44.139 Completed Survey: Yes
Respondent: Anonymous

SURVEY RESPONSES

1. Please provide your feedback on the preferred alternative; a credit program for multi-residential and non-residential properties and a credit program for other residential properties.

Generally, we approve of the notion of a stormwater credit program, for both business and residential properties. While I can understand the difficulty in doing individual assessments on residential properties, I can see how there might be some objections from homeowners to limited categories for residential properties, vs. a more detailed evaluation for multi-residential/non-residential properties. When we bought our house in 1984, there were four juniper shrubs and one small silver maple on it. We took down the junipers and have since planted five spruce, a pine, an oak, a linden, another silver maple, two apple trees, a beech, an ironwood and a butternut. (We also planted trees on the adjacent Balzer greenway: dozens of spruce, pines, lilac, birch, maple, willow, hickory, mulberry and cedar. The farm fields that once retained water here have been replaced by houses and parking lots, but we like to think that we have compensated for that loss). How will all that water retention be assessed?

2. Please provide any additional comments, concerns, questions, or suggestions related to the Stormwater Credit and Rebate Policy development project.
I'd like to know how to prove our water-retention. Will it be enough to show the bill for the installation of the cistern? Or will there be an inspection?

3. Contact Details (Optional):

Name::
Address::
Phone::
Email::

4. Personal information requested on this form is collected in accordance with the Municipal Freedom of Information and Protection of Privacy Act. All comments will become part of the public record. If you do not wish to have personal information on this comment form included in the final report, please check the box below:

[No Answer Entered]

Nick Gollan

From: socialmediapostings@kitchener.ca
Sent: Monday, December 05, 2011 9:45 AM
To: Nick Gollan
Subject: New response for survey 'Stormwater Feedback form'

GENERAL RESPONSE INFORMATION

Response Start Time: 12/5/2011 9:35:11 AM Response End Time: 12/5/2011 9:45:10 AM IP Address: 99.236.36.33 Completed Survey: Yes
Respondent: Anonymous

SURVEY RESPONSES

1. Please provide your feedback on the preferred alternative; a credit program for multi-residential and non-residential properties and a credit program for other residential properties.
I agree with this preferred alternative re the credit program as long as sites are properly evaluated to assess the individual situations. As I mentioned at the meeting, we have many sources of water pouring onto our land, some of which are not even noted on city maps of the area. Therefore, it cannot just be rubber stamped and would need on site inspection. Thanks for all your work in this area.
2. Please provide any additional comments, concerns, questions, or suggestions related to the Stormwater Credit and Rebate Policy development project.
[No Answer Entered]
3. Contact Details (Optional):
Name::
Address::
Phone::
Email::
[No Answer Entered]
4. Personal information requested on this form is collected in accordance with the Municipal Freedom of Information and Protection of Privacy Act. All comments will become part of the public record. If you do not wish to have personal information on this comment form included in the final report, please check the box below:
[No Answer Entered]

Nick Gollan

From: socialmediapostings@kitchener.ca
Sent: Friday, December 09, 2011 2:52 PM
To: Nick Gollan
Subject: New response for survey 'Stormwater Feedback form'

GENERAL RESPONSE INFORMATION

Response Start Time: 12/9/2011 2:39:48 PM Response End Time: 12/9/2011 2:51:37 PM IP
Address: 216.246.253.157 Completed Survey: Yes
Respondent: Anonymous

SURVEY RESPONSES

1. Please provide your feedback on the preferred alternative; a credit program for multi-residential and non-residential properties and a credit program for other residential properties.
This is a worthy program. I try to keep rain water on my property to be used for watering the lawn, flower beds and the bird bath. Water barrels are used to collect and distribute water to flower beds via pipes. Overflow goes onto the lawn where it soaks in.
2. Please provide any additional comments, concerns, questions, or suggestions related to the Stormwater Credit and Rebate Policy development project.
In measuring the rain water runoff amount, the proposal doesn't calculate my roof area. So, how does the program evaluate volume of rain water received, and captured on my property?
3. Contact Details (Optional):
Name::
Address::
Phone::
Email::
.
4. Personal information requested on this form is collected in accordance with the Municipal Freedom of Information and Protection of Privacy Act. All comments will become part of the public record. If you do not wish to have personal information on this comment form included in the final report, please check the box below:
[No Answer Entered]

