

# A Guide for Credit Application Process and Renewals

Customers may qualify for a drainage charge credit through installation and maintenance of an approved stormwater management practice. This guide includes information about applying for and receiving conditional and final approval from the Detroit Water and Sewerage Department (DWSD) for non-residential properties. Once installed, the stormwater management practice must be maintained.

The credit application process discussed in this guide is valid for a proposed stormwater management practice as well as an existing stormwater management practice.

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## Drainage Charge Process Overview

Customers wishing to pursue drainage charge credits will follow a series of steps. Some of the steps are optional, and others are required. Customers can complete many of these steps without professional assistance. Some will require the use of a professional.

| TABLE 1 - Drainage Charge Credit Requirements            |                             |  |
|--|-----------------------------|--|
| Activity   | Is it Required?             | Is Professional Help Required?   |
| Attend a drainage charge credit seminar                  | No                          | No   |
| Make a drainage charge credit “consultation” appointment | No                          | No, but if a customer has hired a professional, it is helpful for them to attend.  |
| Apply for credits for disconnected impervious area       | Yes, to receive this credit | No. Most property owners should be able to accomplish without professional help.   |
| Apply for credits for currently installed practices      | Yes, to receive a credit    | Not required.  |
| Apply for drainage charge credits for new practices      | Yes, to receive a credit    | Not required, but helpful.   |
| Certify implementation                                   | Yes, to activate credit     | A licensed design professional will need to certify that newly constructed practices have been implemented as designed.  |
| Maintenance inspection                                   | Yes, to maintain credit     | Credits are good for three years. A licensed design professional or a certified stormwater operator may be needed to confirm proper operation to renew credit. |

### Drainage Charge Credit Seminars

Seminars for non-residential property owners are intended to help the customer understand the credit process and provide information such as: what types of stormwater practices can be implemented; what site information to gather; and how to apply for a credit. Various seminars are offered throughout the year. Go to the website: [www.detroitmi.gov/drainage](http://www.detroitmi.gov/drainage) to find the dates and times of upcoming seminars.

### Site Assessment Process for Non-Residential Customers

DWSD provides the opportunity for non-residential customers to work with the DWSD technical team to determine which stormwater management practice may work best on their property. Non-residential customers are responsible to come prepared with data and information. This is a three-step process:

- ◆ **Step 1:** Data Validation – DWSD will review your account information to make sure that it is billing correctly based on the new billing methodology.
- ◆ **Step 2:** Credit Consultation – DWSD will meet with non-residential customers at the DWSD Huber office location who have gathered back-up documentation, would like information on what stormwater management practices can be implemented at their site, and the process for applying for credits.
- ◆ **Step 3:** Engineering Analysis – After Step 2, if Step 3 is recommended, this step would include a site visit. The engineering analysis report will include stormwater management practice options, estimated construction costs, estimated credits, and other relevant information.

Customers can request a site assessment by register through the on-line “Site Assessment” form which is available at [www.detroitmi.gov/drainage](http://www.detroitmi.gov/drainage). DWSD will send an email with 48 hours confirming receipt of the site assessment request. DWSD representative will call to conduct the initial interview over the phone.

### Credit Application Procedures

To receive a drainage credit, customers will need to meet certain eligibility requirements, apply for and receive an approval from DWSD, and fulfill on-going operations and maintenance (O&M) requirements.

Eligibility requirements include the following:

- ◆ For an existing practice, the stormwater management practice must be fully installed and functioning properly;
- ◆ The practice must retain stormwater and/or detain peak flows;

The image shows a screenshot of a web form titled "Non-Residential Customer Site Assessment Program". At the top, it lists contact information for Green Stormwater Infrastructure, Detroit Water and Sewerage Department, located at 735 Randolph Street, Room 806, Detroit, MI 48226, with phone number 313.267.8000 and email drainage@detroitmi.gov. The form is divided into three main sections: "Property Information", "Contact Information", and "Multiple Parcels Involved?". The "Property Information" section includes fields for "Property Owner \*", "Property Address(s) \*", and "DWSD Account Number(s)". The "Multiple Parcels Involved?" section has a checkbox. The "Contact Information" section includes a field for "Parcel ID(s)".

