



## **FACT SHEET**

### **STORMWATER FEE BILLING**

In support of its Regional Stormwater Management Program (RSMP), Wyoming Valley Sanitary Authority (WVSA) initiated its residential stormwater fee billing on January 1, 2019. Billing included accounts charged for both wastewater treatment and stormwater management, and new accounts charged solely for stormwater management. Due to adjustments in credit calculations, commercial property billing began March 25, 2019.

### **PRE-BILLING OUTREACH**

WVSA began implementing its Public Outreach & Education campaign in June, 2018 to raise awareness about estimated stormwater fees. The following measures were executed to support pre-billing outreach:

**Launched** a new website featuring more convenient access to Stormwater Management billing information.

**Provided** advance notice of residential and commercial billing at 21 community events, including local festivals and town meetings.

**Held** 29 commercial stakeholder group sessions where WVSA provided an RSMP overview, shared estimated bills and credit opportunities, and fielded questions and comments (April through Sept., 2018). WVSA invited 172 commercial property owners to the advance billing meetings. The group sessions included representatives of local businesses, colleges, schools, government agencies and nonprofits.

- Hanover Area, Lake Lehman, Nanticoke, Pittston, Wyoming Area, Wilkes-Barre Vo-Tech, and Wyoming Valley West high schools were represented at the meetings, as were King's College and Luzerne County Community College.

**Attended** 25 municipal meetings to explain the RSMP and field public questions and comments.

**Hosted** a RSMP informational session for local legislators (Dec. 12, 2018). In attendance were Senator John Yudichak, Senator Lisa Baker, State Representative Eddie Day Pashinski, State Representative Aaron Kaufer, and a representative on behalf of State Representative Tarah Toohil.

### **POST-BILLING UPDATES**

**Reduced** Tier 3 Impervious Area (IA) charges from \$1.70 per sq. ft. (at >7,000 sq. ft.) to \$4. 80 for first 6,999 sq. ft. and \$1.70 at >7,000 sq. ft.

### **BILLING MANAGEMENT**

**Mailed** 71,152 residential property bills on Jan. 1. Billed accounts included four municipalities that weren't previously charged for WVSA services: Duryea (2,153), Harvey's Lake (2,212), Jackson Twp. (1,216) and Lehman Twp. (1,736).

(MORE)

(BILLING MANAGEMENT (CONT'D))

**Credited** accounts following revisions to stormwater fee Tier structure (Jan. 31, 2019)

**Number of Applied Residential Credits**

Non-urbanized Tier 2 (-15%)	Non-urbanized Tier 3 (-15%)	Low-impact Parcel Tier 3 (-30%)	All residential Tier 3
4,360	1,526	919	3,691

**Number of Applied Commercial Credits**

Non-urbanized Tier 2 (-15%)	Non-urbanized Tier 3 (-15%)	Low-impact Parcel Tier 3 (-30%)	All commercial Tier 3
168	504	429	4,544

**Billed** \$1,921,075 in stormwater fees for first quarter 2019. **Collected** \$1,303,504.

- **Stormwater/Sanitary:** 71,152 residential bills were mailed; 50,954 or 71.6% paid as of March 22.
- **Stormwater (only):** 19,288 residential bills were mailed; 10,752 or 55.7% paid as of March 22.

**Applied** all stormwater/sanitary payments to “stormwater” first. This payment allocation enables WWSA to uphold its commitment to municipalities charged with fulfilling unfunded mandates. Noncompliance with the mandates has led and will continue leading to costly fines for municipalities.

**Collected** 203 online responses to Residential Fee Credit Survey. The survey is designed to help WWSA gauge residential interest in Best Management Practices (BMPs) aimed at reducing stormwater runoff and enabling property owners to earn stormwater fee credits.

**Reviewed** 724 accounts in response to customer inquiries about fee calculations. This includes 245 technical inspections.

**Inspected** 245 residential properties billed for stormwater management. The technical inspection requests were fielded via telephone, mail, and WWSA’s website.

- **Adjusted** 405 (56%) tiers, which led to fee reductions; remaining adjustments did not change amount due.

**Mailed** 11,012 commercial property bills, of which 2,473 were for stormwater only.