Nick Gollan

From:

Sent: Monday, November 28, 2011 8:21 PM

To: Nick Gollan

Subject: Storm water Management

Hi Nick

Please explain how an owner in rural south Kitchener in the middle of farm land with no storm sewers for the water to enter, is even charged for storm water management. I have been told by Kelly Galloway that they never really thought about the rural farm community in setting up this program. The rural area should not be taxed with the storm water fee at all. In my opinion you will spend more time and money than you make administering the credit program. In addition the cost of complying with the water systems to capture water on a home owners property will be much more than the credit or savings and will take years and years to see a pay back. On my property I have rain barrels to collect water for the gardens and no water leaves my property as all the water from the roof drains soaks into the ground.

Regards

Kitchener ON

Nick Gollan

From: Friday, December 02, 2011 2:29 PM
Sent: Nick Gollan
To: Re: Stormwater Credit Policy
Subject:

Hello Nick. Yes the Waterloo Federation of Agriculture is planning to make a presentation to city council. The economic impact of storm water management fees on farmers would be small in scale and the proposed credits would potentially reduce that impact even further.

However, our concern is that this proposed system of charges and credits would set a dangerous precedent. Quite simply the only agricultural land affected (in the southwest corner of Kitchener) is classified as a recharge area in the Region's Official Plan. There is virtually no storm runoff in this area because it immediately percolates into the aquifer. Thus no storm water management is required. Secondly, all agricultural land in Ontario is regulated by the Drainage Act. This act recognizes that profitable returns from farmland depend on effective drainage and it governs agricultural drainage accordingly. Thus even though there are no drainage issues in the aforementioned area, should they ever occur, adequate legislation already exists to address the issue. The proposed bylaw would be a redundant measure for which farmers would incur costs but derive no benefit. That being said we wholeheartedly support the bylaw in urbanized areas. The act of covering the landscape with impenetrable materials precludes penetration of storm water into the aquifer and speeds up its runoff into natural watercourses. The resulting flush after a storm event both causes and increases the severity of flooding downstream of the urban area and can have a severe economic impact on agricultural land both in terms of erosion and also crop damage.

Measures taken to reduce both the speed and volume of the flush are welcomed by those in the agricultural community. In summary we suggest that all land zoned "Agricultural" be exempted from the bylaw and that this exemption remain in effect until such time as the land is rezoned for urban use.

On Fri, Nov 25, 2011 at 12:06 PM, <Nick.Gollan@kitchener.ca> wrote:

> Hi Mark,
>
> Sorry I missed you at our open house on Wednesday. I was wondering if
> you were still planning to go to Council as a delegation on this issue?
>
> There are a few other parties that are also interested in doing the
> same and we are suggesting they come in January when we make our
> formal presentation and bring recommendations to Council for their
> consideration. The meeting coming up on Monday is only for
> information, to provide Council with a progress update on the credit
> policy development. I just thought I would let you know.

> Thanks,
> Nick

>
>
> _____
>
> Regards,
> Nick Gollan, C.E.T.
> Manager, Stormwater Utility
> Engineering Services Division
> City of Kitchener
> P: (519) 741-2422
> F: (519) 741-2747
> TTY: (866) 969-9994



Nick Gollan

From: [redacted]
Sent: Thursday, December 08, 2011 4:42 PM
To: Nick Gollan
Subject: Stormwater Credit Policy : Quality control basic credit

Nick,

We met briefly at the latest public information session. I have a question, or perhaps a suggestion, with respect to the Non-Res pollution reduction credit.

Will the Smart About Salt program enter in the quality control credit? I would suggest that it certainly should. I read on page 2 of the provided handout that basic quality control makes mention of "best management practices such as paved area sweeping programs and salt management plans." It seems the goals of the SWM credit program and the SAS program are well-aligned and synchronization of the salt management plans would certainly strengthen a property owner/manager's resolve to enter into both programs, resulting in greater benefit to environmental goals.

