



ADJUSTMENTS & CREDITS MANUAL

**RULES AND REGULATIONS UPDATED MARCH 2025
PLEASE DISCONTINUE USE OF PREVIOUS VERSIONS**

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

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

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

The City of Jacksonville began collection of the stormwater fee in 2008, and in 2010 began to collect the fee as a non-ad valorem assessment. For clarity, the stormwater charge will be referred to as "fee" in this manual.

Applications may be obtained on the Web at www.coj.net/cityfees or by calling 904-630-CITY [2489]. Examples of former applications may be found in Appendix A.

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HOW THE FEE IS DETERMINED

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

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

The City of Jacksonville used property details obtained from the Property Appraiser's office in conjunction with high-resolution digital aerial photography, building permit data, and site inspections to determine the appropriate charge for each property:

Residential – The city took samples of each of the seven residential categories from all around the city and applied Property Appraiser data to statistically determine an average total impervious area for each category, then calculated the rate charged for each category based on the average impervious area of a single-family unit. These areas are estimated.

Non-residential – The city analyzed each non-residential property individually to determine the total impervious area. With few exceptions, these areas are actual.

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

Residential common area properties identified with use codes of “7701 – Homeowners Association” or “0001 – Common Area” will be charged SFUs in accordance with the residential single family tiers (small, average, large).

Structures identified as “garage apartments” will not be charged a separate SFU rate; the impervious area of any such structures will be considered in conjunction with any other residences or other impervious area onsite. All other structures that are identified as either a single family home or mobile home will be charged the appropriate SFU rate for each such structure onsite.

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

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

Property Type/Category	SFUs per Dwelling Unit	Monthly Fee	Annual Fee
Small Single Family ≤1,549 sq. ft.	.5	\$2.50	\$30.00
Average Single Family ≥1,550 to ≤4,650 sq. ft.	1.0	\$5.00	\$60.00
Large Single Family ≥4,651 sq. ft.	1.5	\$7.50	\$90.00
Mobile home* & mobile home park	.81	# Dwelling Units x .81 x \$5	Monthly Fee x 12
Townhouse, duplex, triplex, quadruplex, & condominium	.49	# Dwelling Units x .49 x \$5	Monthly Fee x 12
Multifamily with 5-9 units	.32	# Dwelling Units x .32 x \$5	Monthly Fee x 12
Apartments with more than 9 units	.44	# Dwelling Units x .44 x \$5	Monthly Fee x 12
Non-residential	<u>Total Impervious Area</u> 3,100 sq.ft.	#SFU x \$5.00	#SFU x \$60.00

*Mobile homes that are elevated and on property containing less than 1,550 square feet of total impervious area may be the lowest SFU charged (.32).

JACKSONVILLE STORMWATER UTILITY ADJUSTMENTS & CREDITS MANUAL EXECUTIVE SUMMARY

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

Adjustments (Section A) – Allows a property owner to address incorrect property characteristics, such as: number of residences charged, amount of impervious area, or property type/category. (Note: adjustments may impact the City of Jacksonville solid waste fee, when applicable).

Exemptions (Section B) – Property owners meeting certain income thresholds or recognized by the IRS as a 501(c)(3) – tax exempt organization may be eligible to pay no stormwater fee. Income exemption requires annual application; 501(c)(3) exemption remains on the property as long as the owner maintains that designation, and operates and uses the property for the purpose of the organization.

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

Property owners seeking an adjustment, exemption and/or credit may apply online at www.coj.net/cityfees, by e-mail at stormwater@coj.net, or by mailing the forms to the address applicable to the type of application, as shown on the application.

To insure the adjustment, exemption, or credit is applied in the current tax year, the application deadline is July 31 of each calendar year. Only exemption program credits have a final deadline, which is March 31 of the following calendar year. Customers may call 904-630-CITY [2489] for current year information.

Adjustments [Corrections] (Sec. A)

- Property owner must identify the incorrect information on the bill and provide appropriate documentation to justify the change requested; applications submitted without supporting documentation may be rejected on receipt
- Stormwater fee adjustments will not be granted for any of the following reasons: property on a private road (paved or dirt); residences served by well or piped water, septic tanks or sanitary sewer; lack of stormwater facilities in proximity to the property; or any other reason not specifically related to the total impervious area contained on a property
- Once the adjustment is granted by the City, future applications for adjustments are not required unless another error occurs or if the property's billing characteristics change based on updated Property Appraiser or permit information
- Applicants seeking adjustments may also seek additional discounts through credits, if qualified
- There is no deadline for an Adjustment Application

Exemptions (Sec. B)

- Low-Income Exemption Program
 - The applicant must be the property owner or their authorized agent.
 - Applicable to a property owner's primary residence only
 - The applicant for the property in question must demonstrate that the household has a gross income of less than 150% of the billing year's Federal Poverty Level, as determined by the U.S. Department of Health and Human Services and published annually in the *Federal Register*
 - Per City Ordinance Code Section 382.504(a)(1), this program does apply to the city's residential solid waste collection fee. (If the application is approved, the Solid Waste Fee will remain at \$151.80 per year, per dwelling)
 - Annual application REQUIRED
- "501(c)(3)" Organization Exemption Program
 - Property owner(s) must provide evidence, that the property charged a stormwater fee is owned and operated by a person or organization that is classified as tax exempt under the Internal Revenue Code (IRC) 501(c)(3)
 - Approved applicants will receive a 100 percent exemption (owe no stormwater fee)
 - The exemption will remain in effect for that property without further application until such time that the property is no longer owned and operated by a 501(c)(3) organization for the stated purpose of the organization.
 - If the property's real estate property identification number changes, reapplication is required.

