

**CITY OF SALEM STORMWATER RATE  
ANSWERS TO FREQUENTLY ASKED QUESTIONS**

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## Introduction

On December 6, 2010, the Salem City Council approved creation of a stormwater utility. The Council's decision will have the effect of decoupling funding for the City's stormwater program from wastewater fees and fund the program with separate stormwater fees. The new stormwater fees will be initially implemented no later than January 2013 and will be phased in over three years. During the implementation period, ratepayers will see adjustments that decrease their wastewater charges as new stormwater fees are incorporated into the billing statement, with final rates in place January 2016.

The primary purpose of instituting a separate stormwater utility is to establish a fee for service that more fairly charges our customers for the cost of providing stormwater services by more closely aligning the stormwater rate to the stormwater impacts of the customer's property. The City's wastewater ratepayers have funded our existing stormwater program, which has been in place for more than 20 years. However, wastewater rates for most customers are based on the volume of drinking water used during the winter months and there is no relationship between the drinking water a customer uses and the impacts that the property has on stormwater quality or quantity.

To better tie stormwater rates to impacts, the new stormwater fee will have two components. The first component of the new stormwater fee is a charge that will be assessed based on the amount of impervious surface of each ratepayer's property. For non-single family residential (NON-SFR) properties, this amount will be between approximately \$6 and \$7 per month for every 3,000 square feet of impervious surface. Most single family residential (SFR) customers will pay an impervious surface-based rate of \$6-\$7 per month. SFR properties that are significantly above or below 3,000 square feet will pay a rate that is slightly higher or lower than this value. The second component of the new stormwater fee is a fixed base charge that will be paid by all ratepayers regardless of the amount of impervious surface. This monthly base charge supports stormwater programs such as dispatch services, street sweeping, and account maintenance and will be between approximately \$11 and \$12 per account. The base charge also accounts for the impervious surface area of public streets and a portion of the mandated parking on commercial properties.

The City Council's approving vote was the culmination of over a year of collaborative efforts involving City staff, business organizations, and our customers. Led by staff from Public Works, the City made it a priority to go into the community to provide information and gather feedback. More than 50 meetings were conducted with property owners, neighborhood associations, business groups, nonprofit organizations, state and school district staff, and others. There were two Council work sessions and a public hearing on the proposal spanned two Council meetings. It is noteworthy that the recommendation that went before the City Council in December had changed significantly from the recommendation originally presented to the public in early 2010, and that these changes were a direct result of feedback received while working in partnership with multiple stakeholders. In a December 12, 2010, Statesman Journal editorial on the approved stormwater utility, the newspaper noted that, "Overall, taxpayers are the winner because, in many ways, the City's handling of this issue has exemplified local government at its best."

During the next two years, the City will continue working with the community in order to implement the new utility and associated fees. City staff will ask for feedback regarding the accuracy of the impervious surface area estimates and request that ratepayers notify the City of stormwater facilities on-site that might qualify for a stormwater rate credit. The goal is that when the utility is first implemented, it is done so in a manner that is fair, accurate, and sustainable.



## **QUESTIONS ABOUT URBAN STORMWATER RUNOFF**

**1. *What is urban stormwater runoff?***

Stormwater runoff occurs whenever water from rain and snowmelt is not intercepted by trees and other plants or absorbed into the soil.

**2. *What is impervious surface?***

An impervious surface is any surface that prevents water from infiltrating into the ground. Impervious surfaces include roofs, pavement, patios, roadways, parking lots, sidewalks, and highly compacted soil, such as nonpaved surfaces that are subject to vehicular traffic.

**3. *Why is there a concern about stormwater runoff quantity and quality?***

Our use of the land affects stormwater runoff quantity and quality. Stormwater runoff volumes and flow rates increase as vegetation and soils are removed and replaced by large amounts of impervious surface. Higher stormwater flows can damage aquatic environments in our urban creeks by eroding stream banks and down-cutting channels. These higher flows can also cause flooding that can damage property and create risks to public health and safety. Additionally, the pollutants deposited on impervious surfaces can be carried off by stormwater runoff into our streams, lakes, and the Willamette River. These pollutants, which include dirt, toxic chemicals, oils, nutrients, soap, and bacteria, can come from a variety of sources including vehicles, landscaping chemicals, pets, certain business practices, and construction activities.