Likewise, I would be informing my tenants of both programs and the benefits of each, as well as placing the Smart About Salting branding in advertising. Can SAS advertising & education to tenants play into the education credit? The SAS' stated goal of protecting ground water, again, seems to fit the rationale of the education credit.

Thanks for your consideration,

--
-

Kitchener,

This message (including attachments, if any) is intended for the use of the entity to which it is addressed and may contain information that is confidential. If you are not the intended recipient, you are notified that any dissemination of this communication is strictly prohibited. If you have received this communication in error, please notify the sender and erase this message immediately.

Please consider the environment before printing this email.

Nick Gollan

From:

Sent: Friday, December 09, 2011 11:22 AM

To: Nick Gollan

Subject: Storm Water Credit and Rebate

Nick.....What will the procedure be for applying for the rebate to this program. My residence is on
in Kitchener, my lot slopes back on onto the Pioneer Sportsman Club with a

treed hedge row between us with mature trees and bush. I have more than the 4 trees required as in
alternative #3 that was passed out by our Neighbourhood Group. The only water that runs

onto the street is what lands onto the driveway, the rest is collected or drains onto my lawn.

Any help in is matter would be appreciated. Thank you

Nick Gollan

From:
Sent: Friday, December 09, 2011 3:29 PM
To: Nick Gollan
Subject: Stormwater Credit

Importance: Low

Sir:

We were attending the meeting on November 23 and we left Pictures from our Installation, with one of your Attendant at this meeting. To mention our installation to collect Rainwater from the roof. No water runs into the sewer.

It is collected into 5 Barrels. When they are full, there are overflows running directly onto the Lawn in the backyard.

I am proposing the Rebate should be an fixed percentage on our monthly Bill.

In the winter the barrels are disconnected and the water runs all onto our backyard. Again there is no water running into the City System.

Based on an inspection from your staff, we think to be entitled to a good Rebate.

Yours Truly

Kitchener/Ont. :

Nick Gollan

From:

Sent: Saturday, December 10, 2011 5:55 PM

To: Nick Gollan

Attachments:

Hello Mr. Nick Gollan.

In response to the " Stormwater Credit proposal" a rebate is always welcome, however, it could mean much more than money credited. It could encourage the home-owner to invest in an installation to collect rainwater, which could be used for watering his/her lawn, but more so, to provide the water for a vegetable garden, increasing the yield substantially and decreasing the water bill and saving tapwater. I have included a photograph which depicts my rainwater collecting system, two large recycled farm fertilizer tanks and some downspout piping.

Our summer water bill has been reduced quite nicely.

You are most welcome to view the set-up and perhaps redesign the system for the assistance of other home-owners.

Greetings

Nick Gollan

From:

Sent: Tuesday, December 13, 2011 1:06 PM

To: Nick Gollan

Subject: Stormwater credit

Mr. Gollan: I am interested in finding out how exactly we apply for the stormwater credit against our water rates. We have a very large cistern, probably around 3,201 litres which we collect water and also have rain barrels that we capture water as well. Could you forward more information to me please on what I must do, or who to contact concerning this. I would like to apply before the deadline which I believe is Dec.14/11. Thank you, Joan Matthews



Nick Gollan

From:
Sent: Tuesday, December 13, 2011 1:42 PM
To: Nick Gollan
Subject: Re storm water rebate program

Hello Nick

We are inquiring about the rebate program as some of the measures we took years ago to reduce our run-off on to our neighbor's property as well as working with the city to reduce city water from running into our walk-out basement. We recently have done a few more things and feel that we might qualify for the rebate program.

Would like to hear from you as yourself or your staff are more than welcome to come and see some of the simple measures we've implemented could be useful to other parties as well.

Sincerely,

Nick Gollan

From: socialmediapostings@kitchener.ca
Sent: Tuesday, December 13, 2011 2:36 PM
To: Nick Gollan
Subject: New response for survey 'Stormwater Feedback form'

GENERAL RESPONSE INFORMATION

Response Start Time: 12/13/2011 2:20:12 PM Response End Time: 12/13/2011 2:36:27 PM IP
Address: 76.64.40.214 Completed Survey: Yes
Respondent: Anonymous

SURVEY RESPONSES

1. Please provide your feedback on the preferred alternative; a credit program for multi-residential and non-residential properties and a credit program for other residential properties.

