

**Attachment C**  
**Customer Service Manual**

# City of Griffin

## Customer Service Manual

July 21, 1998

Prepared by:

Ogden Environmental and  
Energy Services, Inc.

**CITY OF GRIFFIN**

**GEORGIA**

**STORMWATER UTILITY**

***CUSTOMER SERVICE MANUAL***

**Prepared For:**

**The City of Griffin Stormwater Department**

**Prepared By:**

**Ogden Environmental and Energy Services, Inc.  
Atlanta, Georgia**

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## ATTACHMENTS

- Customer Service Form
- Form Letter in Response to Stormwater Utility Billing Inquiry
- Impervious Area Breakdown Form
- Sample Customer Service Map
- Cover Letter for Application for Stormwater User Fee Review
- Sample of Stormwater User Fee Calculation for Non-Single-Family Property
- Application for Stormwater User Fee Review
- Credit Application cover letter

## *Section 1: INTRODUCTION*

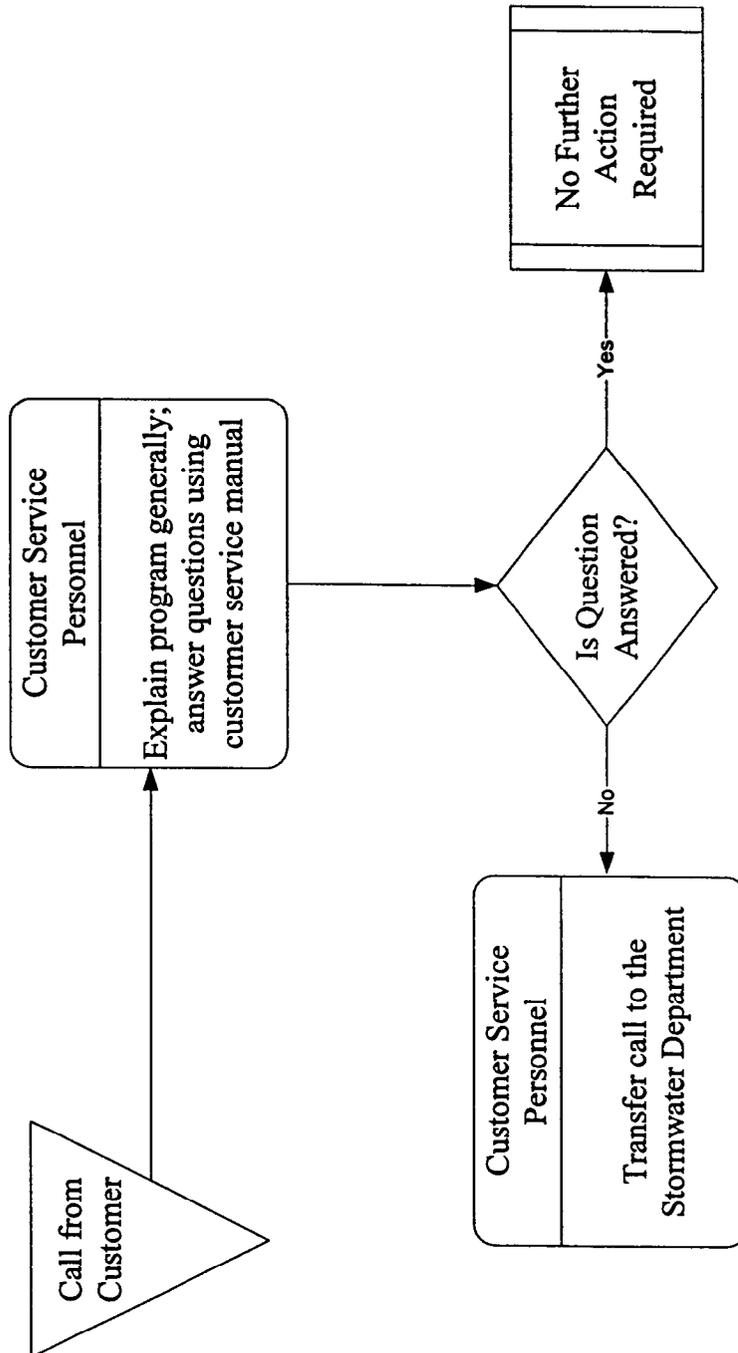
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Over time, stormwater structures such as pipes and manholes can become clogged, lessening their ability to carry stormwater, or they fall into disrepair, possibly blocking the flow of stormwater completely. When it rains in Griffin, pipes frequently overflow into streets and ditches are carved through properties by the runoff. In some areas, the problem is severe enough that yards, garages and homes are flooded by the stormwater. To solve these problems, the City of Griffin has instituted a stormwater utility program. This is a system of user fees, not taxes. Unlike taxes, user fees are calculated based on the amount of demand a specific property puts on the system. Essentially, the more impervious area that is on a given property (causing more runoff), the more the property owner will pay. The charge will appear on the monthly utility bill for all residences, businesses and institutions.