*Figure 1: Non-Residential Customer Site Assessment Program*



- ◆ The stormwater management practices and the site must comply with all applicable local, state, and federal construction, City building, codes and permits;
- ◆ The stormwater management practice must be properly sized and located; and
- ◆ Neither the site nor the stormwater management practice may create a safety hazard or nuisance.

A complete application must be submitted to DWSD to begin the review process. Applications may only be initiated only by the owner, owner’s authorized representative, or account holder.

### **Existing Stormwater Management Practice Process**

Existing practices at the date of transition to impervious acre billing method are eligible for drainage charge credits effective the date of transition, provided that the application is submitted by December 31, 2018. While supporting documentation is required for existing practices, the process is streamlined. Customers are required to fill out the Drainage Charge Credit Application and submit the necessary back-up documentation as outlined in the credit application for “existing” practices. Refer to Section 8.5.3 for a listing of supporting documentation required for existing practices. Maintenance is required for the “life” of the practice to maintain credits.

### **New Stormwater Management Practice Process**

Customers that are ready to build a stormwater management practice or practices must submit supporting documentation that fully documents the intended project, including a site plan and drawings, changes in impervious cover, the stormwater management practice design details and specification; sewer system configuration; and soil permeability. Generally, this will include a complete set of construction documents and supporting calculations. Customers are required to fill out the Drainage Charge Credit Application and submit the necessary back-up documentation as outlined in the credit application for “new” practices. DWSD will review the design plans and provide a credit determination. DWSD will honor credits determined at the credit application review and approval stage of the process when the as-built practices matches the design plans.

For disconnected impervious credits, the documentation requirements are streamlined.

For the full list of supporting documentation, refer to supporting documentation for “new” practices. Maintenance is required for the “life” of the practice to maintain credits.