I think it is certainly a good idea to offer storm water credits for residences that conserve water. Not really sure about what is proposed for criteria for receiving credits? With incentives it will spur people into conserving more.

2. Please provide any additional comments, concerns, questions, or suggestions related to the Stormwater Credit and Rebate Policy development project.

What I did at my residence.

-I collect water at all downspouts for garden use. (200 gallons) -excess water is siphoned or pumped into 2 large containers for the same use. (2,000 gallons total) -redid my backyard with paving brick so water will filter through.

I have been doing this for the past decade.

I certainly would apply for credits based on a monthly basis. Hopefully people will actually do it and not go the route of the "free" composting bins that are sitting unused. btw I use mine along with the green bin and recycling bins so I have very little "garbage" to throw away. But in my travels I see multiple garbage bags put out weekly by many. Some sort of "forced" recycling could be implemented to cut back on this enormous waste.

3. Contact Details (Optional):

Name::

Address::

Phone::

Email::

4. Personal information requested on this form is collected in accordance with the Municipal Freedom of Information and Protection of Privacy Act. All comments will become part of the public record. If you do not wish to have personal information on this comment form included in the final report, please check the box below:

[No Answer Entered]

Nick Gollan

From:

Sent: Thursday, December 08, 2011 9:40 PM

To: Nick Gollan

Cc:

Subject: Storm Water Credit

1. Please provide your feedback on the preferred alternative; a credit program for multiresidential and non-residential properties and a credit program for other residential properties.

Comment: I think education will play the biggest part in this endeavour, however, how will you have the resources to visit every credit seeking resident? I can see a lot of unattended rain barrels overflowing and the flood of complaints to the city.

2. Please provide any additional comments, concerns, questions, or suggestions related to the Stormwater Credit and Rebate Policy development project.

Comment: I already collect rain water with water barrels the last 2 years for the backyard garden so that tap water can be saved. I

Contact Details (Optional):

Name:

Address:

Phone Number:

Email:

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□

Please withhold personal information - Withhold

Please return this completed Comment Sheet to the project team. Comments are due by

December 14, 2011

. The Comment sheet may be faxed or mailed to:

Mr. Nick Gollan, C.E.T.

Manager, Stormwater Utility

Engineering Services Division

City of Kitchener

200 King St. W.

Kitchener, ON N2G 4G7

Phone: 519-741-2422

Fax: 519-741-2747

Email:

Nick.Gollan@kitchener.ca

Website:

www.kitchener.ca/stormwatercredit

Nick Gollan

To:

Subject: RE: STW Report

Regards,
Nick Gollan, C.E.T.
Manager, Stormwater Utility
Engineering Services Division
City of Kitchener
P: (519) 741-2422
F: (519) 741-2747
TTY: (866) 969-9994

From:

Sent: Saturday, November 26, 2011 10:51 AM

To: Nick Gollan

Cc: John Gazzola; Carl Zehr;

Subject: STW Report

Mr. Nick Gollan C.E.T.
Manager of Storm Water Utility

Dear Mr. Gollan:

The following is our response to the STW Report to be discussed at Council next Monday and information we have collected over the last few months. The move by Staff and Council to shift the cost of STW issues from the general tax base to a fee structure is of some concern not just to us but to many tax payers throughout the city. No matter how you try to justify the shift it is still a tax and if it is not then we expect to see an equal reduction in our taxes. Past experience indicates that this will never happen..

When my wife and I designed and built our home some 26 years ago, among many energy saving features, retaining storm water on our property was one of them. Accordingly grading, lawns and gardens as well as ditching became part of our plan. Our lot is about one third of an acre in size as we are on private sanitary sewage and domestic water supplies and thus room to collect and retain storm water on the property.

We have five down spouts, two in the rear and three out front of the house. The two in the rear empty into gardens and the lawn which slopes to the rear and is absorbed long before it gets to the rear property line. The three down spouts at the front also discharge into gardens and lawns and the slope is to the side and rear for two of them while the last one flows into a garden with excess onto the front sidewalk and into another adjoining garden. None of them gets any where close to the street.