## **QUESTIONS ABOUT OUR STORMWATER PROGRAM**

**4. *What does our stormwater program do?***

The Public Works Department conducts Salem's stormwater management program. The program is designed to address both stormwater quantity and stormwater quality. It provides stormwater management services within a service area of more than 44 square miles that includes 13 urban watersheds. The stormwater collection system consists of more than 85 miles of open channels and ditches, 90 miles of waterways, 420 miles of pipe, 800 detention basins, and 22,000 storm drainage structures. Salem's Stormwater Program contains a variety of activities and projects, including stormwater system operation and maintenance, stormwater quality monitoring, public education and involvement, street sweeping, stream cleaning, spill response, municipal regulations, stormwater quality complaint response, inspections, capital projects, and much more.

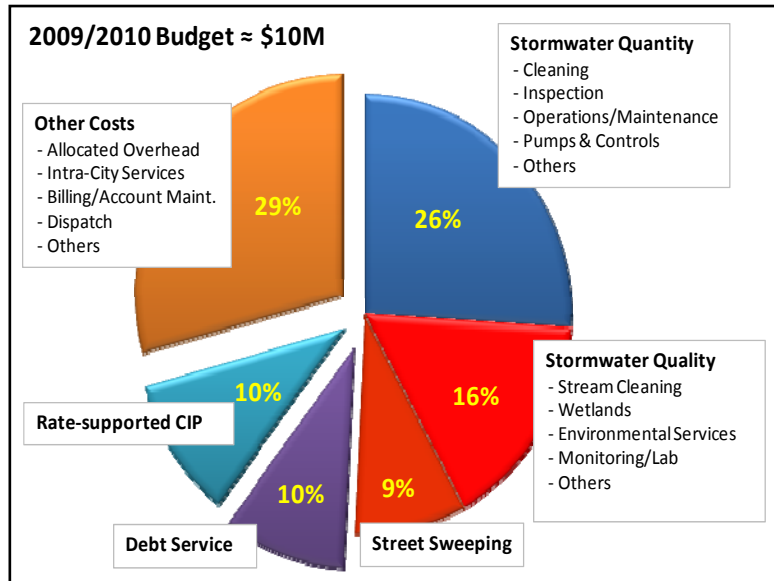
The Federal Clean Water Act mandates many facets of our Stormwater Program, and requires cities like Salem to obtain a permit to discharge runoff from our municipal stormwater system. Known as a National Pollutant Discharge Elimination System (NPDES) Municipal Separate Storm Sewer System (MS4) permit, it is administered on behalf of the Federal Environmental Protection Agency (EPA) through the Oregon State Department of Environmental Quality (DEQ).

**5. *Will mandated federal and state requirements expand over time?***

Over time, the requirements contained in Salem's NPDES Municipal Stormwater Discharge Permit will continue to expand, requiring increasing investments into our Stormwater Program.

6. **How much does our stormwater program cost?**

Salem invested approximately \$10 million in the 2009-2010 fiscal year toward its Stormwater Program. Approximately one-half of this was directed toward programs that addressed issues related to stormwater quantity and stormwater quality. An additional 10 percent was directed toward constructing new capital improvement projects (CIPs) and 10 percent to pay debt service of past CIPs that manage stormwater quantity and quality. The remaining program budget was dedicated to operating costs such as contingency funds, insurance, billing, information technology, dispatch services, and others. Because of increasing state and federal regulations, the scale and scope of Salem’s stormwater programs and projects are expected to continue to increase over time.



**QUESTIONS ABOUT OUR STORMWATER UTILITY**

7. **Why is Salem pursuing implementation of a separate stormwater utility?**

Currently, a portion of every customer’s wastewater fee funds Salem’s Stormwater Program. Wastewater rates are a function of winter water usage. There is no relationship between the amount of water a customer uses and the impacts their property has on stormwater quality or quantity. The purpose of implementing a separate stormwater utility and fee is to ensure Salem’s Stormwater Program is funded in a manner that is fair, equitable, and sustainable. This requires that we more closely align the stormwater rate that each resident, business, institutional, or industrial property owner pays with the impacts their property has on Salem’s stormwater system and on creeks, lakes, and the Willamette River.

