East Hanover Township Municipal Authority

Stormwater Management Program Credit and Appeals Manual

East Hanover Township

Dauphin County, Pennsylvania

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1.0 Introduction

This Manual provides East Hanover Township Municipal Authority (Authority) Stormwater Management Program customers with details on the credits available to reduce their quarterly Stormwater Management Program Fee. Credits are provided as a means for customers to reduce the amount of their fee by implementing a creditable Best Management Practice to reduce the contribution of stormwater and pollutants to the Stormwater Management system and/or to aid in meeting Municipal Separate Storm Sewer System (MS4) Permit obligations.

The foundation of an effective Stormwater Management Program is the development of a fair and equitable Stormwater Management Program Fee to provide for a dedicated and reliable revenue stream. Revenues generated by the Stormwater Management Program Fees will support the Stormwater Management Program and its goals to: ensure MS4 Permit regulatory compliance including Pollutant Reduction Best Management Practice implementation, improve water quality, mitigate flooding where practicable, support strategic planning for capital improvements, support effective infrastructure operation and maintenance, and promote the education of the community on practices to improve the quality of water resources.

The *Stormwater Management Rates, Rules, and Regulations* defines how properties within the Township will be assessed fees based upon Impervious Area coverage on the property. All property owners may reduce their fee if they apply and qualify for credits made available by the credit policy. This Manual will provide the user with the procedures to follow in order to apply for credits from the Authority.

2.0 Disclaimer

By submitting a Fee Credit Application pursuant to the Credit Policy (Section 6.0), the Property Owner acknowledges and agrees that he and his heirs, grantees, successors, and assigns shall be solely responsible and liable for the operation and maintenance of any and all Best Management Practices constructed, installed, or employed by the property Owner. The Authority shall not be responsible for or liable with respect to the operation and maintenance of any Best Management Practice, or any damages arising therefrom.

3.0 Definitions

Terms can be defined by the *Authority's Stormwater Management Rates, Rules and Regulations* currently in effect. For the purposes of this manual, Authority refers to the East Hanover Municipal Authority, it's agents, assigns, etc.

4.0 Credits and Credit Policies

Detailed Information about applying for credit can be found in Section 6.0 Applying for Credit.

4.1 General Policies

1. It is the Property Owner's responsibility to apply for credits and supply all of the required information (Attachments).
2. Specified credits are available to all property Owners.
3. The maximum amount of credit received **shall not exceed 60%** per property**,** unless a property is granted a larger credit under the Stormwater Partnership Credit (Section 6.3.4, Attachment B).
4. **Accounts must be current in order to receive credit(s).** Credits will be revoked if an account is overdue more than 90 days. Upon becoming current, property owner may reapply to reinstate the revoked credits (Section 6.0).
5. Credits will be revoked where qualified Best Management Practices are not maintained, in accordance with the Maintenance Agreement (Attachment B)**.**
6. There is a non-refundable $25 credit application fee, however the fee is waived until twelve months after the first stormwater fee bill is distributed. Property owners may be required to establish an escrow account of $1,000 for specific credits such as new or retrofitted Best Management Practices to cover professional services for review of the application. Any new or retrofitted Best Management Practices will be required to follow all applicable Township Ordinances; including all applicable fees. Application fees are subject to adjustment January 1 of each year. Refer to the Applying for Credit section of this document for additional detail.
7. Approved credits and appeals will be made effective on the following billing cycle if the determination is made 30 days prior to the next billing date. However, any credits for Best Management Practices fully installed as of January 1, 2023 shall have the credit applied retroactively to that date if credit application for the Best Management Practice is submitted, in full, to the Authority no later than September 30, 2023. Similarly, any appeals submitted prior to September 30, 2023 will be retroactively applied to January 1, 2023.
8. Credits expire June 30, 2025 unless otherwise determined by the Authority. At that time the Credit Policy will be reevaluated at the discretion of the Authority. Adjustments to the value of credits may be made at that time and/or reapplication required.
9. The Authority has full discretion over the credit process.

4.2 Eligibility

To be eligible for a credit, the property must have been assigned a Stormwater Management Program Fee and there must not be any outstanding and unpaid Stormwater Management Program Fees against the property. Owners must submit the appropriate Credit Application (Section 6.0) along with any documentation required by the Authority.