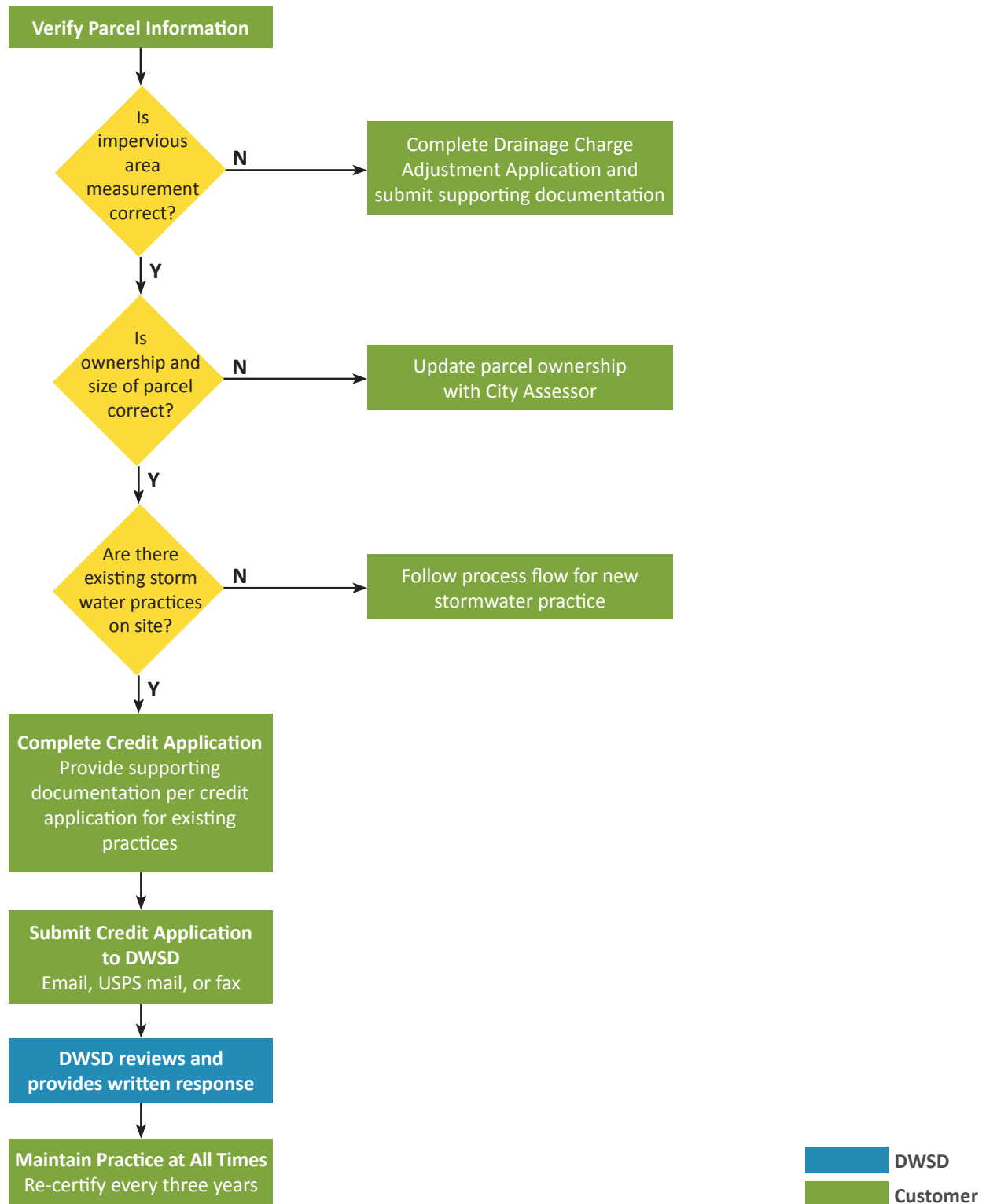
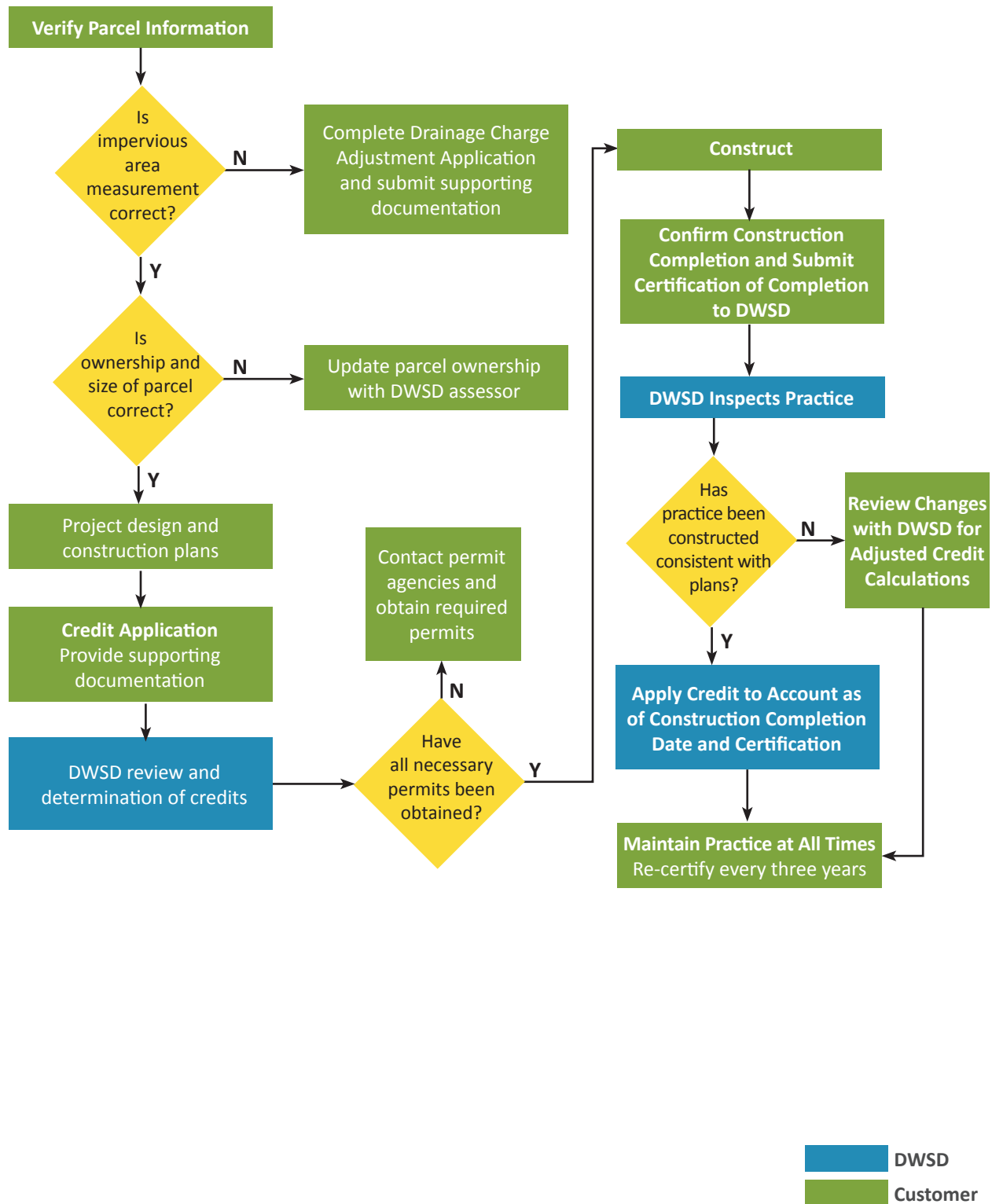