8. **Why implement a stormwater utility and fee now?**

Over the past ten years, Salem has been constructing a series of capital projects to improve and enhance our wastewater treatment capabilities. These efforts, which have been funded by the City’s wastewater ratepayers, are largely completed. In the past, the City’s Stormwater Program funding was a relatively small percentage of the total wastewater fund. This percentage has grown, and because of increasing state and federal regulatory requirements, is expected to continue to increase over time. Based on all these factors, it is both timely and appropriate to evaluate ways to improve the manner in which wastewater and stormwater services are funded. The intent of this effort is that wastewater ratepayers will pay for their wastewater services and stormwater ratepayers will pay for stormwater services.

**9. *Is this a new stormwater service and is it a new fee?***

Creating a stormwater utility does not involve creating a new service. The new stormwater fee will not raise new revenue nor is it a new fee. This is because all wastewater customers are currently paying for the existing Stormwater Program through their wastewater bill. Rather, the new stormwater rate simply funds our existing programs with stormwater rates rather than wastewater rates.

**10. *Does the federal government require creating a separate stormwater utility and fee?***

The City's municipal stormwater discharge permit, issued by the Oregon Department of Environmental Quality under the Federal Clean Water Act, mandates the programmatic content and establishes performance measures for our stormwater program. The permit requires Salem to fully fund a comprehensive stormwater program, but does not mandate how the program is to be financed.

**11. *Will the new stormwater utility or fee fix drainage problems created by new development?***

Every developer in Salem is currently required to provide all drainage improvements necessary to manage the runoff generated by that development. The City will continue to address drainage problems throughout Salem as our resources allow, but creating a stormwater utility does not create new programs and is not a new funding source. Therefore, no significant changes should be expected, since no new revenue is being provided.

**12. *Who will be charged for stormwater services?***

The fee will be charged to customers with utility accounts that serve developed property within the Salem city limits, including single family and multifamily residential properties, businesses, industrial facilities, public buildings, and facilities of nonprofit organizations. City-owned streets and streets within planned residential developments will not pay a stormwater rate, although a portion of the stormwater base charge accounts for the impervious surface of public streets. Property owned and operated by the City of Salem will not be subject to a stormwater rate. This is in conformance with a long-standing City Council policy.

**13. *How will stormwater rates be determined?***

The stormwater fee will have two components. The first component of the new stormwater fee is a charge that will be assessed based on the amount of impervious surface of each ratepayer's property. By the time the stormwater utility is fully implemented in January 2016, non-single family residential (non-SFR) properties will be charged between \$6 and \$7 per month for every 3,000 square feet of impervious surface. Most single family residential (SFR) customers will also pay an impervious surface-based rate of between \$6 and \$7 per month. Those SFR properties that have significantly more or less than 3,000 square feet of impervious surface will pay a rate that is slightly higher or lower than this value. The second component of the new stormwater fee is a fixed base charge that will be paid by all ratepayers regardless of the amount of impervious surface. This monthly base charge supports such stormwater programs as dispatch services, street sweeping, and account maintenance. The base charge also accounts for the impervious surface area of public streets and a portion of the mandated parking on commercial and institutional properties. By the time the stormwater utility is fully implemented in January 2016, the base charge is expected to be between approximately \$11 and \$12 per account, per month.

**14. *How is the impervious surface-based component of the stormwater fee calculated?***

The methodology for establishing the impervious surface-based component of the stormwater rate consists of the following four steps.