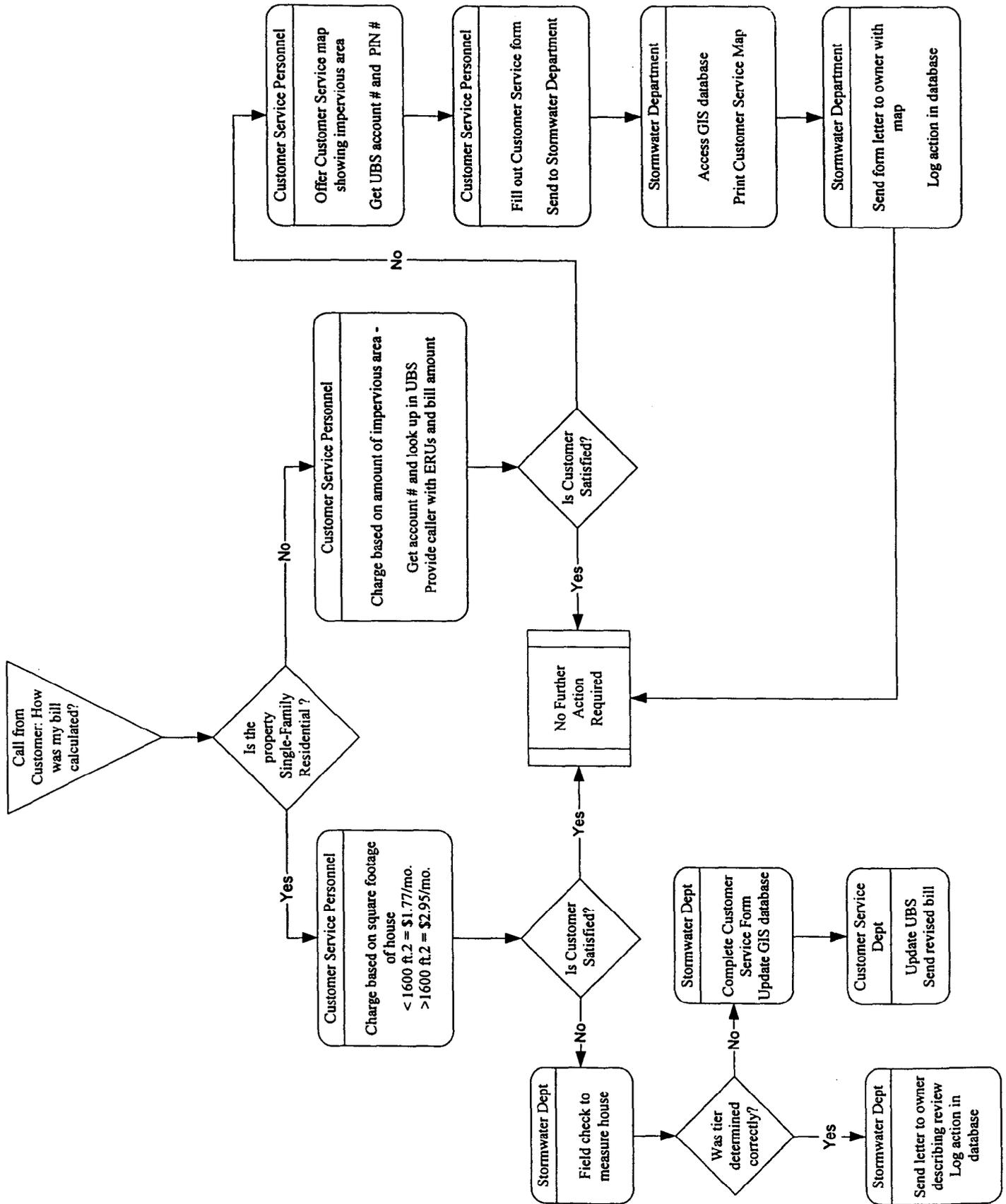
The stormwater utility program is one part of a comprehensive plan to correct flooding problems. The plan includes the repair and cleaning of roadside pipes and ditches, replacement of small culverts with larger ones, and regular maintenance of these structures. Ultimately, the City Stormwater Department will see the repair and maintenance of all of Griffin's problem areas.

The purpose of this document is to help prepare utility personnel for questions regarding the new program and fees. Also, it lays out a procedure for responding to customer complaints.

