



NON-RESIDENTIAL STORMWATER CREDIT APPLICATION

In March 2012, council approved the stormwater credit policy. These incentives are provided to property owners who use best management practices (BMPs) to reduce the quantity and improve the quality of stormwater runoff entering the municipal stormwater system. Encouraging the use of stormwater BMPs supports the city's stormwater management policies and water quality initiatives.

Property owners can apply for stormwater credits of up to 45% of the stormwater portion of their utility bill as of October 1, 2012. If approved, credits will be applied to the stormwater portion of your regular utility bill within 60 days from your application date.

There are two different credit applications – residential and non-residential. Use this non-residential application if you own the following types of property:

- industrial
- commercial
- retail
- institutional
- multi-residential buildings with more than five dwelling units

For other residential properties please apply using the residential application. Applicable to the following land uses:

- single detached homes
- semi-detached homes
- townhomes
- condominiums
- duplex, triplex, four-plex and five-plex homes

TERMS AND CONDITIONS

Non-residential and multi-residential (>5 dwelling units) customers (the “Applicant”) may qualify for rate credits when the Applicant can demonstrate that the property owned by the Applicant (the “Property”) contains impervious areas that are directed to approved, or in accordance with, stormwater quantity and/or quality best management practices (“BMP”). The BMP must provide the City with a cost savings that the City otherwise would incur as part of their efforts to manage stormwater.

Restrictions

- a) No public or private property shall be eligible to receive credits for any condition or activity unrelated to the reduction of the City’s cost of providing stormwater management services, as determined by the Director of Engineering;
- b) Credits will not apply to fees attributable to new development or redevelopment projects;
- c) Any stormwater BMP off site or within a permanent easement maintained by the City shall not be eligible for a credit; and,
- d) Credits shall only be given to the registered owner of the Property.

Conditions and Requirements

- a) The Applicant shall complete a stormwater credit registration form (the “Form”). The Form may be printed or electronic, and may be submitted with supporting documentation (if required) by mail, fax or over the internet.
- b) A signed Form shall constitute authority for the City to perform limited announced inspections of the Property to determine the eligibility of the on-site stormwater BMPs, and the accuracy of the credit calculation. The inspection shall be limited to stormwater BMPs and other elements described in the registration. The City shall schedule the inspections at a date and time that is mutually acceptable to both parties. The City will offer the Applicant at least one (1) opportunity to reschedule to a mutually agreeable date and time.
- c) Credits will only be applied if requirements in this schedule are met, including but not limited to: completion of ongoing maintenance, guaranteed right-of-entry for inspections and submission of self-certification reports, on an annual basis, as at the discretion of the Director of Engineering;
- d) Unless otherwise obligated by law, the City shall limit the use of the Form or other registration documents to activities required to administer stormwater credits;
- e) Credits will be defined as percent (%) reductions to the City’s stormwater portion of the utility bill;
- f) One credit for each credit category described in Section B.3 can be applicable to a Property pursuant to the schedule, up to a maximum of 45% of the assessed stormwater rate;
- g) Notwithstanding (f) above, a credit of 85% is applicable where the Property has the following attributes:
 - i. is larger than 30 hectares in size,
 - ii. more than 50% of the property lies in the floodplain; and,
 - iii. has functional stormwater BMP in place as per (h) and (i) below.
- h) Any BMP must comply with all applicable municipal, provincial and federal standards and guidelines;
- i) As long as the BMP is functioning as approved and as demonstrated by self-certification reports and City inspections, the credit will be applied to the stormwater portion of the utility bill. If the approved BMP is not functioning as approved or is terminated for any reason whatsoever, the reduction will be cancelled and the rate will be returned to the baseline calculation. In the circumstance that a BMP is no longer functioning as approved, the Applicant shall reimburse the City the entire amount of the credit received in respect of the Property since the last inspection by the City. Once the credit reduction has been cancelled, a customer may not reapply for a credit for a period of 12 months and only upon the deficiency being rectified as determined by the City inspection;
- j) Only stormwater management facilities that serve the Property described on the Form shall be credited toward that Property’s bill. The Applicant cannot transfer credit eligibility from the Property to another property owned by the Applicant. Similarly, the credit eligibility of a Property does not transfer from the Applicant to a new owner of the Property, without a separate Form completed on behalf of the new owner of the Property; and
- k) All stormwater control BMPs must be an accepted practice referred to in the applicable City of Kitchener Development Manual at the time of registration, as certified by qualified person. The City may waive this requirement for a stormwater BMP that was installed prior to January 1, 2011, if such facilities are operating effectively and do not threaten or harm the Property, neighboring property, City facilities or the environment, as determined by City inspections.