EXECUTIVE SUMMARY – Page 2

Credits (Sec. C)

- Credits offered to property owners providing stormwater-related services, structures or facilities – called “Best Management Practices,” or BMPs – that ultimately benefit the City and reduce its cost for providing stormwater management services
- Property owners may apply for any or all of the credits for which they may qualify
- Credit Options (value):
 - Permitted Stormwater Pond Credit (30%)
 - Have a pond/system permitted by the St. Johns River Water Mgmt District or Florida Dept. of Environmental Protection [Regulation]
 - Detailed Drainage Study Credit (50% max)
 - Provide specific details on water quality and quantity for permitted system; credit awarded on sliding scale
 - Landlocked System (+25%) (“bonus credit”)
 - Provide proof of zero discharge and meet full treatment and volume control criteria
 - Programs and Services [Non-Structural] Credit (4%)
 - Provide a service in support of stormwater quality (i.e. storm drain stenciling)
 - NPDES Industrial Stormwater Permit Credit (2%)
 - Hold an NPDES Industrial Stormwater permit (permit must require water quality monitoring)
 - Education Credit (2%)
 - Curriculum guidelines for employees/students in educational institutions
 - Other Best Management Practices (2%)
 - Approaches that are unique or not specifically covered in the other credits available
- Each credit value is a fixed value (except in the case of the Detailed Drainage Study)
 - Successful applicants will receive the full percentage assigned for that option
 - Detailed Drainage Study credits awarded on a sliding scale
 - Applicants who have received or qualify for the Permitted Stormwater Pond Credit may pursue the Detailed Drainage Study Credit to obtain additional credit above 30 percent. The two credits do not compound.
- Total fee discount may not exceed 50 percent, even if the cumulative value of approved credits exceeds 50 percent (except in the case of “bonus” credit option).
- Credits awarded will remain with the property for future years, unless the city finds sufficient cause for revocation.

Credit Program Terms and Restrictions:

- Credits will only be approved if the requirements outlined in the *Adjustments & Credits Manual* are met. This includes providing all necessary documentation as identified on the application or within the Manual.
- Total maximum discount provided will be 50 percent of the original fee, except in the case of a successful application for the 25 percent “bonus credit.”
- No public or private property will receive a credit for any condition or activity that is unrelated to the city’s stormwater management system or program.
- Credits will not apply to Stormwater Pollution Prevention Plan (SWPPP) review and/or inspection fees attributable to new development or redevelopment costs.
- Any BMP (or portion thereof) within a permanent drainage easement or right of way maintained by the city, JEA or Florida Department of Transportation (FDOT) will not be eligible for credit.
- Successful application for the Education Credit may not also count as fulfillment of the education option within the Programs & Services Credit.

SECTION A – ADJUSTMENTS

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

The stormwater fee is based on **total** impervious area on a parcel, which is area on a property that is covered or compacted to such a degree as to not allow rain water to percolate. Types of impervious area include buildings (residences, structures); sidewalks on private property; concrete, asphalt, limestone or gravel driveways; patios; compacted gravel or dirt parking areas; pool decks (not pools), etc.

Structures identified as “garage apartments” will not be charged a separate SFU rate; the impervious area of any such structures will be considered in conjunction with any other residences or other impervious area onsite. All other structures that are identified as either a single family home or mobile home will be charged the appropriate SFU rate for each such structure onsite.

Adjustments **will not** be granted based on the following:

- Total size or elevation of a property containing impervious area
- A property’s proximity to or lack of city-maintained drainage facilities
- Properties on private roads
- Properties that drain directly into natural waterways
- Properties on a well or piped water, sewer or septic tank
- Any other condition that is not directly related to a property’s total impervious area.

Property characteristics are based on existing conditions as of January 1 of the bill. New impervious area information is generally obtained from permit data submitted to the City of Jacksonville Building Inspection Division.

Property owners are advised to check, and correct if necessary, the Property Appraiser’s Office records for your property prior to applying for an adjustment. **Please note: the Property Appraiser’s data does not necessarily include total impervious area; it is important that applicants consider all the conditions on a property when preparing to apply for an adjustment.** For example, the Property Appraiser’s Office records do not maintain records related to driveways or walkways on residential properties.

Property Detail Resources:

- Duval County Property Appraiser’s Office – www.coj.net/Departments/Property+Appraiser
- City of Jacksonville GIS Mapping service – maps.coj.net

Adjustment applications are available online at www.coj.net/cityfees or by calling 904-630-CITY [2489]. Adjustment applications should be submitted to the mailing address provided on the application, or sent by e-mail to stormwater@coj.net.