## Section 2: Customer Service Flowchart

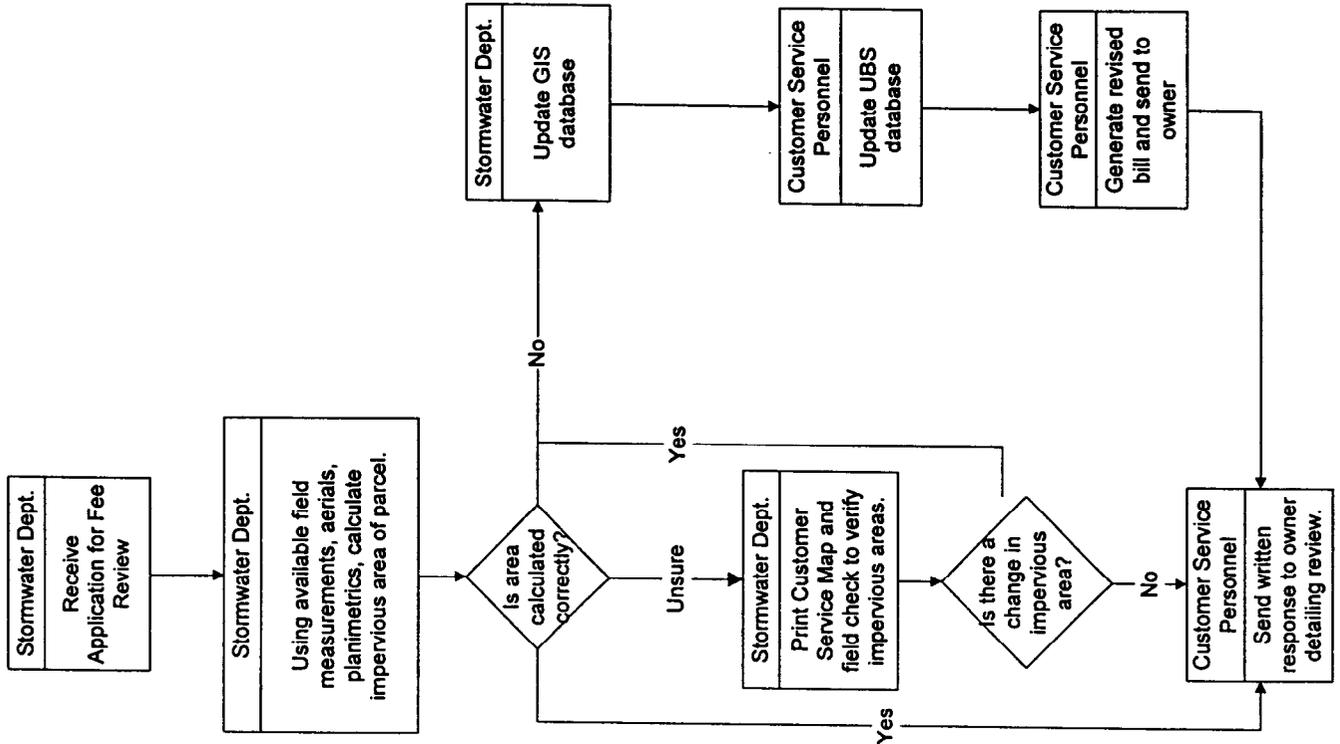


# Section 3: Billing Inquiry Flowchart

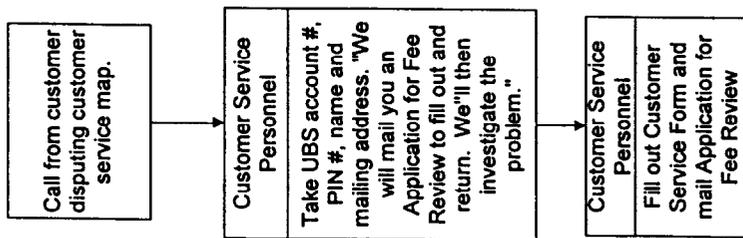


# Section 4: Billing Dispute Flowchart

STEP 2



STEP 1



**Section 5: EXPLANATION OF FLOWCHARTS**

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**Customer Service Flowchart**

The Customer Service Flowchart is intended to describe the procedures to be followed when a call from a customer is of a general nature. The staff that will be handling the phone calls will be customer service personnel in the Finance department. After receiving a call, staff should explain the stormwater utility program generally and then answer the customer's question based on the question and answer pages found in this manual. If the customer is not satisfied with the answer or the customer service personnel are unable to answer the customer's question, the call should be referred to Connie Jones, Chris Walker, or Brant D. Keller in the Stormwater Department.

**Billing Inquiry Flowchart**

The Billing Inquiry Flowchart is to provide an effective way of handling any inquiries about the stormwater charges involving either *Single-Family Residential* or *Other Non-Single-Family* properties. A copy of the "Inquiry Response" letter is included at the end of this document. The flowchart is explained below:

- 1) Single-Family Residential properties will be charged based on the size of the house. If the house is less than 1600 square feet, the owner will be charged \$1.77 per month. If the house is 1600 square feet or more, the owner will be charged \$2.95 per month. If the caller is not satisfied with this response, the Stormwater Department will perform a field visit to verify the size of the house. If the tier was correct, the owner will receive a letter describing the field verification. If the tier was incorrect, the GIS and UBS databases will be updated and a revised bill will be sent to the owner.

**Single-Family Residential Example:**

***Low-Tier Residential Property***  
*(less than 1,600 square feet):*

House: 1,000 sq ft  
Driveway: 450 sq ft  
Total: 1,450 sq ft

Monthly Charge: \$1.77  
Yearly Charge: \$21.24

***High-Tier Residential Property***  
*(1,600 square feet or greater):*

House: 1,800 sq ft  
Driveway: 600 sq ft  
Total: 2,400 sq ft

Monthly Charge: \$2.95  
Yearly Charge: \$35.40

- 2) Non-single-family properties will be charged by the total number of ERUs found on the property. The Customer Service Representative should provide the caller with the total ERUs listed in the UBS database and explain that 1 ERU = 2,200 square feet. Explain

how the number of ERUs is rounded up to the next whole integer and multiplied by \$2.95 to get the total charge per month. Verify that the amount the customer was billed for matches the amount in the UBS database. If the amounts do not match, the customer should receive a revised bill for the amount in the UBS database.

**Non-Single-Family Residential Example:**

Building:	8,000 sq ft
Parking:	<u>14,000 sq ft</u>
Total:	22,000 sq ft

A. Calculate the total number of ERUs:

$$\text{Number of ERUs} = \frac{\text{Total Impervious Area}}{\text{Area of 1 ERU}}$$

$$\text{Number of ERUs} = \frac{22,000 \text{ sq ft}}{2,200 \text{ sq ft}}$$

Number of ERUs = 10 (If the number of ERUs is not a whole number, round up to the next whole number.)

B. Calculate the monthly stormwater user fee:

$$\text{Monthly Fee} = \text{Number of ERUs} \times \text{Charge per ERU}$$

$$\text{Monthly Fee} = 10 \text{ ERUs} \times \$2.95 \text{ per ERU}$$

$$\text{Monthly Fee} = \$29.50 \text{ per month}$$

- 3) If answering Step 2 does not satisfy the caller in how the fee was computed, offer a breakdown of the impervious areas on the parcel in the form of a customer service map. There is no charge for this service, and it will provide the property owner with written documentation of the breakdown of the impervious areas and the resulting fee calculation.
- 4) Customer Service personnel will complete a Customer Service Form and send it to the Stormwater Department. Based on the parcel identification number (PIN), stormwater personnel will access the GIS database and add up all the impervious area components to get the total. This total is checked against the billing database and a customer service map is printed.

- 5) The Customer Service Map and a form letter are sent to the property owner or an agent of the property owner (a draft of the letter and a sample map are included at the back of this report). The letter explains the method of Stormwater User Fee calculations and provides the impervious area breakdown for that property.

If a property owner is not satisfied after receiving the map showing the impervious area breakdown and insists that the stormwater utility fee was calculated incorrectly, then the issue will be handled according to the "Billing Dispute Flowchart."

### Billing Dispute Flowchart for Non-Single-Family Property

The "Billing Dispute" flowchart is to provide an effective way of handling disputes to the stormwater utility fees of **non-single-family properties**. The chart will guide the Customer Service personnel through the appropriate steps involved in either confirming or changing the stormwater utility fee based on the impervious area of the particular property. The flowchart is divided into two parts: Step 1 and Step 2.

Step 1 outlines the request for an Application for Stormwater User Fee Review.