Rain falling on our double driveway is taken care of in a variety of ways. As the driveway and the front sidewalk are made up of paver bricks much rain is absorbed by them. Some is collected in a very shallow depression just in front of the garage door to slow the run off down helping it to be absorbed and to slowly make its way to the lawn along side the driveway. Some flows into the lawns along the driveway and is absorbed as the driveway has a gentle slope to the edges. A larger portion runs down the sides of the

driveway to a ditch along part of the front of our property just back from the road edge. The water collected in the upstream part of the ditch get partially absorbed in the grass bottom. This water comes mainly from the city road, from our lawn and from our neighbours lawn. The city road slopes toward the lawns along its edge. Some water from the road flows up my driveway then into the ditch on both sides. The same type of drainage takes place on the down stream side of the driveway.

We have pinched the culvert under the driveway on the down stream side which holds back the flow of water ponding it on the upstream side thus permitting it to be absorbed as well as to slow its flow.

The ditch on the down stream side of our driveway is wide with a gentle sloping sides and slowly coming to grade as it reaches the far side of our property. This permits absorption and we have never observed it overflowing back out onto the street no matter how hard it rains. This ditch collects all the water that falls on our side of the street and some that falls on the property next to mine upstream from our driveway.

No matter how you slice it no water that falls on our property flows into any city storm water system as there is no such facility near us although down the street there is such a system. Our ditch is not connected to that storm water system.

Between the ditch and the front of the house, we have a garden that runs the width of the property on one side of the driveway and a grove of fir trees on the other side that absorbs all the water that may flow towards the street.

As we stated, we look after 100% of water that falls on our property and a great deal that falls on the city street. Perhaps we should charge the city.

Your 45% that has, I find, no basis in facts, does not recognize responsible property owners like my wife and I and other property owners in similar positions in both the Pinegrove Community and the Grand Hills Village Community and in similar areas in other parts of our city.

The Quantity Control of 25% also does not recognize 100% quantity control like us.

Quality Control - may I ask why flower beds, treed areas, vegetable gardens, pinched culverts, properly sloped ditches that collect and retain storm water similar to larger storm water retention ponds all over the city and pavers on sidewalks and driveways instead of asphalt not classified as quantity and quality control features? All of the above are in reality, quality and quantity control features .

Finally, we recognize, and do not object, that "clean ups" for public facilities like Victoria Park Lake should be paid for by all tax payers and come from the general tax base not through a fee for a public responsibility. Development charges and conditions on subdivision approvals create retention ponds and storm water facilities and their maintenance then becomes a total city responsibility therefore it should be from the tax base, not a fee. STW fees will, like development charges and all other fees for a public service rise considerably on an annual basis but there will be no opposite reduction in taxes will there? The answer is a resounding no as past experience proves. It is not fair but with our Council it is reality.

Thank you for permitting residents to pass along their views on this subject and be able to participate.

Stormwater Credit and Rebate Policy

Development Comment Sheet

Please take a few minutes to complete this comment sheet based on the panel information provided at the open house. Your contribution at this stage of the Stormwater Credit and Rebate Policy Development Review will assist the project team in determining the recommendations that will be made to City of Kitchener Council.

1. Please provide your feedback on the preferred alternative; a credit program for multi-residential and non-residential properties and a credit program for other residential properties.

Comment: The options for water "capture" are insufficient. No resident should have to install - filtration gallery - when many other methods exist to trap water - prevent from entering storm sewer. I read this ~~proposal~~ as a means to PREVENT residential

2. Please provide any additional comments, concerns, questions, or suggestions related to the Stormwater Credit and Rebate Policy development project.

Comment: No account has been taken to address those properties which because of slope away from the street, contribute not one drop to stormwater maint. This is a fee for service so if no service is required NO fee should be payed.