4.3 Credit Details

Property owners may apply for one or more credits, and the credits will be cumulative up to a maximum credit of 60% of that property's Stormwater Management Program Fee. **Credit amount is proportional to the Impervious Area that drains to the Best Management Practice.**

The Stormwater Management Program Fee with approved credits will be calculated as follows:

Stormwater Management Program Fee = Original Stormwater Management Program Fee x [1 – Approved Credit(s)]

Example 1: A property owner has 10,000 sf of Impervious Area. The owner connects half of the Impervious Area (5000 sf) to a Best Management Practice receiving 30% credit.

Percentage of Impacted Impervious Area = (5000 sf Impervious Area/10,000 sf Total Impervious Area) = 50%

Approved Credits = 30% credit applied to 50% of the Total Impervious Area = 15%

New Stormwater Management Program Fee = Original Stormwater Management Program Fee x [1 – 0.15]

5.0 Summary of Available Credits

The following section describes the available credits that have been adopted by the Authority.

Table 1. Summary of Available Credits

Credit	Max Credit
Peak Rate Control / Volume Control Structural Best Management Practice	50%
Low Impact Credit	5%
Agricultural Credit	55%
Stormwater Partnership Credit	TBD

5.1 Peak Rate Control / Volume Control Structural Best Management Practice

Structural Best Management Practices that control the rate, volume, and water quality of stormwater generated on the property are eligible for credit. The maximum credit for peak rate and volume control is 50%.

Peak Rate Credits for the installation of an approved control system per the East Hanover Township Stormwater Management Ordinance will be eligible for up to 5% credit for the 100-year event. This is in addition to any volume control credit as noted below.

Any system designed for volume control in accordance with the East Hanover Township Stormwater Management Ordinance will be awarded up to a 45% credit. This is in addition to any peak rate control noted above. The system must provide for the required Water Quality Volume, which is the storage capacity needed to treat stormwater runoff equivalent to a minimum of the National Oceanic and Atmospheric Administration precipitation frequency estimate for the 2-year, 24-hour storm at the time of application. Land developers shall maintain annual groundwater recharge consistent with pre-development conditions, by infiltrating an amount of runoff equal to the "Recharge Volume" (based on the average annual infiltration rate based on the prevailing hydrologic soil groups present at a site). The recharge volume may be part of the water quality volume. Approved volume system control systems may be but are not limited to infiltration basins, infiltration trenches, and rain gardens. See the Pennsylvania Stormwater Best Management Practice Manual section 6.4 for more information on the listed systems as well as other options. Best Management Practice sediment reduction effectiveness will be considered in evaluating the actual credit percentage.

Existing Best Management Practices can be retrofitted to provide new function and would be eligible for credits for the existing and new functions. The credits only apply to the Impervious Area controlled by the Best Management Practices. Peak rate, volume control, and water quality calculations shall be in compliance with the applicable Ordinance of the Township. Previously installed control systems may also apply for this credit assuming they are in proper working order

and are approved by a Pennsylvania licensed professional engineer. Credits will be prorated to the amount of Impervious Area managed relative to total Impervious Area on site.

A detailed inspection schedule and maintenance schedule shall be developed and included with the Maintenance Agreement described within Attachment B. The maintenance schedule should include a detailed step by step procedure on how the control system shall be maintained in order to work in perpetuity. Include contact information of the person responsible for the Operation and Maintenance in accordance with the East Hanover Township Stormwater Management Ordinance; any changes in such contact information shall be provided to the Authority within 30 days of said changes. Inspection and maintenance logs should be maintained. All control systems shall be contained within a minimum twenty-foot (20') wide Stormwater Management easement. Access to the Stormwater Management easement shall be provided from the nearest public right-of-way.

5.1.1 Maintenance Policies:

All who receive credits will be required to sign an Operation and Maintenance Agreement, substantially in the form attached to this document, which references an Operations and Maintenance Plan outlining any and all maintenance that will be required to continually qualify. The basic minimum maintenance requirements that should be listed in an Operation and Maintenance Plan are, but not limited to:

- Sediment shall be removed when approximately 30% of storage volume of the facility is filled.
- Any sinkholes shall be repaired.
- Trash shall be removed.
- No woody vegetation shall be allowed to grow on embankments unless called for in the facility's design.
- Debris shall be removed from the inlet, outlet, and any other structures that have the potential to clog. All systems should be checked at minimum 4 times per year and within 48 hours after any major rain events of >1".
- Documentation of inspections must be submitted by July 1st of each year.
- Provide previous year's maintenance log; must be submitted by July 1st of each year.
- Control structures shall remain unaltered, intact, and functioning as originally designed.
- See Pennsylvania Stormwater Best Management Practice Manual for system specific inspection details.