Step 2 outlines the process of reviewing the impervious area computations and the resulting stormwater utility fee. There are 3 scenarios that may result from this review:

- Impervious areas calculated correctly.
- Impervious areas calculated incorrectly.
- Impervious improvements change information in GIS, tax, and/or UBS databases.

A copy of the form letter that will accompany the Application for Stormwater User Fee Review is included at the end of this document. The flowchart is explained below:

#### STEP 1 - Application for Stormwater User Fee Review

- 1) Incoming call - Based on customer service map sent previously detailing the breakdown of impervious area, the property owner disputes the amount of stormwater utility user fee.
- 2) Customer service representative is to take down parcel number, property owner's name and mailing address for sending an Application for Stormwater User Fee Review.
- 3) Mail out the fee review application (a draft is included at the back of this report).

## STEP 2 - Review process

- 1) Stormwater Department receives a completed Application for Stormwater User Fee Review.
- 2) The stormwater department personnel will use digital planimetrics, available field measurements, aerial photos, and the GIS database to determine and verify all the impervious areas of the particular property.
- 3) If the total impervious area was calculated correctly, send written response to detail the impervious area research results to the property owner or agent who requested the fee review. If the area was calculated incorrectly, the GIS, UBS, and tax databases will be updated. A revised bill will be generated and sent to the owner. If there is any indication that the area in the database may not be representative of the actual area on the parcel, the Stormwater Department will perform a field check to verify the areas.
- 4) If the impervious area research results indicate that the impervious area was calculated incorrectly or that the improvements on the particular property will change information in the database, then the GIS, UBS, and tax databases will be updated following the Database Maintenance Procedures Flowchart. Such improvements may consist of new construction, demolition, subdivision, recombination, or annexation. Additional activities that will result in changes in the GIS, tax, and UBS databases include change of ownership, credit activity, and customer account changes. The Database Maintenance Procedures include steps to handle these actions as well.

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**Section 6: CUSTOMER SERVICE QUESTIONS AND ANSWERS**

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This section of the Customer Service Manual was developed to assist Customer Service Representatives in answering commonly asked questions about the new Stormwater Utility. The information is organized in a question and answer format. Questions and answers are arranged under specific stormwater program-related headings. This arrangement should provide staff with quick reference capabilities.

The following general headings are used to categorize the questions and answers:

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<b>I. General Program Description</b>	10
<b>II. General Stormwater Questions</b>	10
<b>III. Stormwater Utility Program</b>	11
<b>IV. Billing Procedures</b>	12
<b>V. Credit Policy</b>	15
<b>VI. Complaints/Problems</b>	16
<b>VII. Citizen Involvement</b>	16

## I. GENERAL DESCRIPTION OF PROGRAM

Stormwater runoff is the rainfall that washes off our roofs, parking lots, and other impervious surfaces every time it rains. If the stormwater system is not constructed and maintained properly, all this runoff can cause flooding and property damage. The City is implementing a stormwater utility program to help fund the repair and maintenance of stormwater structures to help prevent these flooding problems. Homeowners (Single-Family-Residential) pay a fee of \$1.77 or \$2.95 per month depending on the size of their house. Other property owners (Non-Single-Family-Residential) pay according to the amount of impervious area on their property. For more information regarding the service fees see examples on pages 5 and 6 of this manual.

## II. GENERAL STORMWATER QUESTIONS

### **Q: What is stormwater runoff?**

A: Stormwater runoff is water that flows over our yards, streets, buildings, parking lots, swimming pools, and other surfaces when it rains. Stormwater runoff flows into the nearest streams and eventually ends up in our local rivers, ponds, and lakes.

### **Q: How does the stormwater get into our streams?**

A: When it rains, stormwater flows into gutters, drainage ditches, storm sewers, and other drains that empty into our streams. The streams transport this stormwater to bigger bodies of water like Heads Creek and ultimately the Flint River. Some of our stormwater eventually becomes drinking water.

### **Q: How is the Stormwater Utility Fee used?**

A: The fee is used for preventive measures and maintenance or capital improvements of existing storm drainage system structures such as the North Griffin detention pond behind West Lumber Co. The money generated by the program will be used to repair and clean roadside pipes and ditches, replace small culverts with larger ones, and routine maintenance.

### **Q: What problems does stormwater cause?**

A: Stormwater causes **flooding**, **erosion** and **pollution** problems. Heavy rains flood streets and yards and can result in property damage. Stormwater runoff also picks up pollutants and debris from streets, parking lots, yards, and other surfaces and carries them into streams, rivers, and lakes. The new Stormwater Utility will allow the City to correct the flooding problems.

### **III. STORMWATER UTILITY PROGRAM**

**Q: How does the City pay to fix flooding problems?**

A: The Stormwater Utility is part of the solution. Correction of flooding problems will be funded through several sources. These sources include State Revolving Loan Funds (SRLF), SPLOST monies, revenue bonds and utility fees. The Stormwater Utility charges a stormwater utility fee to owners of properties that contribute to the creation of urban stormwater runoff.

**Q: Who is required to pay a Stormwater User Fee?**

A: All developed properties within the City of Griffin are required to pay a stormwater utility user fee.

**Q: Isn't this just another tax?**

A: No. Although the stormwater utility fee is an additional cost to property owners, it is not a tax on the value of a property. All property owners will be charged a stormwater utility fee if their property is developed, even those that are otherwise exempt from paying real property taxes (churches, schools, government properties, etc.).

**Q: Why was a utility system chosen to fund these repairs and improvements?**

A: A utility is the most equitable funding approach for all property owners. A utility, unlike a tax, is a predictable and stable source of revenue. The stormwater utility will divide the stormwater utility fees fairly among owners of developed properties so that each person only pays for the demand they put on the system.

**Q: If the stormwater runs off my roof directly into a nearby creek, it does not add to the amount of water in the storm sewer system. Why should I have to pay?**

A: Watershed management of the entire system benefits everyone; therefore, all members of the community are required to participate in the program. Your runoff eventually contributes to the stormwater discharge and usage of the drainage system, affecting properties downstream.