Contact Details (Optional):

Name: _____
Address: _____
Phone Number: _____
Email: _____

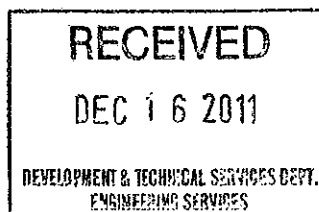
Note: Personal information requested on this form is collected in accordance with the Municipal Freedom of Information and Protection of Privacy Act. All comments will become part of the public record. If you do not wish to have personal information on this comment form included in the final report, please check the box below:

Please withhold personal information

Please return this completed Comment Sheet to the project team. Comments are due by December 14, 2011. The Comment sheet may be faxed or mailed to:

Mr. Nick Gollan, C.E.T.
Manager, Stormwater Utility
Engineering Services Division
City of Kitchener
200 King St. W.
Kitchener, ON N2G 4G7
Phone: 519-741-2422
Fax: 519-741-2747
Email: Nick.Gollan@kitchener.ca

Website:
www.kitchener.ca/stormwatercredit



-> properties from obtaining their deserved credit. This is a terrible approach and if it is passed I will protest to council.

- Water should not have to be "captured" in containers if it can, by other method, be restrained from entering the storm drains. Each property should be assessed individually upon application.

-> There should be a 100% rebate to properties that can demonstrate that no contribution to stormwater problem is being made. Elsewise this "fee" is just a tax and should be reinstated into the water/sewer charges. Fee for services not required should equal 100% rebate. There needs to be more opportunity for public input on this important subject - not just quickly announced meetings no one can attend. We know we are being exploited by the City of Kitchener.

I look forward to your reply to these comments.

Stormwater Credit and Rebate Policy

Development Comment Sheet

Please take a few minutes to complete this comment sheet based on the panel information provided at the open house. Your contribution at this stage of the Stormwater Credit and Rebate Policy Development Review will assist the project team in determining the recommendations that will be made to City of Kitchener Council.

1. Please provide your feedback on the preferred alternative; a credit program for multi-residential and non-residential properties and a credit program for other residential properties.

Comment:

In my opinion the preferred alternative should be to include the sum cost in the tax system & the cost should be shared by all residents. The current fee for service will not be fair if you decide to charge people when you do not provide service.

2. Please provide any additional comments, concerns, questions, or suggestions related to the Stormwater Credit and Rebate Policy development project.

Comment:

*(1) In any 'fee for service' system there must be a service to warrant a fee.
(2) There are several areas of Kitchener where there is no city storm water management system*

Contact Details (Optional):

Name: _____

Address: _____

Phone Number: _____

Email: _____

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Please withhold personal information

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Manager, Stormwater Utility
Engineering Services Division
City of Kitchener
200 King St. W.
Kitchener, ON N2G 4G7
Phone: 519-741-2422
Fax: 519-741-2747
Email: Nick.Gollan@kitchener.ca

Website:

www.kitchener.ca/stormwatercredit

For Example.

In the south near old King Street there are 2 older areas with the No SWM system - Grand Hill Village & Pinegrove. These areas have developed their own SWM systems that absorb the water into the landscape on their own lots.

3) To set a maximum of 45% rebate is ridiculous & not based on any science. In essence you are saying the probability of a 50 year or 100 year storm is 0.55% that you must retain a percentage of the fee to cover the want of an overload on large lots in areas with no storm sewers. Since the probability for the 50 year event is only 0.02, it would be reasonable to say the retention amount = $0.02 \times \text{Annual Fee}$. By extension the rebate should be up to 98% of Annual Fee.

4) Your fee formula is based on the amount of impermeable surface on a given property. It does Not take into account whether there are any storm sewers ~~installed~~ ^{installed} to drain that water into city storm sewers. This is basically unfair in that you are charging a fee for No service delivered.

5) Your open house display did Not present any information about special situations. For example in Grand Hill Village the average lot is 0.6 acre & the average number of mature trees per lot is 18 to 20 plus bushes in great number. What is the water absorption capacity for lots of this size with this many trees & bushes. How does this absorption capacity compare to the flow created from the impermeable surface?

Stormwater Credit and Rebate Policy Development Comment Sheet

Please take a few minutes to complete this comment sheet based on the panel information provided at the open house. Your contribution at this stage of the Stormwater Credit and Rebate Policy Development Review will assist the project team in determining the recommendations that will be made to City of Kitchener Council.

1. Please provide your feedback on the preferred alternative; a credit program for multi-residential and non-residential properties and a credit program for other residential properties.