FREQUENTLY ASKED QUESTIONS



1. What are stormwater credits?

In March 2012, council approved the stormwater credit policy. These incentives are provided to property owners who install best management practices (BMP) that reduce their individual contributions of stormwater runoff and pollutant loading to the municipal stormwater system. Applications to apply for stormwater credits were made available to the public on October 1, 2012. If approved, credits will be applied to the stormwater portion of your regular utility bill within 60 days from your application date.

2. What is a BMP?

Best management practices are industry accepted standard practices to control the quantity and quality of stormwater runoff leaving any particular property. For non-residential properties some examples include stormwater management ponds, underground storage, parking lot storage, roof top storage, oil/grit separators and filter strips. For additional BMP details please visit www.kitchener.ca/stormwatercredits

3. Who is eligible to receive stormwater credits?

Stormwater credits are available to all residential and non-residential property owners that currently receive a stormwater charge on their regular utility bill. Both residential and non-residential property owners are eligible for a maximum 45% credit on the stormwater portion of their utility bill. The stormwater credit policy is tailored to suit different property types. For example, residential credits are simply based on the volume of stormwater diverted while non-residential credits are more complex and based on engineered stormwater management systems.

Non-Residential Credit Types and Ranges

Credit Type	BMP Examples	Maximum Credit
Quantity	Quantity control pond, parking lot storage, rooftop storage	25%
Quality	Filter strip, paved area sweeping program, salt management program	15% - Enhanced 10% - Normal 5% - Basic
Education	Employee, customer, student education program	5%

Quantity Control Credit

The percentage allocated for this credit is based on the percentage of impervious area that is directed to an approved quantity control BMP. The maximum credit for this category is 25%.

Quality Control Credit

The percentage allocated for this credit is based on the percentage of impervious area that is directed to an approved quality control BMP as well as the degree of treatment the BMP provides based on criteria established by the Ministry of Environment.

Enhanced Quality Control: Enhanced quality corresponds to the long term average removal of 80% of total suspended solids. The percentage allocated for this credit is based on the percentage of impervious area directed towards enhanced quality controls. The maximum credit for this category is 15%.

Normal Quality Control: Normal quality corresponds to the long term average removal of 70% of total suspended solids. The percentage allocated for this credit is based on the percentage of impervious area directed towards normal quality controls. The maximum credit for this category is 10%.

Basic Quality Control: Basic quality corresponds to the long term average removal of 60% of total suspended solids. The percentage allocated for this credit is based on the percentage of impervious area directed towards basic quality controls. The maximum credit for this category is 5%.

In addition to the total suspended solids removal criteria, the Applicant may also be eligible for the basic pollution reduction credit if they have implemented a paved area sweeping program, a salt management plan, or both. Please see the attached insert which defines the requirements for the paved area sweeping program and a salt management plan.

The maximum credit for this category is 15%.

Education Credit

Non-residential customers are eligible to receive the stormwater education credit for educating employees, the public or students in the areas of flood prevention and pollution reduction. Please see the attached insert which defines the requirements to receive the education credit.

4. How do I apply to receive non-residential credits?

Currently there is no online application form for non-residential property owners. Please print a version of the application from our website, pick up a copy from the front desk at City Hall or request the application be mailed to your house or workplace.

5. How does the city ensure the Stormwater Credit Program is run in a fair and equitable way for all applicants?

A completed application gives authority for The City of Kitchener to perform limited inspections of the property to determine the eligibility of the on-site stormwater BMPs, and the accuracy of the credit calculation. The inspection shall be limited to stormwater BMPs and other elements described in the application. The city shall schedule the inspections at a date and time that is mutually acceptable to both parties. The city will offer the applicant at least one (1) opportunity to reschedule to a mutually agreeable date and time.

6. What if I don't do the required maintenance on my best management practices?

If a site inspection reveals that reported BMPs are not in place, not functional and/or not maintained then any credits that have been issued will be cancelled and the customer will be required to reimburse the amount of any credit received following the failed inspection. Additionally, a one year probationary period where the applicant cannot reapply for stormwater credits may be applied to the utility account.

BEST MANAGEMENT PRACTICE DESCRIPTIONS

Quantity Control BMPs

Quantity Control Pond

An engineered man-made dry basin designed to accept rain water from the private stormwater system. The dry pond acts as a pond during rain storms and holds water temporarily until the storm has passed. The stormwater is then released slowly back into the stormwater system such as nearby streams. The purpose of this BMP is to prevent erosion along river banks and flooding of the river. Annual maintenance is required to ensure the pond is functioning as designed. Quantity control ponds may be designed to also provide quality control as described below.