Applications submitted with insufficient supporting documentation will be processed but may be denied, or the City may request additional information.

SPECIAL NOTICE FOR OWNERS OF AGRICULTURAL PROPERTY

The impervious area located on each parcel was identified based on aerial photography. In general, paved roads, outbuildings, rooftops, parking lots and hard-packed regularly traveled dirt roads were included in the calculation of impervious area for the stormwater utility fee. Some areas that are not typically included in the impervious area calculation are temporary roads (primarily used for forestry logging), temporary storage piles, and mobile equipment. If you feel the impervious area calculation for your parcel is incorrect, please submit a Form 2 - Non-Residential Adjustment Application [see Appendix B] and provide detail about those areas that you believe should not be included in the stormwater fee.

SECTION B – EXEMPTIONS

The City of Jacksonville recognizes that many residents face financial hardships, and that there are many IRC 501(c)(3) organizations that provide valuable services to residents that the city may not be able to provide alone. Recognizing the unique nature of these two groups, the city created programs to allow qualified property owners to receive a total exemption from the stormwater fee.

The 501(c)(3) exemption program does not apply to the City of Jacksonville's residential solid waste fee. Tax-exempt 501(c)(3) owners of residential dwellings who are awarded a stormwater fee exemption are still responsible for the residential solid waste fee (if charged). However, per City Ordinance Code Section 382.504(a)(1), the Low-Income Exemption Program does apply to the Solid Waste Fee (maintaining the fee at \$151.80 per year, per dwelling).

Applications provided with insufficient supporting documentation will be processed and may be denied, or the City may request additional information.

LOW-INCOME EXEMPTION PROGRAM

To qualify, a property owner must demonstrate that the owner, plus all other people that are living in his or her household currently have a total income of less than 150% of the Federal Poverty Level, as determined by the U.S. Department of Health and Human Services and published annually in the *Federal Register*. **This program requires annual application.**

The "Application for Low-Income Exemption" includes information about the types of documentation that will be accepted to qualify for this program. Examples include income tax returns or proof of assistance from a city social service agency. Current year Federal Poverty Levels may be found on the back of the application or by calling 904-630-CITY [2489].

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

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

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

IRC 501(c)(3) EXEMPTION PROGRAM

A. Eligibility

Pursuant to Section 754.109 *Ordinance Code*, in order to qualify, a property owner must provide evidence of the following:

1. The organization must provide documentation confirming IRS Code 501(c)(3) designation; and
2. That the physical structure on which the stormwater service charge is assessed is owned and operated by the 501(c)(3) organization for the purposes of providing its programs to the community.
3. Pursuant to Section 508(c)(1)(A) of the Internal Revenue Code, churches that meet the requirements of Section 501(c)(3) of the Internal Revenue Code are automatically considered tax exempt and not required to apply for and obtain recognition of 501(c)(3) tax-exempt status from the IRS. Since the rules of the Internal Revenue Service provide that churches are automatically considered tax exempt, and are not required to obtain 501(c)(3) status, churches may apply for the fee reduction authorized by Section 754.109, *Ordinance Code*.

B. Explanation of Documentation Required

1. Application must be completed and signed as the initiating document – what needs to be supplied:
 - a. Property Appraiser print out of the RE#(s) showing name of owner; and
 - b. www.sunbiz.org report if corporate; and
2. Operated for programs of 501(c)(3) – affidavit from officer or head of organization stating that the organization operates the program, for which they received the 501(c)(3) status, on the particular RE # (s).
3. Documentation confirming IRC 501(c)(3) designation – what needs to be supplied:

- a. Organizations listed in the IRS Publication 78, *Cumulative List of Organizations described in Section 170(c) of the Internal Revenue Code*;
- b. IRS Determination Letter; or
- c. State of Florida DR14 issued specifically for 501(c)(3) organization status.

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

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

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

SECTION C – CREDITS

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

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

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

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

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

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

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

Property owners that wish to apply for more than one type of credit for a property are asked to submit all the applications at one time. Please attach the "Guide to Credit Options" (page 9) with the applications.

Terms and Conditions

- Credits will only be approved if the requirements outlined in the *Adjustments & Credits Manual* are met, including (but not limited to) completion of ongoing maintenance and guaranteed right-of-entry for inspections.
- Credits will be defined as percent reductions applied to the fee calculation equation.
- Total maximum discount provided will be 50% of the original fee, except in the case of a successful application for the 25% "bonus credit," in which case the total discount will equal 75% of the original fee.
- Credits will carry over across billing cycles; property owners will not be required to re-apply.
- No public or private property will receive a credit for any condition or activity that is unrelated to the city's stormwater management system or program.
- Credits will not apply to Stormwater Pollution Prevention Plan (SWPPP) review and/or inspection fees attributable to new development or redevelopment costs.
- Any BMP (or portion thereof) within a permanent drainage easement or right of way maintained by the city, JEA or Florida Department of Transportation (FDOT) will not be eligible for credit.
- Successful application for the Education Credit may not also count as fulfillment of the education option within the Programs & Services Credit.
- Applicants who receive or qualify for the 30% Permitted Stormwater Pond Credit may pursue the Detailed Drainage Study Credit to obtain credit above 30%. The credits do not compound.