Comment: THIS PROGRAM IS A TAX TRAP / HIGHER TAXES DESTROY CITIES & COUNTIES // THERE IS NO FASTER WAY TO DESTROY A CITY THAN HIGHER TAXES / SERVICES FEES

2. Please provide any additional comments, concerns, questions, or suggestions related to the Stormwater Credit and Rebate Policy development project.

Comment: _____

SEE BACK

Contact Details (Optional):

Name: _____

Address: _____

Phone Number: _____

Email: _____

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Please withhold personal information

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Mr. Nick Gollan, C.E.T.
Manager, Stormwater Utility
Engineering Services Division
City of Kitchener
200 King St. W.
Kitchener, ON N2G 4G7
Phone: 519-741-2422
Fax: 519-741-2747
Email: Nick.Gollan@kitchener.ca

Website:

www.kitchener.ca/stormwatercredit

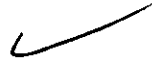
FIRST OF ALL THE PLANNING DEPT SHOULD BE SHOT IF
THEY OK MICRO LOTS WITH NO LAND JUST MONSTER
HOUSES, NO AREA FOR WATER TO SOAK INTO GROUND &
THEREFORE RUNOFF!

I FOR ONE HAVE NO RUNOFF / I BUILT A DRY WELL
IN MY BACKYARD, I RUN ALL BACK OF PROPERTY RAIN
INTO BARRELS OVER FLOW & WINTER RAIN INTO DRYWELL
FRONT OF HOUSE GOES INTO BIG "O" INTO MY
FLOWER BED & GARDEN // → THIS FEE & BERACRY DEPT
ARE NOTHING BUT A TAX DRAIN. (NO POW) KW IS ONE
OF HIGHEST TAXED MUNICIPALITY'S IN CANADA

MY DESIRE IS THAT NO FEES WE PAY ENOUGH
FOR WATER THAT WE SHOULD NOT HAVE TO PAY
ANY MORE FOR THIS NON SERVICE // WE PAY ALREADY.

PLUS THIS IS ILLEGAL / YOU CAN'T FEE
AN ACT OF GOD! THIS IS ^{UNLAWFUL} REAL // DOUBLE
CHARGES FOR ONE DEPT // THE WATER COMMISSION
IS FOR INCOMING & OUT GOING WATER NO.

PAYING FOR MORE GOVERNORSHIP, SO THE CITY ORED
THESE LOT DESIGNS SO THE CITY CAN CUT
THE DEPT FOR GROSS MISTAKE PS MAKE DEVELOPERS
WHO COME IN BUILD JUNK LEAVE AND CAN'T BE
PROSECUTED / FOR THEY HAVE GONE BACKDROPT OR
CHANGE NAMES ETC SO THE CITY / COUNTY
CAN BE SUED FOR CORRUPTION // PLUS RESIDENTS
DRF SUARE HOLDERS AND WE HAVE PROXY RIGHTS
ON THESE CHARGES YOU HAVE DEBAIGNED



Stormwater Credit and Rebate Policy

Development Comment Sheet

Please take a few minutes to complete this comment sheet based on the panel information provided at the open house. Your contribution at this stage of the Stormwater Credit and Rebate Policy Development Review will assist the project team in determining the recommendations that will be made to City of Kitchener Council.

1. Please provide your feedback on the preferred alternative; a credit program for multi-residential and non-residential properties and a credit program for other residential properties.

Comment: _____

2. Please provide any additional comments, concerns, questions, or suggestions related to the Stormwater Credit and Rebate Policy development project.

Comment: _____

PTO

Contact Details (Optional):

Name: _____
 Address: _____
 Phone Number: _____
 Email: _____

Note: Personal information requested on this form is collected in accordance with the Municipal Freedom of Information and Protection of Privacy Act. All comments will become part of the public record. If you do not wish to have personal information on this comment form included in the final report, please check the box below:

Please withhold personal information

Please return this completed Comment Sheet to the project team. Comments are due by December 14, 2011. The Comment sheet may be faxed or mailed to:

Mr. Nick Gollan, C.E.T.
Manager, Stormwater Utility
 Engineering Services Division
 City of Kitchener
 200 King St. W.
 Kitchener, ON N2G 4G7
 Phone: 519-741-2422
 Fax: 519-741-2747
 Email: Nick.Gollan@kitchener.ca

Website:
www.kitchener.ca/stormwatercredit

I am glad to hear that there may be a credit, but, only a max of 45% ?? We have a lg. cistern + rainbarrels (cistern 21 cu.m.) + our home is on sand + gravel so virtually NO run off!!