Rooftop Storage

Some commercial and industrial properties have a flat rooftop that is specifically designed to act as a pond that stores stormwater during large rainfall events. The roof contains drains that release the stored water slowly into the City's stormwater drainage system. This practice helps to prevent flooding along rivers and reduces erosion along the banks of our rivers and streams. Roof drains need to be kept clear of debris to ensure stormwater is released from the roof at the designed rate.

Underground Storage

Some commercial and industrial properties store stormwater from rooftops and/or parking lots in underground storage containers (large cisterns) or oversized sewers (super pipes). Underground storage can be used to harvest water for onsite uses, or to promote infiltration of stormwater into the ground where soils permit. The overflow water is slowly released to the city's stormwater system. This practice helps to prevent flooding and erosion along our watercourses. Little maintenance is required, other than to keep debris out of the system and to ensure the pipes are in good condition.

Parking Lot Storage

The parking lots of many commercial and industrial sites are designed to pool a small amount of stormwater on the surface of the parking lot creating ponding up to 0.30 meters deep in low traffic areas. The parking lot drains are designed to release the stored water slowly into the City's stormwater system. This practice helps to reduce flooding and erosion along the banks of streams and rivers. Little maintenance is required other than to keep debris out of the system and to ensure the system functions as designed.

Infiltration Gallery

Infiltration galleries are located below ground and consist of an excavated area filled with loose stones or a similar material that promotes infiltration of stormwater into the ground. Infiltration galleries are designed to receive clean rainwater from rooftops. In Ontario, an infiltration gallery must be located at least 5m away from the building in order to prevent damage to the foundation. Infiltration galleries may also be called soak-away pits or dry-wells.

Once in the infiltration gallery, rainwater slowly absorbs into the ground and gradually makes its way down to the water table, where it is known as groundwater. In the Region of Waterloo, 80% of our drinking water is supplied from groundwater and infiltration galleries help to replenish our drinking water sources. This practice also helps to reduce erosion along the banks of streams and rivers.

Quality Control BMPs

Quality Control Pond

An engineered man-made pond that accepts rain water from the private stormwater system. Sediments from polluted stormwater settle to the bottom of the pond, filtering out pollutants. Clean water is then slowly released back to the city's stormwater system or nearby streams. Annual maintenance is required to ensure the pond is functioning as designed. Quality control ponds may be designed to also provide quantity control as described above.

Oil/Grit Separator

A stormwater drain located on roads or parking lots that has an engineered unit underneath that is designed to separate oil and grit from stormwater before it enters the city's stormwater system. Oil and grit separators require professional installation and are often located on large commercial properties as a requirement at the time of development. These units can also be installed relatively easily at any point in time. This practice helps improve the quality of water in our streams and rivers. Typically, oil and grit separators require cleaning out on an annual basis.

Filter Strip

A filter strip is a low-tech cost effective method to improve the quality of stormwater runoff. It is a strip of vegetation that is placed along the edges of parking lots or other asphalt surfaces to capture and remove pollution from rain water. Filter strips appear as a row of vegetation and can simply be installed by leaving an area of approximately 10m unmowed where stormwater gets directed to. Reducing lawn areas and increasing an unmowed border is effective for both pollutant reduction and to help stormwater absorb into the ground naturally. This practice helps improve the quality of water in our streams and rivers. A filter strip requires some maintenance, including inspection, reseeding, soil testing and control of trees, bushes and weeds. The grading of the property needs to be designed specifically to direct stormwater to filter strips and they should not be confused with un-maintained property boundaries.

Paved Area Sweeping Program

Regular mechanical sweeping of paved areas can help to reduce the amount of dirt, debris and sediment entering storm drains. To qualify for this practice requires a detailed paved area sweeping plan including areas to be swept, frequency and disposal methods is required. This practice helps improve the quality of water in our streams and rivers. The paved area sweeping program must meet criteria and submission requirements set by the City of Kitchener. To review the requirements for the paved area sweeping program please see the attached insert.

Salt Management Plan

Reducing the use of salt during winter months helps to improve water quality. Approved salt management plans (SMP) require a detailed plan on how salt use will be reduced during winter months. This practice helps improve the quality of water in our streams, rivers and drinking water. The SMP will need to meet criteria and submission requirements set by the City of Kitchener. To review the requirements for the salt management please review the following pages.

Education Credit

You may also receive stormwater credits for your efforts to help us share information about stormwater management and its impact on the environment. To review the requirements for the employee, customer or student education program please review the following pages.