- A. Determine the impervious surface area for an average single family residential (SFR) property and set this value equal to one “Equivalent Dwelling Unit” or EDU. This value has been determined in Salem to be 3,000 square feet.
- B. Measure the impervious surface area for all non-single family residential (non-SFR) properties and convert each area into a corresponding EDU value. For example, a non-SFR property with 30,000 square feet of impervious surface is equivalent to 30,000 ft<sup>2</sup>/3,000 ft<sup>2</sup> per EDU, or 10 EDUs. In Salem, when all the SFR and non-SFR EDUs are combined, there are approximately 100,000 EDUs.
- C. Calculate the amount of the stormwater program costs that will be funded by the stormwater base rate and then determine the remaining stormwater program costs that must be supported by the stormwater impervious surface-based (i.e., EDU-based) rate.
- D. Determine the dollar value per EDU by summing the total number of EDUs (i.e., SFR plus non-SFR properties) and dividing this value into the remaining, EDU-supported costs for Salem’s Stormwater Program. For example, if the annual stormwater program costs to be supported by the EDU-based rate is \$8 million and there are 100,000 EDUs citywide, then the dollar value per EDU would be \$8,000,000 per year/100,000 EDUs = \$80/EDU per year. This value is equal to \$6.67/EDU per month.

The dollar per EDU value becomes the impervious surface-based stormwater rate that is applied to each account.

**15. *Has this stormwater fee approach been used anywhere else?***

Most large and many small communities throughout the nation and Oregon have adopted a stormwater fee to fund their stormwater programs. Within Oregon, cities that have implemented this funding mechanism include Ashland, Corvallis, Eugene, Gresham, Keizer, Medford, Roseburg, Portland, and Springfield, and the cities served by Clean Water Services<sup>1</sup>. Salem is the last major metropolitan city in Oregon and one of the last in the country to establish a stormwater utility.

**16. *When determining the amount of impervious surface for a property, are the sidewalk and the street in front of it included?***

Neither sidewalks nor the fronting streets are included when determining the total impervious surface area of the property in order to calculate the fee. Rooftops, driveways, patios, walkways, parking lots, and non-paved surfaces subjected to vehicular traffic are included when determining a property’s impervious surface.

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<sup>1</sup> Clean Water Services includes the cities of Beaverton, Tigard, Tualatin, Hillsboro, King City, Forest Grove, Sherwood, Cornelius, Banks, Gaston, Durham, and North Plains.

**17. Why consider gravel an impervious instead of a non impervious surface?**

All surfaces subjected to vehicular traffic, whether or not they are paved, are considered impervious for the purposes of establishing total area subject to the calculation. Automobiles and trucks moving and parking on the surface of gravel areas crush the rock and compact the soils to such a degree that infiltration is significantly impeded or entirely prevented. From a stormwater runoff perspective, a gravel surface that has been subjected to vehicular traffic acts much more like an impervious surface, similar to a street or parking lot, than a non-impervious surface such as a vegetated landscape.



**QUESTIONS ABOUT IMPLEMENTING THE STORMWATER RATE**

**18. When will stormwater services be itemized on utility bills?**

The ordinance establishing creation of a stormwater utility that was approved by the City Council includes two provisions for initial implementation: (1) first day of the month following one full quarter in which the Salem Metropolitan Service Area unemployment figure is 7 percent or less; or (2) January 1, 2013, whichever occurs first. When implemented, stormwater will be included as a separate line item on the utility bill for the account.

**19. Why the delay in implementation of the stormwater utility and why phase it in over time?**

Delaying initial implementation of the stormwater utility and phasing the fee over time have the following advantages: (1) it provides ample time for those ratepayers who will be most affected by the new rate, most particularly commercial and institutional properties with large amounts of impervious surface, to anticipate the costs and plan for any necessary budgetary changes; and (2) it provides additional time for preparations, notifications, and stakeholder engagement by Public Works staff.

**20. How will the stormwater fee be phased in over time?**

Phasing is accomplished by continuing to fund a portion of the Stormwater Program through wastewater rates during the phase-in period. As shown in Table 1 below, which is based on the stormwater rate being initially implemented in January 2013, a portion of the stormwater program funded by wastewater rates will be shifted to the stormwater rate during each annual rate adjustment.

**Table 1—Illustration of Phasing Stormwater Rate over Four Rate Cycles**

Beginning Date	Funding for Stormwater Program	
	Stormwater Fee	Wastewater Fee
January 2013*	25%	75%
January 2014	50%	50%
January 2015	75%	25%
January 2016	100%	0%

\* Initial implementation date is January 1, 2013.