**Q: In the past, how were stormwater-related activities funded?**

A: Currently, programs and repair activities have been minimal. The stormwater utility has been established to implement and fund routine maintenance, design corrective actions and fund the actions to be taken.

#### IV. BILLING PROCEDURES

**Q: What is this bill?**

A: The City has implemented a stormwater utility user fee to help pay for the repair, maintenance and development of stormwater structures. This program will help to correct flooding problems throughout the city.

**Q: What is a property's Stormwater User Fee based on?**

A: Each property's stormwater utility user fee will be based on the impact each property has on the stormwater system. The impact is based upon a measured amount of "impervious area" on a property.

**Q: What is "impervious area?"**

A: Impervious areas are those areas within developed land which prevent or significantly impede the natural infiltration of stormwater into the soil. Common impervious surfaces include roof tops, solid decks, asphalt streets, driveways, sidewalks, patios, parking areas, brick or concrete pavements, swimming pools, and buildings.

**Q: How is the amount of impervious area calculated on all of the properties within the City?**

A: The impervious area of *non-single-family* parcels was derived using aerial photography and field measurements.

Aerial photography was also used to determine that the median amount of impervious area of *single-family residential* parcels is 1600 square feet. If a home has less square footage, it falls under the low-tier charge of \$1.77 per month. If a home has more square footage, it falls under the high-tier charge of \$2.95 per month.

**Q: What are considered to be single-family residential parcels?**

A: *Single-family detached* houses, mobile homes on individual lots, individual *duplexes*, and residential condominiums are considered single-family dwellings, in general.

**Q: How are multi-family residential properties such as apartments, condominiums and townhouses billed?**

A: In most cases, multi-family properties will receive one stormwater bill for the entire complex. Where individual utility accounts exist for each unit, each customer will receive a low tier residential bill.

**Q: What is an Equivalent Residential Unit (ERU)?**

A: An Equivalent Residential Unit (ERU) is equal to the median amount of impervious area that one would expect to find on a typical single-family residence within the City of Griffin. It was determined that the median single-family residence is 1600 square feet and that the property contains approximately 2,200 square feet of impervious area once you add in driveways, patios, etc. Therefore, 1 ERU = 2,200 square feet. To separate larger and smaller homes, a two-tiered system of fees has been adopted for single-family residences.

Non-single-family properties (commercial, industrial, etc.) will be charged based on the total number of ERUs found on their property. For instance, a small shopping center containing 22,000 square feet of impervious area would be charged for 10 ERUs (22,000 divided by 2,200). Since the rate for 1 ERU is \$2.95 per month, this shopping center would pay \$29.50 per month (10 ERUs times \$2.95).

**Q: Will single-family residences be charged the same monthly user fee regardless of the amount of impervious area they have?**

A: No. The City has adopted a two-tiered system of billing. If your house is less than 1600 square feet, you will pay \$1.77 per month. If your house is greater than 1600 square feet, you will pay \$2.95 per month.

**Q: What is the billing period for the Stormwater User Fee?**

A: The Stormwater User Fee will be included with your regular monthly utility bill.

**Q: How is the Stormwater User Fee for a non-single family residential parcel calculated?**

A: The amount of impervious area on your property is measured using field measurements, current as-built drawings, or a current survey drawing of your property. The amount of impervious area is calculated from these measurements in square feet. (Refer to the definition of impervious area on page 12). The total amount of impervious area on your property is then divided by 2,200 square feet (2,200 square feet is the value for 1 ERU). The result is the number of ERUs contained on your property. The policy of the Utility is to round up to the nearest integer ERU for fractional results. The integer number of ERUs on your property is then multiplied by \$2.95 to get your property's monthly stormwater charge. If a credit has been applied for and approved by the Stormwater Department, the appropriate amount will be deducted from the monthly user fee.

**Q: Why are churches and other tax-exempt properties required to pay?**

A: All properties within the service area that have impervious surface must participate regardless of ownership or tax status. All impervious surfaces (e.g. parking lots) contribute to the stormwater problem and, therefore, all property owners are to share in the cost of the program.

**Q: What if I REFUSE to pay the stormwater charge?**

A: If you refuse to pay the Stormwater User Fee the City may terminate your water service, place a lien against your property, or resolve the problem in court.

**Q: I own a NON-SINGLE FAMILY RESIDENTIAL PARCEL and believe that my Stormwater User Fee was incorrectly calculated.**

A: If you believe the stormwater utility user fee for your property has been computed incorrectly, I can first check to verify that the impervious area and the calculated fee for your property matches the amount that you were billed. **(Check ERUs and charge on utility billing system database using the parcel's identification (PIN) number.)**

If you question the impervious area and the user fee in the database, I will be glad to mail you information regarding the total amount of impervious surface on your property (*Impervious Area Breakdown form or Customer Service Map*). When you receive this information you may verify the impervious areas on your property against our database.

If, after receiving this information, you still believe your property is being billed incorrectly, you may request a "Stormwater Utility User Fee Review." **However, YOUR STORMWATER UTILITY USER FEE MUST BE PAID AND CURRENT IN ORDER FOR A STORMWATER USER FEE REVIEW TO BE COMPLETED.** We will be happy to correct any errors made to your stormwater utility user fee. If your stormwater utility user fee is found to have been computed incorrectly, we will make the necessary adjustments to your account - the stormwater utility user fee will be decreased or increased accordingly. **The adjustment will be made retroactive to the date your request for review form was received.**

**Q: My house is less than 1600 square feet and I got charged for the high-tier amount (\$2.95).**

A: If you give me your name, address, and phone number, we will send a representative out to field check your house and property. **(Complete Customer Service Form and send copy to Stormwater Department.)**

**Q: Are vacant properties billed?**

A: You will not be billed if your property is in an undeveloped natural state. If your property has any impervious surfaces on it then you will receive a stormwater fee.

**V. CREDIT POLICY**

**Q: Are there any exemptions from paying a stormwater utility user fee?**

A: There are *no exemptions* to the utility user fee. However, Non-Single-Family-Residential parcel owners may be eligible to receive a credit.