EDUCATION PROGRAM REQUIREMENTS

To receive the stormwater education credit businesses, schools and other non-residential property owners must educate people (employees, tenants, the public, students etc.) on topics related to stormwater management. The maximum credit for stormwater education is a 5% reduction off the stormwater portion of the regular utility bill. All materials including presentations, pamphlets, posted material etc. shall be reviewed and approved by the city before qualifying for the education credit. Further, annual self-certification reports are required and shall be submitted to the city for review and approval.

Time Commitment:

- a) Devote fifteen minutes per quarter (or an hour annually) to educating on topics related to stormwater management. Additionally, provide basic stormwater management information to new employees;
- b) For educational institutions devote two hours per half year, (four hours annually) to educating one grade level of students (or split between two grade levels).

Information Dissemination:

- a) Stormwater educational information and literature must be obtained from the city, provincial/federal environmental agencies, or from any other reputable educational resource center.
- b) Program topics (flood protection, pollution reduction etc.) must rotate on at least an annual basis. For educational institutions topics may become part of the curriculum for the same grade level each year;
- c) Post clearly visible information in employee frequented areas and/or distribute pamphlets/brochures etc. on a quarterly basis;
- a) Use high traffic area kiosks, advertised special events, customer mailings, product label advertisements, public service announcements, advertisements, educational curricula, or other mass distribution techniques.

Annual self-certification report submission shall include:

- a) All Materials distributed, agendas, programs topics covered, posted and otherwise provided during the year surveys pre and post sessions is recommended as well;
- b) Locations stormwater educational information will be posted (provide picture if possible);
- c) How the information will be disseminated;
- d) The number of attendees, time(s), place(s), and confirmation that a 50% employee participation goal was met.

Useful Links to education materials:

1. Understanding Stormwater Management: An Introduction to Stormwater Management Planning and Design (Downloadablefile): http://www.ene.gov.on.ca/environment/en/resources/STD01_076381.html
2. Educating Young People About Water (EYPAW) guides and water curricula database provide assistance for developing a community-based, youth water education program:
<http://www.uwex.edu/erc/ey paw/>
3. United States Environmental Protection Agency: Stormwater Outreach Materials and Reference Documents:
<http://cfpub.epa.gov/npdes/stormwatermonth.cfm>
4. Teacher resources for introducing urban stormwater quality concepts to the classroom - including example lesson plans meeting Colorado standards for science, geography and civics:
<http://www.colorado.gov/cs/Satellite?blobcol=urldata&blobheadname1=Content-Disposition&blobheadname2=ContentType&blobheadvalue1=inline%3B+filename%3D%22Resources.pdf%22&blobheadvalue2=application%2Fpdf&blobkey=id&blobtable=MungoBlobs&blobwhere=1251807348727&ssbinary=true>

SALT MANAGEMENT PLAN REQUIREMENTS

In order to receive the quality control credit for a salt management plan a property must become a 'Smart about Salt Certified' site. The maximum credit for meeting the salt management plan requirements is a 5% reduction off the stormwater portion of the regular utility bill. Annual self-certification reports are required and shall be submitted to the city for review and approval.

What is "Smart About Salt"?

Smart About Salt is an award winning **not-for-profit** program designed to promote improved safe snow and ice control practices on parking lots and sidewalks in an effort to reduce the amount of road salt entering the environment.

Companies in the snow and ice control business and **Facilities** that have been certified under the Smart About Salt Program are dedicated to using proven practices that will create safe winter site conditions while using only the amount of salt needed to do the job.

The Smart About Salt Council is an initiative of the Regional Municipality of Waterloo, Building Owners and Managers Association of Ottawa and Landscape Ontario.

Smart about Salt Certified Program Requirements

You, or your staff, can become certified to meet the program requirements or you can work with Smart about Salt certified contractors who can assist in getting your facility certified under the Smart about Salt program. In either case the following steps are required:

1. Initial training: Training provides key aspects for managing how much salt is applied to your parking lots and sidewalks during the winter.
2. Implementation of a Smart about Salt Program at your facility which includes:
 - a. Self-assessment of your facility and it's needs
 - b. Salt Management Plan which includes conduction your own site evaluations and creating an effective plan for your facility.
 - c. Tracking of the materials used and reporting on the program.
3. Certification: Your company must provide information and reports to confirm the above has been successfully implemented at your facility.

Annual self-certification report submission shall include:

- a) Reciepts or proof that the property was a 'Smart about Salt Certified' site over the previous year.