SPECIAL NOTICE ABOUT CREDITS FOR OWNERS OF AGRICULTURAL PROPERTY

The SJRWMD has worked with DACS and FDEP to establish Best Management Practices (BMPs) to improve water quality and water conservation. DACS has adopted the following BMPs by rule: Vegetable and agronomic crops (Rule 5M-8, FAC), Container grown plants (Rule 5M-6 FAC), Sod Production (Rule 5M-9 FAC), Silviculture (Rule 5I-6.002 FAC), Aquaculture (Rule 5L-3 FAC), and Cow/calf operations (Rule 5M-11).

Those producers who have submitted Notices of Intent (NOI) to implement the DACS rule-adopted BMPs are eligible for a credit under the COJ Stormwater Utility Credit Program.

BMPs available at <http://www.floridaagwaterpolicy.com/BestManagementPractices.html>

Applications for each of the credit options may be found online at www.coj.net/cityfees, or by calling 904-630-CITY [2489].

Jacksonville Stormwater Utility
Attention: Fee Credits
214 N. Hogan Street, 10th Fl.
Jacksonville, FL 32202

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

The City Engineer or his designee will review all applications and render a decision prior to the submittal of the final stormwater fee non-ad valorem assessment roll. Property owners may not be directly notified when a decision has been rendered. The stormwater fee assessment shown on the property tax bill will reflect all approved credits.

Property owners whose applications are denied may appeal to the Director of the Jacksonville Stormwater Utility (currently the Director of Public Works). Visit www.coj.net/cityfees or call 904-630-CITY [2489] for details.

SECTION C – CREDITS – *GUIDE TO CREDIT OPTIONS*

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

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

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

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

Consider these credits if you are a...

Residential Property Owner

- Permitted Stormwater Pond
- Other BMPs

Consider these credits if you are a...

Homeowners Association

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

Consider these credits if you are an...

Educational or Faith-Based Institution

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

Consider these credits if you are a...

Small Commercial Development

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

Consider these credits if you are a...

Large Industrial or Commercial Development

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

JACKSONVILLE STORMWATER UTILITY ADJUSTMENTS & CREDITS MANUAL

APPENDIX A

APPLICATION EXAMPLES



APPLICATION FOR LOW-INCOME EXEMPTION PROGRAM

YEAR: 20XX

Please complete this application in its entirety and **supply required supporting documentation with your submittal**. Documentation must be the most current or application may be denied. Incomplete applications may be denied. This program applies to the Stormwater Fee and also, per City Ordinance Code Section 382.504(a)(1), the Solid Waste Fee. **THIS PROGRAM REQUIRES ANNUAL APPLICATION.**

SECTION 1: APPLICANT INFORMATION

Please print neatly or type. Applicant must be an owner of the property named in Section 2.

NAME: Jackson V. Householder

PREFERRED PHONE: (904) 123-4567

MAILING 1234 Any St.

ALTERNATE PHONE: (904) 765-4321

ADDRESS: Jacksonville, FL 32201

E-MAIL: j.v.householder@emailaddress.com

SECTION 2: PROPERTY INFORMATION

Must be applicant's **primary residence**.

REAL ESTATE NUMBER: 123456-7890

The real estate (RE) number is a 10-digit number unique to your property and may be displayed with a space or hyphen between the first six and last four digits. It is shown as the account number on your property tax bill.

PROPERTY ADDRESS: 1234 Any Street

Please list street address only; no city, state or ZIP necessary.

SECTION 3: EXEMPTION ELIGIBILITY

SEE PAGE 2 (BACK) FOR 20XX QUALIFYING INCOME THRESHOLDS

IMPORTANT: YOU MUST PROVIDE YOUR ENTIRE HOUSEHOLD'S GROSS ANNUAL INCOME AND PROVIDE DOCUMENTATION TO SUPPORT THE INCOME LISTED.

- "Gross Annual Income" means the total amount received BEFORE TAXES AND EXPENSES for **each earning member of the household** (not just the applicant). If total income is zero, please provide a statement to explain how household expenses (such as utilities) are being handled.
- Applicants must count ALL sources of income, including but not limited to employment, disability, Social Security, unemployment benefits, child support, and pensions. Support provided must be the most current available or the application may be denied.
- Acceptable documentation of income includes but is not limited to pay stubs, Social Security benefit statements, and tax returns.

PLEASE COMPLETE EACH FIELD BELOW, EVEN IF THE RESPONSE IS ZERO (0). DO NOT LEAVE ANY FIELDS BLANK.

List All Occupants of

Household: Jackson V. and June Householder, John and Jenny Holder

Gross Annual Household Income: \$ 34,000.00

Number of Adults: 3

Number of Children: 1

PLEASE REMEMBER TO PROVIDE DOCUMENTATION TO SUPPORT THE INCOME LISTED.

IF THERE ARE NO CHILDREN, PLEASE RESPOND 0.