Single Family Residential Properties pay a fixed fee and are not eligible for a credit.

**Q: Who is eligible for a credit?**

A: Owners of non-single-family-residential properties are eligible for a credit if they have and maintain a stormwater detention or retention facility on their property in accordance with the City's policies

**Q: How do I apply for a credit?**

A: You need to pick up a credit application packet from the Stormwater Department.

**Q: When can I apply for a credit?**

A: If you are applying for a credit for an existing development, you can apply at any time. If you are applying for a credit for new construction, you can apply when construction is complete or when stormwater utility billing begins, whichever is first.

**Q: When will the credit take affect?**

A: Once the City has received a completed application and the stormwater facility has received a satisfactory inspection by a City employee, the credit will be reflected on the next month's bill.

If you apply within 1 year of receiving your first stormwater bill, the credit will be applied retroactively to the first month of stormwater billing. If the owner of an existing facility submits the credit application more than one year after the initial stormwater bill is received, the credit will be applied to the bill for the month following receipt of the complete application.

**Q: What is included in the application process?**

A: You need to complete general information about the property, have a registered civil engineer calculate the pre-development and post-development flows for your property, sign a Right-of-Entry Agreement, and return the application to the Stormwater Department.

**Q: What is a Right-of-Entry Agreement?**

A: It is permission from the property owner for a City employee to enter his property to access and inspect the stormwater facility.

**Q: How much of a credit can I receive?**

A: If the stormwater runoff from your property after development is only 10% more than the runoff from before development, you can receive a 20% credit. If the stormwater runoff from your property after development is equal to the runoff from before development, you can receive a 30% credit. If the stormwater runoff from your property after development is at least 20% less than the runoff from before development, you can receive a 50% credit.

**VI. COMPLAINTS / PROBLEMS**

**Q: How do I report a stormwater problem (drainage, flooding, pollution, etc.)?**

A: Please give me your name, address, phone number and a brief description of the problem. I will have an appropriate staff member contact you as soon as possible.

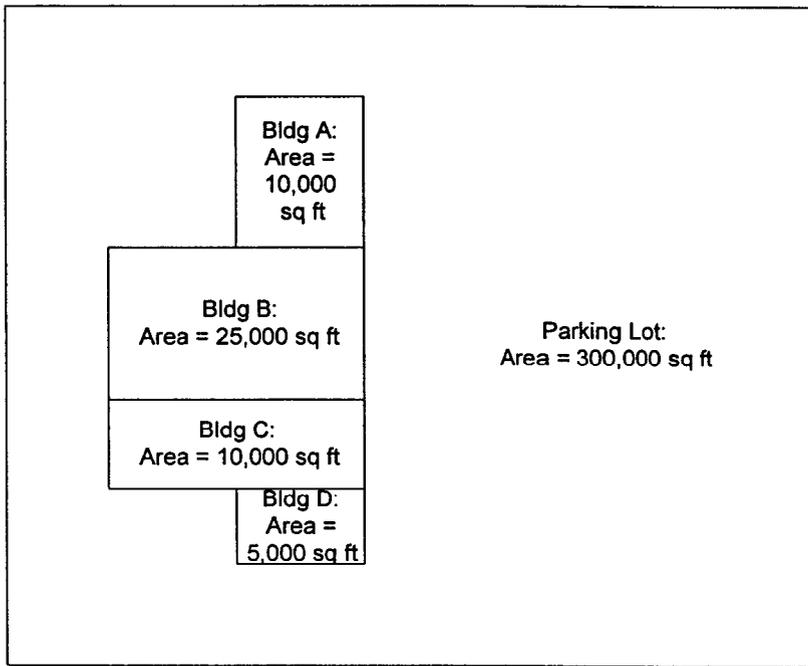
**VII. CITIZEN INVOLVEMENT INFORMATION**

**Q: I'd like to find out more about this program. What can I do ?**

A: I would be happy to send you information regarding the stormwater program. If you want to talk to someone, I will take your phone number and have someone from the Stormwater Department call you.

## Section 7: EXAMPLES OF BILL DIVISION

The owner of a parcel of land containing a strip mall will get only one bill from the City for the Stormwater Utility User Fee. The owner of the property must pay the total amount to the City and may choose how to recoup the costs from the tenants. The following are two ways in which this may occur.



### OPTION #1: Split the bill proportionally among the tenants by how much area they occupy.

1. First determine the total amount of impervious area on the entire parcel:

Total impervious area = Area of Buildings + Area of Parking

Total impervious area = Bldg A + Bldg B + Bldg C + Bldg D + Parking Lot

Total impervious area = 10,000 sq ft + 25,000 sq ft + 10,000 sq ft + 5,000 sq ft + 300,000 sq ft