Figure 2: Applying for a Credit - Existing Stormwater Management Practice Process





*Figure 3: Applying for a Credit - New Stormwater Management Practice Process*

## Supporting Documentation

All customers applying for a drainage charge credit are required to fill out the Drainage Charge Credit Application. In addition, certain stormwater management practices will require permits from the City. It is the customer’s responsibility to obtain any necessary permits prior to the construction. The following documentation must be provided with the signed credit application:

| TABLE 2 - Required Back-up Documentation  |   |                                 |
|---|---|---------------------------------|
| Item  | Credit Application for Proposed Practices | Credit Application for Practice |
| Scaled Site Plan showing all parcels and surface features   | ✓   | ✓                               |
| ALTA Survey (optional)  | ✓   | ✓                               |
| Existing roof drainage system defined (with drainage areas)   | ✓   | ✓                               |
| Proposed roof drainage system defined (with drainage areas)   | ✓   |                                 |
| Existing site drainage and sewer system defined (with drainage areas)   | ✓   | ✓                               |
| Geotechnical investigation results (if applicable)  | ✓   | ✓                               |
| Environmental history of site   | ✓   | ✓                               |
| Drainage areas to each practice defined   | ✓   | ✓                               |
| Practices defined. Provide table for each practice indicating the: type of practice, practice area, volume, equivalent water depth (retention and detention zones), infiltration rate | ✓   | ✓                               |
| Identification of proposed connections to DWSD sewers (if applicable)   | ✓   |                                 |
| Complete engineering drawings, stamped by a registered Professional Engineer or Landscape Architect   | ✓   |                                 |
| Complete listing of permits applied for/ expected   | ✓   |                                 |
| Photographs clearly showing existing practices  |   | ✓                               |
| Maintenance Plan  | ✓   | ✓                               |





### Application Forms

The Drainage Charge Adjustment Application and the Drainage Charge Credit Application used for both proposed and existing stormwater management practices are available online at: [www.detroitmi.gov/drainage](http://www.detroitmi.gov/drainage).

| TABLE 3 - What Forms to Use  |  |                                    |                             |
|--|--|------------------------------------|-----------------------------|
| Scenario   | Drainage Charge Adjustment Application (Refer to Guide for Drainage Charge Bill Adjustments) | Drainage Charge Credit Application | Certification of Completion |
| Parcel Ownership Issues  | ✓  |                                    |                             |
| Disagree with Impervious Surface   | ✓  |                                    |                             |
| Discharge Directly to River  | ✓  |                                    |                             |
| Have an Existing Stormwater Management Practice                            |  | ✓                                  |                             |
| New Stormwater Practice  |  | ✓                                  | ✓                           |
| Have Operated DWSD Approved Stormwater Management Practice for Three Years |  | ✓                                  |                             |

### Application Submission

Email completed application and supporting documentation to: [drainage@detroitmi.gov](mailto:drainage@detroitmi.gov).