SECTION 4: SIGN AND SUBMIT

By signing and submitting this form, I **attest that the information provided herein is true and complete to the best of my knowledge**, and that I have read and understand the information provided on both pages of this application. I understand that I am responsible for ensuring my property tax bill remains in good standing regardless of the decision made on this application. I understand that failure to pay my property tax bill by its final due date may result in penalties as prescribed by law.

Signature: J.V. Householder

Date: 12/31/2025

PRINT FORM

E-MAIL FORM

CLEAR FORM

PLEASE RETURN APPLICATION AND SUPPORTING DOCUMENTATION TO:

POST MAIL: Social Services Division
Attn: City User Fees Exemption Program
1809 Art Museum Drive, Suite 100
Jacksonville, FL 32207

E-MAIL: stormwater@coj.net

Please send application and attachments as .PDF files, if possible. We strongly recommend that you do not send pictures (.jpg, .bmp) of your application or supporting documents.

OFFICE USE ONLY

Date Received: _____ Entered By: _____ Date: _____ ☐ Approved ☐ Denied Effective Year: _____

Comments:



APPLICATION FOR CREDIT: PERMITTED STORMWATER POND [30%]

FORM 5 - Page 1 of 2

Incomplete applications will be rejected.

Please read page 2 [back] for terms and conditions for the award of credit.

SECTION 1: APPLICANT INFORMATION

[Office Use Only] Application Number

APPLICANT NAME [PLEASE PRINT] Jackson V. Householder

ORGANIZATION [IF APPLICABLE] N/A

APPLICANT MAILING ADDRESS: 1234 Any St. PHONE: (904) 123-4567

Jacksonville, FL 32201 FAX: (904) 765-4321

E-MAIL: j.v.householder@emailaddress.com

SECTION 2: PREPARER INFORMATION (if different from applicant)

Preparer Name: N/A Org:

Phone: Fax: E-mail: 123456-7890

SECTION 3: PROPERTY DETAILS

Provide the real estate number(s) for which you are applying for credit. In the case of Homeowners/Property Owners Associations, provide all the RE#s for properties covered by the permit named in section (4). Use additional sheets if necessary. Visit www.coj.net/cityfees for instructions on how to obtain a digital property list.

REAL ESTATE NUMBER (xxxxxx - xxxx) 123456-7890 If applying for multiple parcels, please enter one RE here for reference purposes.

PROPERTY STREET ADDRESS
(i.e., 1234 N. Main St.; no city or zip required) 1234 Any St.

SUBDIVISION / DEVELOPMENT NAME (if applicable)

TOTAL NUMBER OF PARCELS INCLUDED ON THIS APPLICATION: 1 **Additional REs**
Use additional sheets if necessary

SECTION 4: PERMIT INFORMATION (Non-permitted facilities or facilities in government easement/right of way do not qualify)

PERMIT NUMBER (if available) 12345-01 -OR- ☒ Check here if appropriate proof of permit is attached

SECTION 5: ATTEST AND SUBMIT

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

IF SUBMITTING BY E-MAIL

CHECK THIS BOX

☐

SIGN HERE IF YOU PRINT

THIS FORM TO SUBMIT

E-MAIL FORM

PRINT FORM

RESET FORM

OFFICE USE ONLY

Date Received

APPROVED? ☐ YES ☐ NO

RETURN APPLICATION AND SUPPORTING DOCUMENTS TO:

Stormwater Utility Credits stormwater@coj.net
214 N. Hogan Street, 10th Floor
Jacksonville, FL 32202

COMMENTS:



RESIDENTIAL PROPERTY ADJUSTMENT APPLICATION

FORM 1 - Use to correct the STORMWATER FEE and SOLID WASTE FEE (if applicable)
Complete this application in its entirety and include supporting documentation when necessary.
Incomplete applications will be rejected. Deadline for submission is July 31.

SECTION 1: APPLICANT INFORMATION

(Office Use Only) Application Number

APPLICANT NAME [PLEASE PRINT] Jackson V. Householder
ORGANIZATION [IF APPLICABLE] N/A
APPLICANT MAILING ADDRESS: 1234 Any St PHONE: (904) 123-4567
Jacksonville FL 32201 FAX: (904) 765-4321
E-MAIL: j.v.householder@emailaddress.com

SECTION 2: PROPERTY DETAILS

REAL ESTATE NUMBER (xxxxxx - xxxx) 123456-7890 (May be found on your tax bill)

PROPERTY STREET ADDRESS
(i.e., 1234 N. Main St.; no city or zip required) 1234 Any St.

SECTION 3: CORRECTION REQUESTED

Note: Property data based on Property Appraiser's records. Please ensure that information is correct before applying.