The Authority has the right to inspect all systems to ensure they are working properly. If a system is found to be operating inadequately, the Owner will be notified in writing of the deficiencies. If the Owner does not make the necessary corrections within 45 days any and all credits may be revoked. If Owner fails to submit annual reporting documentation by deadline listed above credits may be revoked.

5.2 Low Impact Parcel Credit

A parcel is considered a Low Impact Parcel if its Total Impervious Area is less than or equal to 10% of the total parcel area. If a parcel meets this condition, it is eligible for a credit of 5%. Parcels meeting this criteria as of the Impervious Area mapping in 2022 will have the credit automatically applied.

5.3 Agricultural Credit

Agricultural property owners can apply for applicable credits to reduce their Stormwater Fees by up to 55%. This process combines the Low Impact Parcel Credit with two stages of credits available under the Agricultural Credit. A 40% credit will be granted to those properties that provide documentation of a Soil Conservation or Ag E&S Plan per Attachment E. An additional 15% credit will be granted for properties that provide documentation of a Nutrient Management Plan or Manure Management Plan for Attachment E. Additional information regarding this credit can be found in Attachment E – Agricultural Credit Information.

5.4 Stormwater Partnership Credit

Customers are encouraged to propose other means to improve their property and our community through the use of innovative stormwater technologies. If a stormwater customer has an idea for a project that could be worth stormwater credits, the Authority encourages the customer to submit the project idea under the Stormwater Partnership Credit. Credit will be based upon benefit analysis demonstrating actual cost reduction to be realized by the Authority.

6.0 Applying for Credit

The following section describes how to apply for credits that have been adopted by the Authority.

6.1 Pre-Application Meeting and Field Review

A number of proposed credits will require a pre-application meeting and/or a field review with the Authority. All Owners interested in installing a new Best Management Practice or retrofitting an existing Best Management Practice should submit the Pre-Application Meeting Request form provided in Attachment C to the Authority. The Authority will contact the Owner to schedule a mutually agreeable meeting date and time or provide notification if the specific installation does not necessitate a pre-application meeting.

6.2 Design Standards

All proposed Best Management Practices shall comply with the applicable design standards set forth in the municipal ordinances for which the property is located and Pennsylvania Stormwater Best Management Practices Manual including, but not limited to, the use of appropriate professionals, such as Professional Engineers, Professional Geologists, Landscape Architects, Soil Scientists, etc. when required. When applicable, karst hazards, soil investigations, infiltration testing, or other pertinent site-assessment activities should be conducted.

6.3 Credit Application

In order to receive credit, all Property Owners must follow the subsequent application process. Materials can be mailed to the Authority at 8848 Jonestown Road, Grantville, PA 17028, Attn: Stormwater Management Credit Administrator or delivered to the Authority at the same address. Properly submitted applications will be reviewed by the Authority within 60 days of submission, unless extended by good cause shown. The applicant will be notified in writing whether or not the credits applied for were approved. Unapproved applications will have 60 days to resubmit before their application is terminated. Approved applicants will receive a letter along with any applicable credit agreements that must be signed and returned to the Authority within 60 calendar days (failure to do so will terminate the credits).

The following documentation must be submitted for an application to be reviewed:

6.3.1 Peak Rate/Structural Best Management Practice Credit:

1. Completed credit application form signed by the property owner.
   a. Application forms are available in Attachment A, online at the Township website, and at the Township office (located at the address listed above).
2. Photographs of the site showing layout, inlets, outlets, etc.
3. Owner's Operation and Maintenance Plan.
4. Record of maintenance undertaken. (Existing facilities only)
5. Application fee where pertinent.
6. For some applications, a $1,000 Escrow must be established to cover professional services related to review and processing of the application. If at any time funds are drawn below $500 the escrow account must be replenished for the application review to proceed. Larger escrow amounts may be required for larger applications with multiple Best Management Practices for review.