The complete decoupling of stormwater from wastewater would occur at the completion of the phasing period in January 2016, after which wastewater fees would fund only wastewater services and the stormwater fee would fully fund stormwater services.

**21. *How will the stormwater utility and fee be implemented for areas outside of the city limits?***

Salem’s stormwater services are only provided inside the city limits, and therefore the stormwater utility and fee will be implemented only within this area. If an adjacent jurisdiction, such as Marion or Polk County, enters into an interagency agreement with the City of Salem for stormwater services to be provided outside the city limits, then property owners within the affected area would be subject to a stormwater fee.

**22. *Why does a home or business that is not connected to the City’s drainage system have to pay for stormwater services?***

Even if your property is not physically connected to the drainage system, you and your property are still provided stormwater services. For example, the City’s stormwater program improves and maintains stormwater facilities that reduce flooding risks to your property and the roads leading to it. Additionally, Salem’s Stormwater Program administers design criteria and regulates development in a manner that helps control stormwater runoff that can impact your property, the roads on which you drive, and the establishments with which you do business. Our Stormwater Program also includes actions that reduce stormwater pollutants that can degrade our urban streams and waters, which provide benefits to all residents of Salem.

**23. *Why don’t people outside Salem pay for stormwater services when their stormwater drains into our storm system?***

The City of Salem does not currently have the authority to charge a stormwater fee to customers outside the Salem city limits.

**24. *Would Salem businesses be at a disadvantage with others that do not pay for stormwater?***

The subject of City fees and taxes for services in the unincorporated areas of the city is an issue that goes beyond the approved stormwater utility. Currently, those who live or do business outside of the city limits are able to use and enjoy—at no cost—Salem’s streets, parks, libraries, and other amenities. It is true that businesses located in Salem will be subject to a stormwater fee while other businesses located in unincorporated areas of Marion and Polk Counties will not. What is also true is that this situation already exists between businesses in Keizer, which currently has a stormwater fee, and Salem, which will not have a fully implemented stormwater

rate until 2016. This situation also already exists among other cities in the region, many of which have different stormwater rates. Table 2 compares Salem’s estimated stormwater rate with rates of other cities for a ratepayer with 100,000 square feet of impervious surface. Note that approximately 90 percent of all Salem commercial ratepayers have 100,000 square feet or less of impervious surface.

**Table 2—Salem Stormwater Rate Compared with other Cities**  
(For 100,000 square feet of impervious surface)

<b>City</b>	<b>Monthly Stormwater Rate (Note 1)</b>	<b>Salem Stormwater Rate (Note 2)</b>
Keizer	\$164	
Hillsboro	\$190	<b>\$194</b>
Corvallis	\$219	
Medford	\$224	
Beaverton	\$250	
Vancouver	\$278	
Gresham	\$344	
Eugene	\$393	
Springfield	\$453	
Portland	\$872	

Notes: (1) Rates as of July 1, 2010.

(2) Salem’s stormwater rate is based on estimating the rate that will be in effect in Salem in January 2016 (the date of full implementation) and adjusting that value so that it can be compared to the 2010 rates of other jurisdictions.

**25. *Will undeveloped lots in subdivisions be charged for stormwater services?***

Because an undeveloped property is presumed to remain in its natural state, it will not be subject to the stormwater rate. If predevelopment activities result in compacted gravel or dirt and utility service is available on the property, stormwater services are being provided and will be included on the customer’s utility bill.

**26. *Will developed properties without water or wastewater services be charged for stormwater services?***

A developed property will be charged a stormwater rate, even if it does not receive water or sewer services.

**QUESTIONS ABOUT BILLING**

**27. *I currently receive a water and wastewater bill. Will I get a stormwater bill as well?***

All water and sewer ratepayers in the City of Salem will have a stormwater fee incorporated into their utility bill. In cases where multiple accounts serve one parcel, only one account will

receive the charge for stormwater services provided to the entire parcel. Whenever possible, stormwater will be added to an existing water/sewer account and tied to the tenant or occupant of the facility. In some cases, such as a large, shared parking lot under different ownership, a parcel may receive a stormwater-only account. Generally, for multitenant facilities such as shopping centers and apartment complexes, the stormwater bill will be sent to the person responsible for the property.