☒ CHARGED IN THE WRONG SINGLE FAMILY TIER OR THERE IS ONLY ONE SINGLE FAMILY RESIDENCE ON THE PROPERTY

CHOOSE SINGLE FAMILY TIER: ☐ Small ($\leq 1,549$ sqft) ☐ Average ($\geq 1,550$ to $\leq 4,650$ sqft) ☐ Large ($\geq 4,651$ sqft)

☐ CHARGED THE WRONG NUMBER OF RESIDENCES OR UNITS Correct # _____ PROPERTY TYPE IS: ☐ Single Family Residential ☐ Mobile Home OR Mobile Home Park ☐ Apartments

☐ MOBILE HOME(S) ELEVATED AND TOTAL IMPERVIOUS AREA ONSITE IS $<1,550$ SQ.FT. (including dirt/gravel driveways, parking areas, etc.)*

*Requires photo(s) to show the elevation of the mobile home(s). Aerial photography and/or site visits will be used to determine total impervious area onsite.

☐ PROPERTY IS VACANT - VOID OF ANY STRUCTURE, INCLUDING SLAB/FOUNDATION DEMO MUST HAVE OCCURRED PRIOR TO ASSESSMENT YEAR. UPDATED PROPERTY RECORD REQUIRED.

☐ OTHER - PLEASE EXPLAIN IN DETAIL. USE ADDITIONAL SHEETS IF NECESSARY.

SECTION 4: ATTEST AND SUBMIT

By submitting this application, I attest that the information I am providing is true and complete to the best of my knowledge and belief, and that I have fully read and understand the guidelines, terms and conditions listed on this application.

IF SUBMITTING BY E-MAIL



IF SUBMITTING BY POST MAIL

CHECK THIS BOX

SIGN HERE _____

RESET FORM

E-MAIL FORM

PRINT FORM

OFFICE USE ONLY

Date Received

APPROVED? ☐ YES ☐ NO

RETURN BY JULY 31 TO CORRECT CURRENT YEAR INFO

City of Jacksonville Adjustments

stormwater@coj.net

214 N. Hogan Street, 10th Floor

Jacksonville, FL 32202

COMMENTS:

JACKSONVILLE STORMWATER UTILITY ADJUSTMENTS & CREDITS MANUAL

APPENDIX B

SUPPLEMENTAL APPLICATION INFORMATION

APPENDIX B – SUPPLEMENTAL APPLICATION INFORMATION

SECTION A – ADJUSTMENTS

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

The stormwater fee charges are directly related to the Property Details section of the bill. The Property Details are based on data obtained from the Duval County Property Appraiser's Office (PAO), analysis of aerial photography, site visits, and/or impervious area noted on building permits obtained from the Building Inspection Division.

Requests for adjustment shall be judged on:

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

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

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

Each section of the application should be completed in its entirety; incomplete applications may be returned. Applicants are strongly encouraged to include documentation to support the request. Applicants should use caution when referencing information from the PAO; the data does not necessarily represent all impervious area on a site. For example, the PAO does not specifically track the area of driveways or walkways, whereas this area is contemplated in the overall single family tier assignment.

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

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

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

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

APPENDIX B – SUPPLEMENTAL INFORMATION

SECTION C – CREDITS

Stormwater Fee Credits are discounts provided in recognition of the construction, operation, and maintenance of stormwater facilities that provide beneficial use to the city. Residential, non-residential, and Homeowner/Business Associations may qualify for stormwater fee credits when they can demonstrate that their existing or proposed stormwater facilities, or programs, provide the city with a cost savings that the city otherwise would incur as part of their efforts to manage stormwater. The amount of reduction will be determined by the city on a case-by-case basis.

Terms and Conditions

- Credits will only be approved if the requirements outlined in this manual are met, including (but not limited to) completion of ongoing maintenance and guaranteed right-of-entry for inspections.
- Credits will be defined as percent reductions applied to the fee calculation equation.
- Total maximum discount provided will be 50% of the original fee, except in the case of a successful application for the 25% “bonus credit.”
- Credits awarded will apply to all future billings. No further application will be required.
- No public or private property will receive a credit for any condition or activity that is unrelated to the city’s stormwater management system or program.
- No credit will be applied to any non-residential parcel that reduces the fee to an amount less than one SFU (currently \$5).
- Credits will not apply to Stormwater Pollution Prevention Plan (SWPPP) review and/or inspection fees attributable to new development or redevelopment costs.
- Any BMP (or portion thereof) within a permanent drainage easement or right of way maintained by the city, JEA or Florida Department of Transportation (FDOT) will not be eligible for credit.
- Successful application for the Education Credit may not also count as fulfillment of the education option within the Programs & Services Credit.
- Applicants who receive or qualify for the 30% Permitted Stormwater Pond Credit may pursue the Detailed Drainage Study Credit to obtain credit above 30%. The credits do not compound.



PERMITTED STORMWATER POND CREDIT

The “Application for Fee Credit – Permitted Stormwater Pond” may be used to apply for a stormwater fee credit of 30% for a stormwater pond/system that has been permitted by the St. Johns River Water Management District (SJRWMD) or the Florida Department of Environmental Protection [Regulation]. By applying for this credit, the property owner/applicant acknowledges that the stormwater facility was originally built, and has since been maintained, according to the terms of the permit.

Accepted supporting documentation includes a copy of the permit; a print-out from the list of SJRWMD or FDEP/DER permits available online at www.coj.net/cityfees; a copy of the MSSW/Stormwater As-Built Certification, SJRWMD Form EN-45; or other official correspondence from either agency acknowledging existence of a permit for the area(s) noted on the application.