7. The Authority has the right to require submission of design documentation, as-built or construction drawings, and an engineering analysis from a Pennsylvania licensed professional engineer. Notification of this requirement will be provided in response to the Pre-Application Meeting Request.
8. The Authority has the right to require documentation from a licensed engineer that the facility is in proper working order. (Existing facilities only).
9. Additional documentation may be required at the request of the Authority.

6.3.2 Low Impact Credit (where credit was not automatically applied):

1. Completed credit application form signed by the property owner.
   a. Application forms are available in Attachment A, online at the Township website, and at the Township office (located at the address listed above).
2. Application fee where pertinent.
3. Documentation of changes made to property resulting in Low Impact Credit qualification.
4. Additional documentation may be required at the request of the Authority.

6.3.3 Agricultural Credit:

1. Completed credit application form signed by the property owner.
   a. Application forms are available in Attachment A, online at the Township website, and at the Township office (located at the address listed above).
2. Application fee where pertinent.
3. Aerial image of property, along with property lines (can be found via Dauphin County Parcel Viewer - https://gis.dauphincounty.org/dauphincountyparcelviewer/).
4. Any required plans associated with either or both credit options. If no plans are required, documentation of why plans are not required will need to be submitted with the application. Additional information, or a site visit, may be required.
   a. Plans must be administratively complete (containing all required documentation and signatures).
   b. All plans requiring approval from another entity (such as Dauphin County Conservation District, NRCS, etc.) will be required to have all approvals completed before a credit is awarded.
5. Photographs, as applicable, of:
   a. Fields
   b. Animal Heavy Use Areas/Animal Concentration Areas
   c. Manure Storage Facilities (Tanks, Concrete Pads, Field Stacking/Compost Piles, etc.)
   d. Agricultural Best Management Practices required by plans
6. Additional documentation may be required at the request of the Authority.

6.3.4 Stormwater Partnership Credit:

1. Pre application meeting(s) must be conducted before credit application submission.
2. Completed credit application form signed by the property owner.
   a. Application forms are available in Attachment A, online at the Township website, and at the Township office (located at the address listed above).
3. Application fee where pertinent.
4. Documents discussed during pre-application meeting(s).
5. Additional documentation may be required at the request of the Authority.

7.0 Appeals

The following section describes the appeal options that have been adopted by the Authority.

7.1 Appeal Impervious Area Assessment

If a property owner feels that their Impervious Area estimate is incorrect they may appeal it. Similarly any property owner who believes stormwater fees have been assessed for a parcel they do not own shall notify the Authority. Note that review of the Impervious Area may cause the assigned estimate to increase as a result of the appeal.

Appeal forms are available in Appendix D, online at the Township website, and at the Township office. There is no processing fee for appeal applications. Materials can be mailed or personally delivered to the Township office. Within 60 calendar days of being received, the Authority will contact the owner with information about the status of the application as well as instructions about how to proceed. Questions about a given Impervious Area assessment can be made by contacting staff at the Authority office during regular business hours.

7.2 Other Appeals

No other assessment appeal has been adopted by the Authority.

Attachment A – Credit Application

Stormwater Management Credit Application Instructions

1. This form is provided to Stormwater Management customers who believe they qualify for an approved Stormwater Management Credit. Customers should review the Credit Manual for eligibility requirements for credits.
2. Please fill out all sections on the first page of the form, except for the last section marked "For Authority Use Only". Please fill out all applicable sections on pages 1 and 2 related to the credits you are applying for.
3. You may attach supporting documentation to the form. Please note that any submitted documentation will not be returned to the customer. Please mail completed form to:

   East Hanover Township Municipal Authority
   8848 Jonestown Road Grantville, PA 17028
   Attn: Stormwater Management Credit Administrator

4. An Authority representative will review the Stormwater Management Credit Application Form within 60 days of receipt of the completed form.

Attached Documents

Please refer to the "Credit Application" section of the Credit and Appeals Manual for specific information regarding required submission documents.