Total impervious area = 350,000 sq ft

2. Determine how many ERUs are in that amount of impervious area (1 ERU = 2,200 sq ft):

ERUs = Total impervious area / 2,200 sq ft

ERUs = 350,000 sq ft / 2,200 sq ft

ERUs = 160

3. Determine the total amount of the monthly bill (1 ERU = \$2.95/month):

Monthly Bill = ERUs x \$2.95/month

Monthly Bill = 160 x \$2.95/month

Monthly Bill = \$472.00

4. Determine what percent of the total area of the strip mall is occupied by each building:

Percent Occupied By Bldg A = Area of Bldg A / Total Area of Buildings

Percent Occupied By Bldg A = 10,000 sq ft / 45,000 sq ft

Percent Occupied By Bldg A = 0.20 or 20%

Percent Occupied By Bldg B = Area of Bldg B / Total Area of Buildings

Percent Occupied By Bldg B = 25,000 sq ft / 45,000 sq ft

Percent Occupied By Bldg B = 0.50 or 50%

Percent Occupied By Bldg C = Area of Bldg C / Total Area of Buildings

Percent Occupied By Bldg C = 10,000 sq ft / 45,000 sq ft

Percent Occupied By Bldg C = 0.20 or 20%

Percent Occupied By Bldg D = Area of Bldg D / Total Area of Buildings

Percent Occupied By Bldg D = 5,000 sq ft / 45,000 sq ft

Percent Occupied By Bldg D = 0.10 or 10%

5. Using the percentages, determine the amount of the bill that each tenant will pay:

Amount For Bldg A = Percent Occupied By Bldg A x Total Monthly Bill

Amount For Bldg A = 0.20 x \$472.00

Amount For Bldg A = \$94.40

Amount For Bldg B = Percent Occupied By Bldg B x Total Monthly Bill

Amount For Bldg B = 0.50 x \$472.00

Amount For Bldg B = \$236.00

Amount For Bldg C = Percent Occupied By Bldg C x Total Monthly Bill

Amount For Bldg C = 0.20 x \$472.00

Amount For Bldg C = \$94.40

Amount For Bldg D = Percent Occupied By Bldg D x Total Monthly Bill

Amount For Bldg D = 0.10 x \$472.00

Amount For Bldg D = \$47.20

6. Check that bills for all the buildings equals the amount of the total bill:

Bldg A + Bldg B + Bldg C + Bldg D = Total Monthly Bill

$\$94.40 + \$236.00 + \$94.40 + \$47.20 = \$472.00$

✓  $\$472.00 = \$472.00$

OPTION #2: Split the total bill evenly among the tenants.

1. As in the first option, determine the total amount of impervious area on the entire parcel:

Total impervious area = Area of Buildings + Area of Parking

Total impervious area = Bldg A + Bldg B + Bldg C + Bldg D + Parking Lot

Total impervious area = 10,000 sq ft + 20,000 sq ft + 10,000 sq ft + 5,000 sq ft + 300,000 sq ft

Total impervious area = 350,000 sq ft

2. Determine the number of ERUs are in that amount of impervious area (1 ERU = 2,200 sq ft):

ERUs = Total impervious area / 2,200 sq ft

ERUs = 350,000 sq ft / 2,200 sq ft

ERUs = 160

3. Determine the total amount of the monthly bill (1 ERU = \$2.95/month):

Monthly Bill = ERUs x \$2.95/month

Monthly Bill = 160 x \$2.95/month

Monthly Bill = \$472.00

4. Divide the bill among the tenants:

Amount Paid By Each Tenant = Total Monthly Bill / Number of Tenants

Amount Paid By Each Tenant =  $\$472.00 / 4$

Amount Paid By Each Tenant = \$118.00

Calculated in this way, Bldg A, Bldg B, Bldg C, and Bldg D would each pay the owner \$118.00 per month.

## ***Section 8: CUSTOMER SERVICE FOLLOW-UP PROCEDURES***

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As an important component of the Inquiry and Complaint Response program, upon receiving a customer inquiry, it will be necessary to document the inquiry and follow-up actions. To facilitate this process, a standard "Customer Service Form" was developed.

### **Description and Use of the "Customer Service Form"**

A "Request Number" will be assigned to the inquiry in order to accurately track and record all transactions. The date of inquiry receipt and name of the customer service representative will also be noted accordingly.

The next item to complete on the form is the "Type of Request." Requests may include General Information, Credit Information, Flooding Problems, Billing Inquiry, Billing Dispute, and Citizen Involvement Information, or other as noted.

The customer service representative will request pertinent customer information: Account Number (Parcel Identification Number - PIN), Customer Name, Property Address, and Telephone Number. Then, the representative will document the customer's comments / inquiries / complaints / and / or suggestions.

The representative will then describe the actions that he or she took in response to the customer's request. If follow-up action is necessary, this will be noted on the form and assigned to the proper individual: Stormwater Department Director or his designee, or other as noted. All follow-up actions will be recorded, dated, and signed by the responsible party.

## ATTACHMENTS

- Customer Service Form
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- Cover Letter for Application for Stormwater User Fee Review
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- Credit Application cover letter

**The City of Griffin Stormwater Utility  
Customer Service Form**

<b>Request Number:</b>	<b>Date:</b>	<b>Cust Rep Initials:</b>
<b>Type of Request:</b> <i>General Information</i> _____ <i>Credit Information</i> _____ <i>Flooding Problem</i> _____ <i>Billing Inquiry</i> _____ <i>Billing Dispute</i> _____ <i>Citizen Involvement Information</i> _____ <i>Other:</i> _____ _____ _____	<b>Customer Information:</b> <i>UBS Account Number:</i> _____ <i>Account (PIN) Number:</i> _____ <i>Customer Name:</i> _____ <i>Property Address:</i> _____ <i>Telephone Number:</i> _____ <i>Other Contact:</i> _____	
	<b>Customer Comments:</b> _____ _____ _____ _____	
<b>Response:</b> <i>Question Answered, no follow-up needed</i> _____ <i>Offered Customer Service Map, follow-up needed</i> _____ <i>Referred To Stormwater Department</i> _____ <i>Offered App For Fee Review, follow-up needed</i> _____		
<b>Additional Follow-Up Required:</b> _____ _____ _____ _____		
<b>Follow-Up Assigned To:</b>	<b>Date Completed:</b>	<b>Initials:</b>

## Form Letter in Response to Stormwater Utility Billing Inquiry

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### City of Griffin Georgia

Dear Stormwater Utility Customer:

Thank you for your recent inquiry about the Stormwater Utility user fees. The Stormwater User Fees for non-single-family parcels are based on the amount of improvements that exist on your property. The improvements that constitute impervious area have been determined using the records from the City of Griffin Tax Assessor's Office, aerial photographs, and field visits where necessary. A breakdown of the measured impervious improvements on your property is attached as you requested.

All improvements such as buildings, pavements, and any other improvements that affect the amount of stormwater runoff from your property have been measured to determine the total impervious area in square feet. The total impervious area is converted to an Equivalent Residential Unit (ERU) by dividing the total area by 2,200 square feet. One ERU is equal to the median amount of impervious area found on a typical single-family residential parcel. The monthly fee is then assessed at \$2.95 per month per ERU.