I think the max should be higher, say a least 75% for residential properties, so that people will do something proactive. They should be rewarded. This will lower future costs if more people are involved as the present systems will last longer + be less stressed. This will give the city the longterm savings. Also, we use our cistern / rainwater for watering plants, etc. so lessening the load on the system re potable water.



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1. Please provide your feedback on the preferred alternative; a credit program for multi-residential and non-residential properties and a credit program for other residential properties.

Comment: *I feel there are other ways than constructed cisterns, drainage swales, etc. to contain and slowly allow captured water to re-enter the ground water regime. Properly landscaped property will allow for total absorption of runoff water (see below)*

2. Please provide any additional comments, concerns, questions, or suggestions related to the Stormwater Credit and Rebate Policy development project.

Comment: *No stormwater discharges off of my property onto city lands. City runoff is directed onto my property so I have to deal with this via drains on my property. My lot is 4.5 acres and is forested (not lawn). My natural landscape absorbs any runoff before it enters my creek. The creek is mine (not a conservation easement)*

Contact Details (Optional):

Name: _____
 Address: _____
 Phone Number: _____
 Email: _____

(608 Tannery Cr.)

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(see additional on back)

60 foot section of
My ~~XXXXXXXXXXXX~~ Tannery Creek substantially swells with every storm event as ^{impermeable surfaces of} every property upstream, including city roadways and the Bridgeport R Hwy 86 interchange contributes runoff to the stream. (Once trout quality)

Further the city discharges treated water, wherein tap water has to be treated to neutralize ^{free} Chlorine with sodium thiosulphate as it stagnates at the culdesac at the east end of Springdale Dr. The discharge is frequent and substantial.

~~XXXXXXXXXXXX~~ Homeowners, including myself, at my property, having to deal with city water discharging onto my property and causing flooding of the garage and basement is evident. Substantial water is directed towards a drain at the base of my driveway, at the entrance to my garage.

My driveway and surrounding forest ~~slope~~ slope steeply towards my home. The city "owns" (15-20% grade)

close to half of this slope area! I must make sure that the drain does not plug with leaves or other forest debris. There is some capacity to deal with the water volume by directing it around the east side yard of the house.

My forested (totally natural undisturbed)

Summary of Comments Received From PIC #2 (Kitchener)

Question	Number of Responses	General Comments and Themes
<p>1. Please provide your feedback on the preferred alternative; a credit program for non-residential properties and a credit program for other residential properties.</p>	<p>26</p>	<ul style="list-style-type: none"> • Credit program is most preferred program for all stormwater rate payers. (21) • The preferred alternative should be to include SWM expenses in the tax rate. The current stormwater rate is unfair. (1) • I own an estate lot and would prefer an exemption as opposed to a rebate. (4) • There should be a manual developed so that homeowners know how to manage their stormwater correctly. (2) • How can we quantify the benefit our trees are providing to the municipality? (2) • Would being Smart About Salt Accredited make the property eligible for a credit? (1) • How will you be able to administer this program? (1)
<p>2. Please provide any additional comments, concerns, questions, or suggestions related to the stormwater credit and rebate policy development project.</p>	<p>22</p>	<ul style="list-style-type: none"> • The proposed alternative allowing a maximum of 45% credit is reasonable. (13) • The proposed alternative allowing a maximum of 45% credit is unreasonable and lacks supporting scientific evidence. (1) • All properties with impervious surfaces should pay, including schools, places of worship, shopping centres, etc. to foster the most amount of change. (1) • We are being forced to pay for a service that we are not provided. (3) • The credit percentage should be increased to encourage more people to participate at a greater scale. (3) • There should be a fourth billing category for extra large homes that have more than 3000 sq. ft. floor space. (1) • The Grand River is not part of the City's stormwater management system. (1) • Agricultural lands should be charged based on zoning. Once a zone change application is submitted for development, billing for stormwater should commence. (3) • How do we apply for the credit and when can we apply? (2)