Please review the Authority's Stormwater Management Program Credit Manual before applying

Select the credit(s) being applied for (check applicable boxes):

☐ Peak Rate Control / Volume Control Structural Best Management Practice	☐ Stormwater Partnership Credit
☐ Low Impact Parcel Credit	☐ Agricultural Credit

Customer Information

Owner's Name: _____

Phone Number: _____ Alt. Phone Number: _____

E-mail: _____

Property Address: _____

Parcel Number: _____

Mailing Address: _____

Account Number: _____

Additional Information

If you are applying for any of the following credits, the Authority will contact you to discuss the details of the credit after you submit page 1 of the application.

- Credits related to Best Management Practices
- Stormwater Partnership Credit

Confirmation of Credit Conditions and Authority Access Rights

I, (please print name) _____ agree to all conditions of the Credits I have applied for as outlined in the *East Hanover Township Municipal Authority Stormwater Management Program Credit Manual*. Additionally, I agree that East Hanover Township Municipal Authority, or its designee, may at reasonable times enter my property to inspect the property or condition or operation of Best Management Practices.

Signature: _____Date: _____

FOR AUTHORITY USE ONLY

Date Received: _____	Credit(s): ☐ Granted ☐ Denied
Date Reviewed: _____	% Credit to be Applied: _____
Date of Credit Expiration: _____	Reviewer: _____

Attachment B – Maintenance Agreement

OPERATION AND MAINTENANCE AGREEMENT

STORMWATER FACILITIES AND BEST MANAGEMENT PRACTICES OPERATIONS AND MAINTENANCE AGREEMENT

See Agreement Referenced in the Township Stormwater Management Ordinance (available online or at the Township office).

Attachment C – Pre-Application Meeting Request Form

Pre-Application Meeting Request Instructions

1. This form is provided to Stormwater Management customers who want to install a new Best Management Practice, retrofit an existing Best Management Practice to become eligible for Stormwater Management Credit, or are interested in the Stormwater Partnership Credit. Customers should review the Authority's Credit Manual for eligibility requirements for credits.
2. Please fill out all sections on the form, except for the last section marked "For Authority Use Only".
3. Please mail completed form to:

East Hanover Township Municipal Authority
8848 Jonestown Road Grantville, PA 17028
Attn: Stormwater Management Credit Administrator

Please Mark All That Apply

☐ I want to install a new Best Management Practice
☐ I want to retrofit an existing Best Management Practice

☐ I have an idea for a project that might qualify for the Stormwater Partnership Credit
☐ Other: _____

Customer Information

Owner's Name: _____

Phone Number: _____ Alt. Phone Number: _____

E-mail: _____

Property Address: _____

Mailing Address: _____

Account Number: _____

Parcel ID (if known): _____

FOR AUTHORITY USE ONLY

Date Received: _____	
Date Reviewed: _____	Reviewer: _____

Attachment D – Appeal Form

Appeals Instructions

1. This form is provided to customers who have reduced their Impervious Area coverage or who disagree with the Impervious Area determination by the Authority for their property.
2. Please fill out all sections on the form, except for the last section marked "For Authority Use Only".
3. You may attach supporting documentation to the form. Please note that any submitted documentation will not be returned to the customer. Please mail completed form to:

   East Hanover Township Municipal Authority
   8848 Jonestown Road Grantville, PA 17028
   Attn: Stormwater Management Credit Administrator

4. An Authority representative will review the Appeal Form within 60 days of receipt of the completed form.

Appeal Information

Impervious Area Estimate (optional):_____

Customer Information

Owner's Name: _____

Phone Number: _____ Alt. Phone Number: _____

E-mail: _____

Property Address: _____

Mailing Address: _____

Account Number: _____

Parcel ID (if known): _____

Please provide a brief description as to why this change is necessary:

_____

_____

_____

Signature: _____ Date: _____

FOR AUTHORITY USE ONLY

Date Received: _____	Appeal: ☐ Granted ☐ Denied
Date Reviewed: _____	Change to be Made: _____
Date of Application: _____	Reviewer: _____