Useful links for the Smart about Salt Program:

To learn more about how to enroll in the Smart about Salt Progam please visit:

http://www.smartaboutsalt.com/Resources/Documents/SAS_OVERVIEW%20for%20contractors%20and%20facilities.PDF

To learn more about this program in general please visit: www.smartaboutsalt.com

PAVED AREAS SWEEPING PROGRAM REQUIREMENTS

Power sweeping and vacuuming of paved areas increases the longevity of asphalt and reduces materials such as gravel, sand and dirt which may accumulate on your property and pollute stormwater as it runs over your property.

A clean and debris free parking area increases your property value, creates a favorable impression for your customers and is one of the best management practices for managing runoff from your property . The maximum credit for meeting the paved areas sweeping program requirements is a 5% reduction off the stormwater portion of the regular utility bill. Annual self-certification reports are required and shall be submitted to the city for review and approval.

Annual self-certification report submission shall include:

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

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

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NON-RESIDENTIAL STORMWATER CREDIT APPLICATION FORM



(FILL IN ALL BLANK LINES)

Utility Account Number: _____

(Please enter your 9 digit account number as it appears on your bill.)

Name/Company: _____

(Please enter exactly as it appears on the bill.)

SEQ ID: _____

(Please enter your 12 digit SEQ-ID as it appears on your bill.)

Finance and Corporate Services, Revenue Division
City Hall, 200 King St W., PO Box 91115
Kitchener, ON N2G 4B6
Telephone: 519-741-2400
TTY: 1-866-969-9994
Fax: 519-741-2761
Website: www.kitchener.ca

UTILITY BILL
NAME / COMPANY
LAST NAME, FIRST NAME
1 - 100 SAMPLE ST
KITCHENER ON N2A 1W8

SEQ - ID
SEQ-ID: 1058-1057732
ACCOUNT NUMBER
170456709

Your Account Summary
Account Number: 0.14
Balance Forward: 1377.85
Gas & Water Charges: 56.55
Stormwater Rate Charges: 1434.54
Total Due: 1434.54

Issue Date: Jul 17, 2012
Utility bills are due when issued. If the bill is not paid, a late payment charge of 2% will be added after Aug 03, 2012.

Contact Phone Number: _____

Email Address: _____

Please enter the complete address for which the stormwater credit applies:

Signature: _____

(Please complete the fields on the back of this page and read the terms and conditions. A signed form permits the City to perform limited arranged inspections of the property to determine the eligibility of the best management practices – see **TERMS AND CONDITIONS**)

Why are we collecting this information?

Any personal information collected herein, is collected for the administration for the stormwater management program pursuant to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and may be used by various divisions of The City of Kitchener under Sections 31 and 32 of MFIPPA. Your contact information is required in case city staff need to clarify information collected on your credit application in order to process it. Where personal information provided on this application is inconsistent with existing city records, it may be used to update our internal records and could be used for various enforcement purposes. For any inquiries about the collection, use or disclosure of your personal information contained on this form please contact:

In person	Kitchener City Hall is located at 200 King Street West. Regular office hours are 8:30 a.m. to 5 p.m., Monday to Friday. Visit the City of Kitchener's Welcome Centre on the first floor of City Hall. We'd be happy to assist you in finding the information and support you need.
Phone	City of Kitchener - Stormwater Utility Group 519-741-2200 ext. 7149
TTY	TTY is a telephone system for deaf and hard of hearing callers 1-866-969-9994
Email	stormwater@kitchener.ca
Mail	City of Kitchener – Stormwater Utility Group PO Box 1118 Kitchener, ON Canada, N2G 4G7

Credit Registration Information:

Check all boxes that apply for the stormwater best management practices (BMP) currently in use. To learn more about how the stormwater credits are calculated please see the Frequently Asked Questions section of this package.

Quantity Control Credit:

Quantity Control Pond (can combine with quality)	
Parking Lot Storage	
Infiltration Gallery	
Rooftop Storage	
Underground Storage	
Other (provide description): _____	

How many square metres of impervious area drain to the quantity control?: _____

Quality Control Credit:

Quality Control Pond (can combine with quality)	
Oil Grit Separator	
Filter Strip	
Paved Area Sweeping Program	
Salt Management Plan	
Other (provide description): _____	

Choose the Level of Quality Control Achieved

Enhanced	
Normal	
Basic	

To review the requirements for the paved area sweeping program please see the attached insert.

To review the requirements for the salt management plan please see the attached insert.

How many square metres of impervious area drain to the quality control? _____

Education Credit:

Employee Education Program	
Customer Education Program	
Student Education Program	

To review the requirements for the employee, customer or student education program please see the attached insert.