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

This is a one-time application. As long as the permitted stormwater facility remains in compliance with its permit, the fee credit for the city will remain on all parcel accounts included on the original application.

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

Credit for this category is 30%.

APPENDIX B – SUPPLEMENTAL INFORMATION

SECTION C – CREDITS

Detailed Drainage Study Credit

If a residential, non-residential, or Homeowners/Business Association provides additional water quality treatment or volume control over and above that required by the SJRWMD, a detailed drainage study can be performed to qualify for user fee credit up to 50%. Applicants who receive or qualify for the 30% Permitted Stormwater Pond Credit may pursue the Detailed Drainage Study Credit to obtain credit above 30%. The credits do not compound.

The amount of discount will be approved by the city on a case-by-case basis. Credits for on-site stormwater facilities shall be generally proportional to the benefit that such systems have on complementing or enhancing the water quality and quantity benefit to the city's stormwater management system.

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

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

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

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

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

- Provide pre-development and post-development drainage calculations, signed and sealed by an appropriate registered professional, as follows:
 - Runoff characteristics, including area, runoff curve number or runoff coefficient, and time of concentration for each drainage basin;
 - Form Number 40C-4.900(1) 5 of 15
 - Water table elevations (normal and seasonal high) including aerial extent and magnitude of any proposed water table drawdown;
 - Receiving water elevations (normal, wet season, design storm);
 - Design storms used including rainfall depth, duration, frequency, and distribution;
 - Runoff hydrograph(s) for each drainage basin, for all required design storm event(s);
 - Stage-storage computations for any area such as a reservoir, close basin, detention area, or channel, used in storage routing;
 - Stage-discharge computations for any storage areas at a selected control point, such as control structure or natural restriction;
 - Flood routings through on-site conveyance and storage areas;
 - Water surface profiles in the primary drainage system for each required design storm event(s);
 - Runoff peak rates and volumes discharged from the system for each required design storm event(s);
 - Tail water history and justification (time and elevation) and;

APPENDIX B – SUPPLEMENTAL INFORMATION

SECTION C – CREDITS

- Pump specifications and operating curves for range of possible operating conditions (if used in system).
- Provide the results of any percolation tests, where appropriate, and soil borings that are representative of the actual site conditions;
- Provide the acreage, and percentages of the total project, of the following:
 - Impervious surfaces, excluding wetlands.
 - Pervious surfaces (green areas not including wetlands).
 - Lakes, canals, retention areas, other open water areas.
 - Wetlands
- Provide an engineering analysis of floodplain storage and conveyance (if applicable), including:
 - Hydraulic calculations for all proposed traversing works;
 - Backwater water surface profiles showing upstream impact of traversing works;
 - Location and volume of encroachment within regulated floodplain(s); and
 - Plan for compensating floodplain storage, if necessary, and calculations required for determining minimum building and road flood elevations.
- Provide an analysis of the water quality treatment system including:
 - A description of the proposed stormwater treatment methodology that addresses the type of treatment, pollution abatement volumes, and recovery analysis; and
 - Construction plans and calculations that address stage-storage and design elevations, which demonstrate compliance with the appropriate water quality treatment criteria.

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

Application Item (5) - Water Quality Credit Calculations

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

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

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

The numerator, BMP % Nitrogen Removal, should be determined based on the typical treatment efficiency of BMPs. Wet detention ponds with greater than 21-day retention time typically achieve 30% total nitrogen removal. For ponds that do not achieve the 21-day residence time, less reduction is expected. For more information about nitrogen removal calculations, please refer to the June 2007 study, "Evaluation of Current Stormwater Design Criteria within the State of Florida," performed by Environmental Research & Design Inc. for the Florida Department of Environmental Protection.

APPENDIX B – SUPPLEMENTAL INFORMATION

SECTION C – CREDITS

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

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

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

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

Source: City of Jacksonville MSMP 1992

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

Application Item (6) - Volume Control Calculations

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

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

$$\text{Credit} = \frac{\text{Pre-Development Volume Discharge between hours 10 and 17}}{\text{Post-Development Volume Discharge between hours 10 and 17}} \times 0.20$$

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

The total maximum credit allowed is 50%: 30% for water quality and 20% for water quantity

APPENDIX B – SUPPLEMENTAL INFORMATION

SECTION C – CREDITS

LANDLOCKED SYSTEM “BONUS” CREDIT

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

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

Copies of the SJRWMD Handbook for the Regulation of Stormwater Systems can be found at <https://www.sjrwmd.com/documents/permitting/#erp>

Copies of the SJRWMD Handbook for the Management and Storage of Surface Waters can be found at <https://www.sjrwmd.com/documents/permitting/#erp>

Property owners considering the landlocked system credit should be aware that it is a relatively rare condition, and credit will be awarded only if the criteria described above and in the SJRWMD Handbook are fully met.