**28. *Will my bill go up?***

As the new stormwater rate is incorporated into the bill, the stormwater component of the old wastewater rate will be removed and the amount paid for wastewater will decrease accordingly. The net change to the new revised bill—when adding both the reduced wastewater and added stormwater rates—depends on the type of property, the amount of water consumption (from which the wastewater rate is derived), and the amount of impervious surface. Table 3 provides an illustration of potential impacts of the stormwater rate as of January 2016, the date at which the stormwater rate is to be fully implemented. The values showed in the table project the combined wastewater and stormwater rates into the future to 2016. Table 3 also shows the rates as they would likely have been without approval of the stormwater utility and compares these rates to what they are anticipated to be with the approved utility. Note that the estimates are based on our current assessment of likely stormwater and wastewater regulatory mandates and budgetary requirements. They have been derived using a number of assumptions and estimates. The values provided are intended to *illustrate* the potential impacts and do not represent either upper or lower boundaries of cost increases (or decreases).

Generally, approval of the stormwater utility will have the following effects:

- Single family and multifamily residential ratepayers can expect to see a decrease in the combined wastewater plus stormwater bills.
- Commercial ratepayers<sup>2</sup> can expect to see an increase in the combined bill. For most smaller commercial properties, the increase should be between approximately 5 and 10 percent. For larger commercial properties, the combined bill can be expected to double or more.
- For industrial ratepayers, no general projections can be made because their combined wastewater plus stormwater bills are dominated by the amount they pay for wastewater.

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<sup>2</sup> “Commercial” ratepayers include businesses, agencies, non-profit organizations, and all other non-residential ratepayers who pay for wastewater services based on the volume of water used during the winter months.

**Table 3—Projected Potential Impacts to Sewer and Stormwater Ratepayers (monthly rate)**

Customer Type	Projected January 2016 Wastewater + Stormwater Bill		Difference (\$)	Difference (%)
	Without Stormwater Utility	With Stormwater Utility		
<b><u>Residential—Average</u></b> Impervious surface = 3,000 ft <sup>2</sup> Monthly Sewer Base = 6.6 CCF	\$51.42	\$49.93	Decrease \$1.49	Decrease 2.9%
<i>Portion of Bill to Wastewater</i>	\$40.11	\$32.36		
<i>Portion of Bill to Stormwater</i>	\$11.31	\$17.57		
<b><u>Multifamily—4-Plex</u></b> Impervious surface = 3,000 ft <sup>2</sup> Monthly Sewer Base = 6.0 CCF	\$124.21	\$74.07	Decrease \$50.14	Decrease 40.4%
<i>Portion of Bill to Wastewater</i>	\$96.88	\$56.50		
<i>Portion of Bill to Stormwater</i>	\$27.33	\$17.57		
<b><u>Multifamily—Large</u></b> Impervious surface = 120,000 ft <sup>2</sup> Monthly Sewer Base = 590 CCF Number of units = 110	\$2,244.20	\$2360.16	Decrease \$184.04	Decrease 7.2%
<i>Portion of Bill to Wastewater</i>	\$1984.48	\$2088.14		
<i>Portion of Bill to Stormwater</i>	\$559.72	\$272.03		
<b><u>Commercial—Small</u></b> Impervious surface = 25,000 ft <sup>2</sup> Monthly Sewer Base = 40.0 CCF	\$248.17	\$266.82	Increase \$18.65	Increase 7.5%
<i>Portion of Bill to Wastewater</i>	\$193.58	\$204.60		
<i>Portion of Bill to Stormwater</i>	\$54.60	\$62.22		
<b><u>Commercial—Medium</u></b> Impervious surface = 100,000 ft <sup>2</sup> Monthly Sewer Base = 50.0 CCF	\$300.57	\$469.57	Increase \$169.00	Increase 56.2%
<i>Portion of Bill to Wastewater</i>	\$234.45	\$252.10		
<i>Portion of Bill to Stormwater</i>	\$66.13	\$217.47		
<b><u>Commercial—Large</u></b> Impervious surface = 200,000 ft <sup>2</sup> Monthly Sewer Base = 50.0 CCF	\$300.57	\$676.57	Increase \$376.00	Increase 125.1%
<i>Portion of Bill to Wastewater</i>	\$234.45	\$252.10		
<i>Portion of Bill to Stormwater</i>	\$66.13	\$424.47		