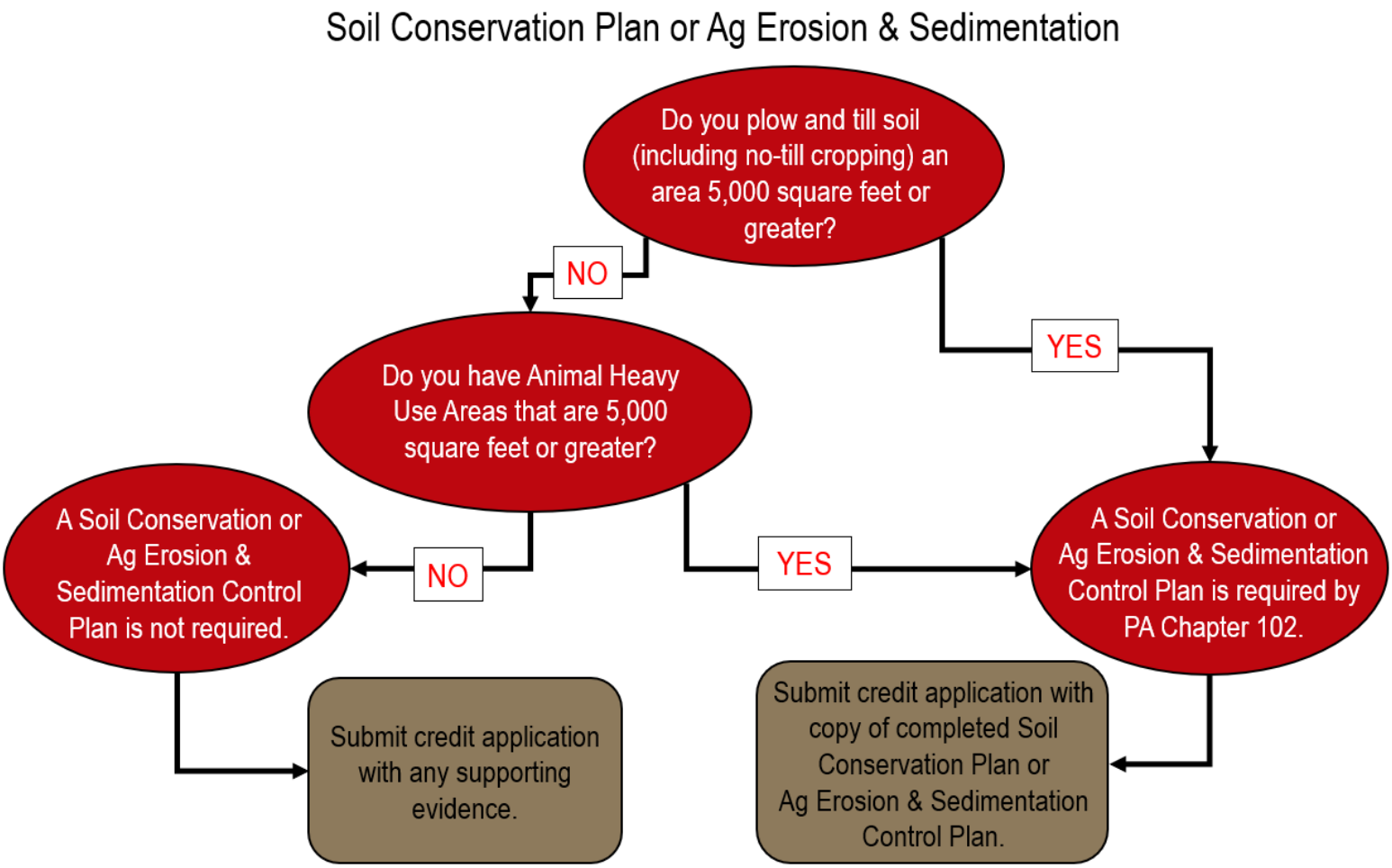
Attachment E – Agricultural Credit Information