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

PROGRAMS & SERVICES [NON-STRUCTURAL] CREDIT

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

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

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

(a) – Educational Program

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

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

APPENDIX B – SUPPLEMENTAL INFORMATION

SECTION C – CREDITS

PROGRAMS & SERVICES [NON-STRUCTURAL] CREDIT (CONTINUED)

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

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

NOTE:

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

(b) – On-Site Garbage Control Program

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

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

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

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

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

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

(d) – Paved Area Sweeping Program

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

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

APPENDIX B – SUPPLEMENTAL INFORMATION

SECTION C – CREDITS

PROGRAMS & SERVICES [NON-STRUCTURAL] CREDIT (CONTINUED)

(e) – Used Motor Oil Recycling Program

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

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

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

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

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

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

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

- Develop a landscape maintenance plan for properties with landscaped areas, utilizing lawn and garden practices that reduce stormwater runoff rates and protect water quality, including, but not limited to, the following recommended practices:
 - Unless otherwise indicated by current soil tests, use phosphorus free fertilizer.
 - Apply all yard and garden chemicals sparingly, using the correct rates and recommended times, and not before a rainstorm.
 - Direct sprinklers to vegetated areas and not overlap onto impervious surfaces.
 - Where turf is considered necessary, maintain it by mowing grass to a height of 2-3". If necessary, seed in the spring and fall, and aerate and de-thatch in the fall. Leave grass clippings on the lawn as a natural fertilizer.
 - Select hardy plants most suited to this climate and, where possible, reduce the amount of maintained turf and increase naturalized areas.
 - Mulch flowerbeds, shrubs and trees to retain water on-site.
 - Keep lawn and garden chemicals, garden debris, lawn clippings, and leaves off hard surfaces.
- If appropriate to site conditions, the following practices are also recommended:
 - Landscapes should be designed to eliminate or at least minimize directly-connected impervious areas.
 - Maintain a 15' to 25' filter strip of tall grass or plantings along water bodies.
 - Plant rain gardens in depressions that otherwise have standing water or to receive roof runoff.

APPENDIX B – SUPPLEMENTAL INFORMATION

SECTION C – CREDITS

PROGRAMS & SERVICES [NON-STRUCTURAL] CREDIT (CONTINUED)

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

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

(h) – Storm Drain Stenciling Program

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

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

(i) – Designated Vehicle Washing Area

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

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

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

NPDES INDUSTRIAL STORMWATER PERMIT CREDIT

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

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

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

Credit for this category is 2%

APPENDIX B – SUPPLEMENTAL INFORMATION

SECTION C – CREDITS

EDUCATION CREDIT

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

- i. A school (public or private) or educational institution must have at least 100 students plus employees. A business/organization must have at least 100 employees.
- ii. For schools: devote two hours per half (four hours annually) to educating students about water quality awareness and protection. Schools will be required to maintain programs or agendas for sessions, as well as information concerning number of attendees, time(s), place(s), and topic(s) covered during each session. Pre- and post-session surveys that gauge the effectiveness of the educational program are required. Topics must rotate on at least an annual basis, or, in the case of schools, become part of the curriculum for the same grade level each year.
- iii. Devote fifteen minutes per quarter (or an hour annually) to educating employees about water quality awareness and protection. Additionally, provide basic stormwater/water quality information to new employees. Topics must rotate on at least an annual basis.
- iv. Post stormwater and water quality-specific educational information obtained from the city, state/federal environmental agencies, or from any other reputable educational resource center student and employee-frequented areas. Information posted must be clearly visible. Topics must rotate on at least an annual basis. Maintain copies of posted materials for review by the city.
- v. Distribute stormwater and water quality-specific literature obtained from the city, state/federal environmental agencies, or any other reputable educational resource center to target students and all employees on an annual basis and maintain copies for review by the city. Topics must rotate on at least an annual basis.

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

Credit for this category is 2%.

OTHER BEST MANAGEMENT PRACTICES

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

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

Credit for this category is 2%.

JACKSONVILLE STORMWATER UTILITY ADJUSTMENTS & CREDITS MANUAL

APPENDIX C

GLOSSARY

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

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

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

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

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

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

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

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

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

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

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

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

COUNTY. Duval County, Florida.

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

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

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

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

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

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

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

DRAINAGE FACILITY. Any component of a stormwater management system.

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

DWELLING UNIT [or UNIT]. Also referred to as “residence.” Any building or portion thereof designed or used exclusively as the residence or sleeping place of one or more families, but not including a tent, cabin, trailer or trailer coach, boarding or rooming house, or hotel.

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

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

EXEMPTION [FEE EXEMPTION]. The release of obligation for payment of the stormwater fee awarded to an applicant in accordance with Section B of this *Adjustment & Credit Manual*.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

NPDES. National Pollutant Discharge Elimination System.

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

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

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

PARCEL [PROPERTY]. A tract, or contiguous tracts, of land; piece of real estate identified by a unique real estate identification number (RE #_123456-7890) by the Duval County Property Appraiser.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

UNIT. See *Dwelling Unit*

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

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

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

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

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

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

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

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

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

Please call 904-630-CITY [2489] if you have any questions regarding anything contained in this *Adjustments & Credits Manual*.