Notes: 1. CCF = 100 cubic feet

2. “Commercial” ratepayers includes businesses, agencies, non-profit organizations, and all other non-residential ratepayers who pay for wastewater services based on the volume of water used during the winter months. The term does not apply to industrial ratepayers.
3. The estimates presented in Table 3 and projecting estimated rates to 2016 are based on the following assumptions: (1) 3,000 ft<sup>2</sup> per EDU; (2) annual stormwater and wastewater rate increased of 0 percent (2011), 3 percent (2012), 5 percent (2013), 5 percent (2014), 3 percent (2015), and 3 percent (2016).

**29. *What will the stormwater fee be for residential properties?***

Once the new stormwater fee has been fully implemented in 2016, most single family residential (SFR) ratepayers will see a stormwater rate likely to be between \$17 and \$18 per month. This amount is composed of the stormwater base charge, which is expected to be between \$11 and \$12 per month, plus an EDU charge, which will be between approximately \$6 and \$7 per month.

The amount of impervious surface area on most of Salem's 35,000 SFR properties fits within a relatively narrow range between about 1,000 and 5,000 square feet, with an average impervious surface area of 3,000 square feet. However, there are SFR properties that have significantly more or significantly less impervious surface area than the average. To have a more equitable SFR rate structure, a three-tiered system has been developed. Approximately 75 percent of all SFR properties—those with between about 2,200 and 3,700 square feet of impervious surface—will pay the same rate. The upper and lower 12.5 percent of SFR properties (by impervious surface area) will pay a rate slightly higher or slightly lower than the average rate.

**30. *Can billing estimates be provided for specific properties?***

Individual estimates can be provided to the account holder upon request.

**31. *Who will be charged for stormwater services when there is a rented or leased property?***

Whenever possible, the stormwater service fee will be attached to an existing wastewater or water account. In some cases, this may be a renter or lessee unless the property owner holds the account.

**32. *How will duplexes, condominiums, and mobile home parks be charged for service?***

Residential accounts that include single family homes, duplexes with one water service, group homes with one water service, condominiums with individual water services, and multifamily units with individual water services will be charged based on the three-tiered single family residential (SFR) rate system. The stormwater rate for multifamily complexes with shared meters, condominiums with shared meters, and mobile home parks with shared meters will be charged based on the amount of impervious area.

**33. *Is the City paying for stormwater on public property?***

The City does not currently pay itself for water or wastewater utility services provided to City departments. The addition of a new stormwater utility does not change this policy. Account holders who rent or lease City-owned property, such as those at the airport, will have stormwater service added to their current water and wastewater utility bills.

**QUESTIONS ABOUT STORMWATER RATE CREDITS**

**34. *I have a stormwater management facility on my property. Am I eligible for a reduced stormwater rate?***

non-single family residential (non-SFR) ratepayers may be eligible to receive stormwater credits if there is a properly maintained and operated stormwater treatment or flow control facility on the property that has been designed and constructed per approved City standards.

**35. *Why are Single Family Residential properties not eligible for a reduced stormwater rate?***

Implementing a stormwater credit program for single family residential (SFR) properties would not be cost-effective. Because there are over 35,000 separate SFR accounts and the stormwater rate credit for a SFR property is likely to be less than \$5 per month, the staff costs to implement and administer such a credit program will exceed the benefits to both the City and our stormwater ratepayers.

**36. *How will the stormwater credit be determined?***

Protocols for determining the stormwater credit are still being developed and reviewed. In general, credit will depend on the type of facility, the amount of impervious surface routed to the facility, and the portion of the stormwater rate that lends support to the direct costs of the City's stormwater quantity or stormwater quality programs.

**FURTHER INFORMATION**

**37. *Where can I get more information about Salem's stormwater program and fees?***

Additional information may be obtained by contacting the City's Public Information Officer, Mike Gotterba, at 503-588-6211 or [mgotterba@cityofsalem.net](mailto:mgotterba@cityofsalem.net).