Alternatively, applications can be mailed to:

DWSD Drainage Program  
6425 Huber  
Detroit, MI 48211

Customers with additional questions should contact: 313.267.8000, Option 6 and follow prompts for Drainage Program.

### Drainage Charge Credit Policies

#### Property Owner Responsibilities

If the customer is notified that an application is incomplete, they will have 30 days to provide the required information or to contact DWSD to request additional time to provide the missing information. If the application is not administratively complete or if DWSD has not been contacted by the customer, 30 days after notification, a second letter will be sent out indicating application will be closed in 10 days. After the 10 days, the application will be closed, however the customer may resubmit an application when they have the requested information.

#### DWSD Responsibilities

It is DWSD's responsibility to review completed applications and notify the customer in a reasonable timeframe of any missing information necessary to process the application and approve the drainage credit application. DWSD will notify the customer in writing on completing the technical review of the application. Applications are effective from the date the Drainage Charge Credit Application form is received if all required backup documentation is accepted and administratively complete, or is supplied within 30 days of initial notification from DWSD that additional information is needed.

#### Application Review Priority

If a customer requests an adjustment and a drainage credit application at the same time, the adjustment application will be reviewed and processed first, followed by the credit application.

#### Drainage Charge Credit Effective Date

A credit application does not relieve the customer of payment of the drainage charge. If the credit is approved after DWSD's review process, drainage credits will be applied as follows:

##### **For Existing Stormwater Management Practices:**

The effective date of the credit will be the date of the transition to the impervious acre billing method, provided that an application is submitted to DWSD with supporting documentation and is administratively complete. Administratively complete means that all required supporting documentation as outlined in the credit application has been provided.

##### **For Newly Constructed Stormwater Management Practices:**

The effective date of the credit is either the date of the licensed design professional's certification of completion or the date of the credit application, whichever is later. Credit will be applied to the next billing cycle.

#### Credit Renewals

The credit is valid for 3 years provided the stormwater management practice is maintained to function as designed. The customer must submit a Drainage Charge Credit Application at least 30 days before the expiration date to renew the credit. The approved credit renewal is effective on the expiration date of the original credit. If the credit expires, the drainage charge credit will be eliminated until a new application is submitted and approved.



If the customer fails to submit a renewal application at least 30 days before the expiration date, DWSD cannot guarantee the renewal will be processed prior to the next billing period.

### **Drainage Credit Application Denials**

If the customer disagrees with DWSD's drainage credit decision, he or she may request that the request be re-evaluated. Customers wishing to have their adjustment decision re-evaluated should contact the DWSD Drainage Program at [drainage@detroitmi.gov](mailto:drainage@detroitmi.gov) or 313.267.8000 to initiate a formal appeal process.

### **Data Validation/Site Inspections**

Following the submission of an application form, certificate of completion, or credit renewal form, DWSD may need to inspect the subject parcel to verify accuracy of the information provided in the application form. DWSD will provide written notice to the customer of their intentions to inspect the property and request access to the parcel. Inspection times will be conducted within normal business hours and without major disruption to business operations. Failure of a customer to accept an appointment will result in rejection of the credit application.

### **Termination of Drainage Charge Credits**

DWSD may review and terminate approved credits at any time if the stormwater management practices associated with those credits are found to be improperly maintained or not functioning properly. Customers may periodically be asked to submit documentation and/or grant access to the parcel receiving credit. Failure to comply with such requests may result in the termination of the credit.