Non-single-family properties that have incorporated stormwater control facilities routinely maintained by the owner and meeting certain minimum standards may qualify for an on-going credit to the monthly fee.

Please review the impervious areas measured on your property carefully. If you believe that your bill is in error or if you would like additional information about possible billing credit you may contact the Stormwater Department at (770) 229-6603. We will be happy to answer any other questions you have on the stormwater management program.

Sincerely,

Brant D. Keller  
Stormwater Department Director

## Impervious Area Breakdown

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Parcel Identification Number (PIN) \_\_\_\_\_

Owner's Name \_\_\_\_\_

Parcel Address \_\_\_\_\_

Impervious Surface

Area in Square Feet

Building(s)

\_\_\_\_\_

Pavement

\_\_\_\_\_

Other impervious surface(s)

\_\_\_\_\_

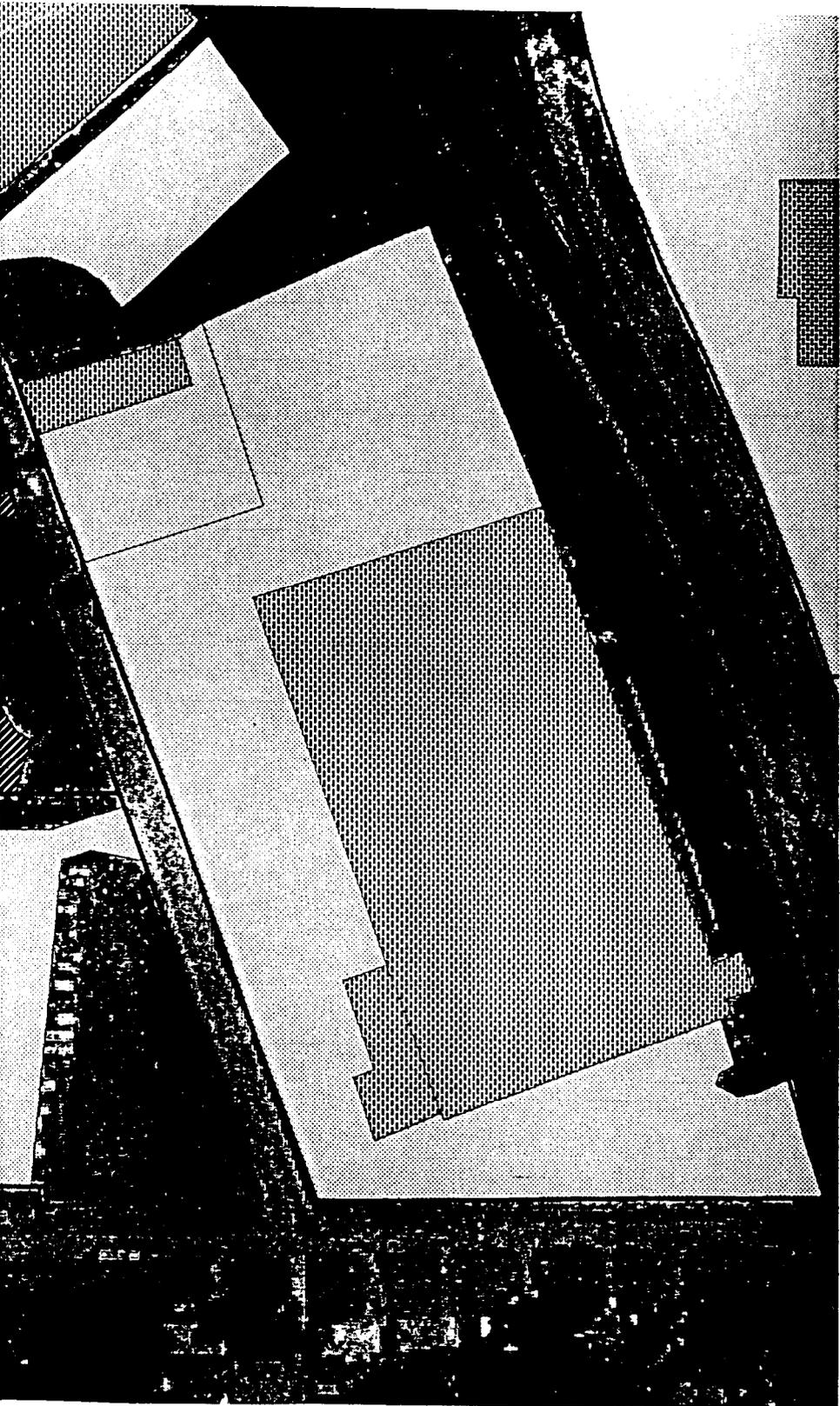
TOTAL IMPERVIOUS AREA

\_\_\_\_\_

Parcel ID Number: 049A01003A

Property Owner: The William Carter Co.

Property Address: 1124 Carver Rd. Griffin GA 30224



**Impervious Area Breakdown:**

**Building(s):** 175,775 sq ft

**Pavement:** 229,181 sq ft

**Total Impervious Area:** 404,956 sq ft



## Credit Application Cover Letter

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### City of Griffin

Dear Applicant:

The enclosed instruction manual has been assembled to assist you in applying for a credit to your Stormwater User Fee based on stormwater control improvements you have made to your property. The credit could reduce your stormwater bill in accordance with the provisions of the City of Griffin Stormwater Utility. You may be eligible for a credit to your stormwater service bill if you meet the following criteria:

1. You own developed non-single-family-residential property; and
2. You have constructed on-site stormwater facilities that control the release of stormwater runoff; and
3. You maintain those facilities in accordance with required maintenance standards.

If you meet the above criteria, please complete the credit application and submit it and supporting documentation to the Stormwater Department. Credit applications for on-site stormwater controls shall include flow calculations by a registered professional civil engineer with a current license in the State of Georgia.

If you need assistance in completing the credit application or in providing the requested material, please contact the Stormwater Department at (770) 229-6603.

Sincerely,

Brant Keller  
Stormwater Department Director

