

FREQUENTLY ASKED QUESTIONS



1. What are stormwater credits?

In March 2012, council approved the stormwater credit policy. These incentives are provided to property owners who install best management practices (BMP) that reduce their individual contributions of stormwater runoff and pollutant loading to the municipal stormwater system. Applications to apply for stormwater credits were made available to the public on October 1, 2012. If approved, credits will be applied to the stormwater portion of your regular utility bill within 60 days from your application date.

2. What is a BMP?

Best management practices are industry accepted standard practices to control the quantity and quality of stormwater runoff leaving any particular property. For non-residential properties some examples include stormwater management ponds, underground storage, parking lot storage, roof top storage, oil/grit separators and filter strips. For additional BMP details please visit www.kitchener.ca/stormwatercredits

3. Who is eligible to receive stormwater credits?

Stormwater credits are available to all residential and non-residential property owners that currently receive a stormwater charge on their regular utility bill. Both residential and non-residential property owners are eligible for a maximum 45% credit on the stormwater portion of their utility bill. The stormwater credit policy is tailored to suit different property types. For example, residential credits are simply based on the volume of stormwater diverted while non-residential credits are more complex and based on engineered stormwater management systems.

Non-Residential Credit Types and Ranges

Credit Type	BMP Examples	Maximum Credit
Quantity	Quantity control pond, parking lot storage, rooftop storage	25%
Quality	Filter strip, paved area sweeping program, salt management program	15% - Enhanced 10% - Normal 5% - Basic
Education	Employee, customer, student education program	5%

Quantity Control Credit

The percentage allocated for this credit is based on the percentage of impervious area that is directed to an approved quantity control BMP. The maximum credit for this category is 25%.

Quality Control Credit

The percentage allocated for this credit is based on the percentage of impervious area that is directed to an approved quality control BMP as well as the degree of treatment the BMP provides based on criteria established by the Ministry of Environment.

Enhanced Quality Control: Enhanced quality corresponds to the long term average removal of 80% of total suspended solids. The percentage allocated for this credit is based on the percentage of impervious area directed towards enhanced quality controls. The maximum credit for this category is 15%.

Normal Quality Control: Normal quality corresponds to the long term average removal of 70% of total suspended solids. The percentage allocated for this credit is based on the percentage of impervious area directed towards normal quality controls. The maximum credit for this category is 10%.

Basic Quality Control: Basic quality corresponds to the long term average removal of 60% of total suspended solids. The percentage allocated for this credit is based on the percentage of impervious area directed towards basic quality controls. The maximum credit for this category is 5%.

In addition to the total suspended solids removal criteria, the Applicant may also be eligible for the basic pollution reduction credit if they have implemented a paved area sweeping program, a salt management plan, or both. Please see the attached insert which defines the requirements for the paved area sweeping program and a salt management plan.

The maximum credit for this category is 15%.

Education Credit

Non-residential customers are eligible to receive the stormwater education credit for educating employees, the public or students in the areas of flood prevention and pollution reduction. Please see the attached insert which defines the requirements to receive the education credit.

4. How do I apply to receive non-residential credits?

Currently there is no online application form for non-residential property owners. Please print a version of the application from our website, pick up a copy from the front desk at City Hall or request the application be mailed to your house or workplace.

5. How does the city ensure the Stormwater Credit Program is run in a fair and equitable way for all applicants?

A completed application gives authority for The City of Kitchener to perform limited inspections of the property to determine the eligibility of the on-site stormwater BMPs, and the accuracy of the credit calculation. The inspection shall be limited to stormwater BMPs and other elements described in the application. The city shall schedule the inspections at a date and time that is mutually acceptable to both parties. The city will offer the applicant at least one (1) opportunity to reschedule to a mutually agreeable date and time.

6. What if I don't do the required maintenance on my best management practices?

If a site inspection reveals that reported BMPs are not in place, not functional and/or not maintained then any credits that have been issued will be cancelled and the customer will be required to reimburse the amount of any credit received following the failed inspection. Additionally, a one year probationary period where the applicant cannot reapply for stormwater credits may be applied to the utility account.