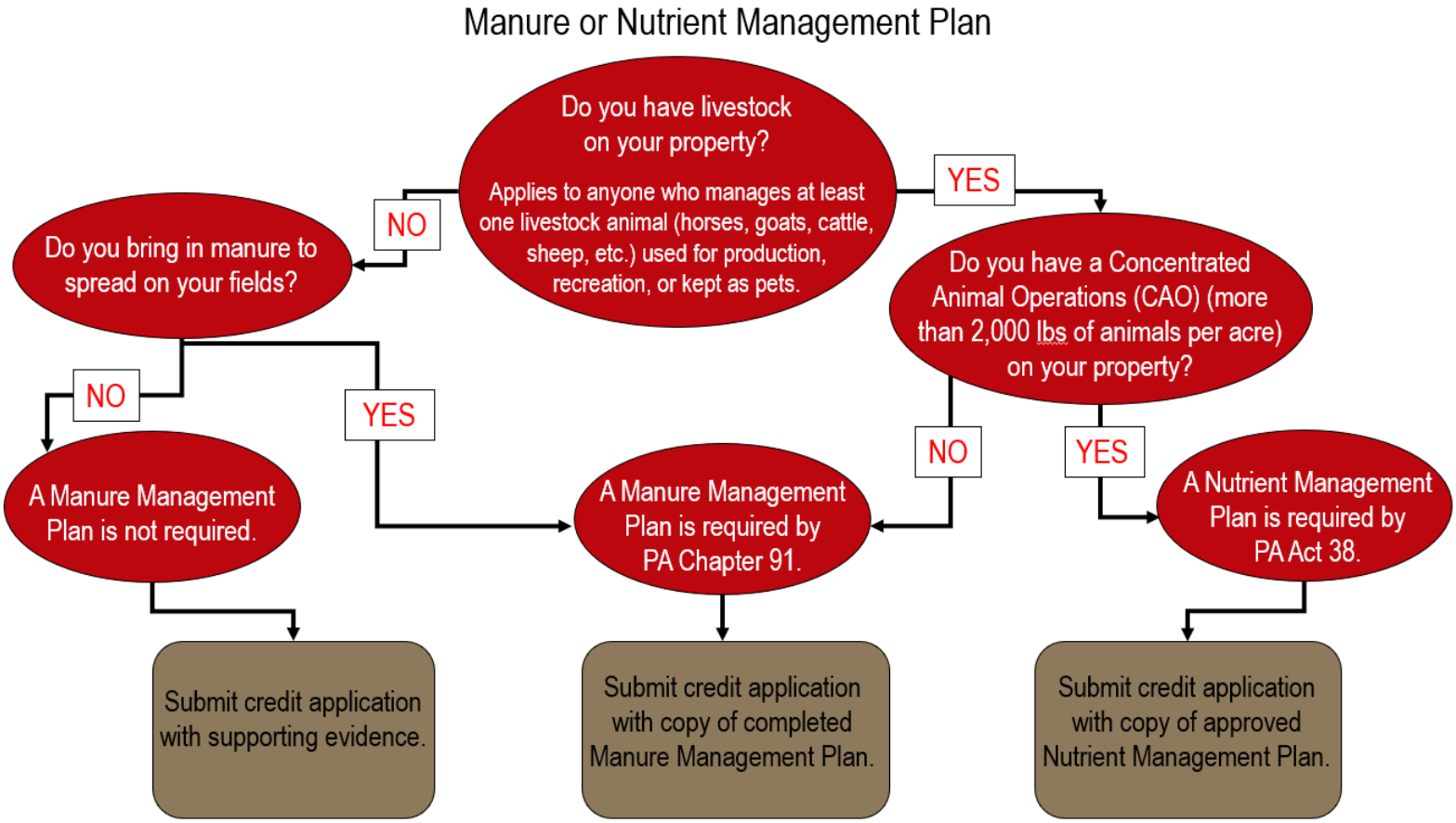
Overview

It is intended for Agricultural Credits to only be valid for agricultural property owners. In order to ensure this, this credit will only be eligible for properties with a County Land Use Code (LUC) designation of L07 (farm land unimproved) and L08 (farm land with buildings). The below credit options may be submitted and awarded separately.

Soil Conservation/Agricultural Erosion and Sedimentation Plan – 40% Credit

For this credit option, a property owner must meet all qualifying requirements for an Agricultural Credit and have either a Soil Conservation or Agricultural Erosion and Sedimentation (Ag E&S) plan in place (if required). The below flow chart will help in determining which plan is required based on your practices. If neither plan is required, a credit application must still be completed and submitted for review. If all criteria are met, a property owner may be awarded a 40% credit.



Manure Management/Nutrient Management Plan – 15% Credit

For this credit option, a property owner must meet all qualifying requirements for an Agricultural Credit and have either a Manure Management or Nutrient Management plan in place (if required). The below flow chart will help in determining which plan is required based on your practices. If neither plan is required, a credit application must still be completed and submitted for review. If all criteria are met, a property owner may be awarded a 15% credit.