



# Stormwater Utility Rate Strategies

Drivers and Considerations for  
Rate Restructuring

December 3, 2025

# Agenda

1. Stormwater Utilities
2. Update Drivers
3. Case Study: City of Dunedin
4. Case Study: City of Tampa
5. Data Maintenance
6. Q&A

# Stormwater Utilities



# Stormwater Utility

1

## **Distinct fiscal entity**

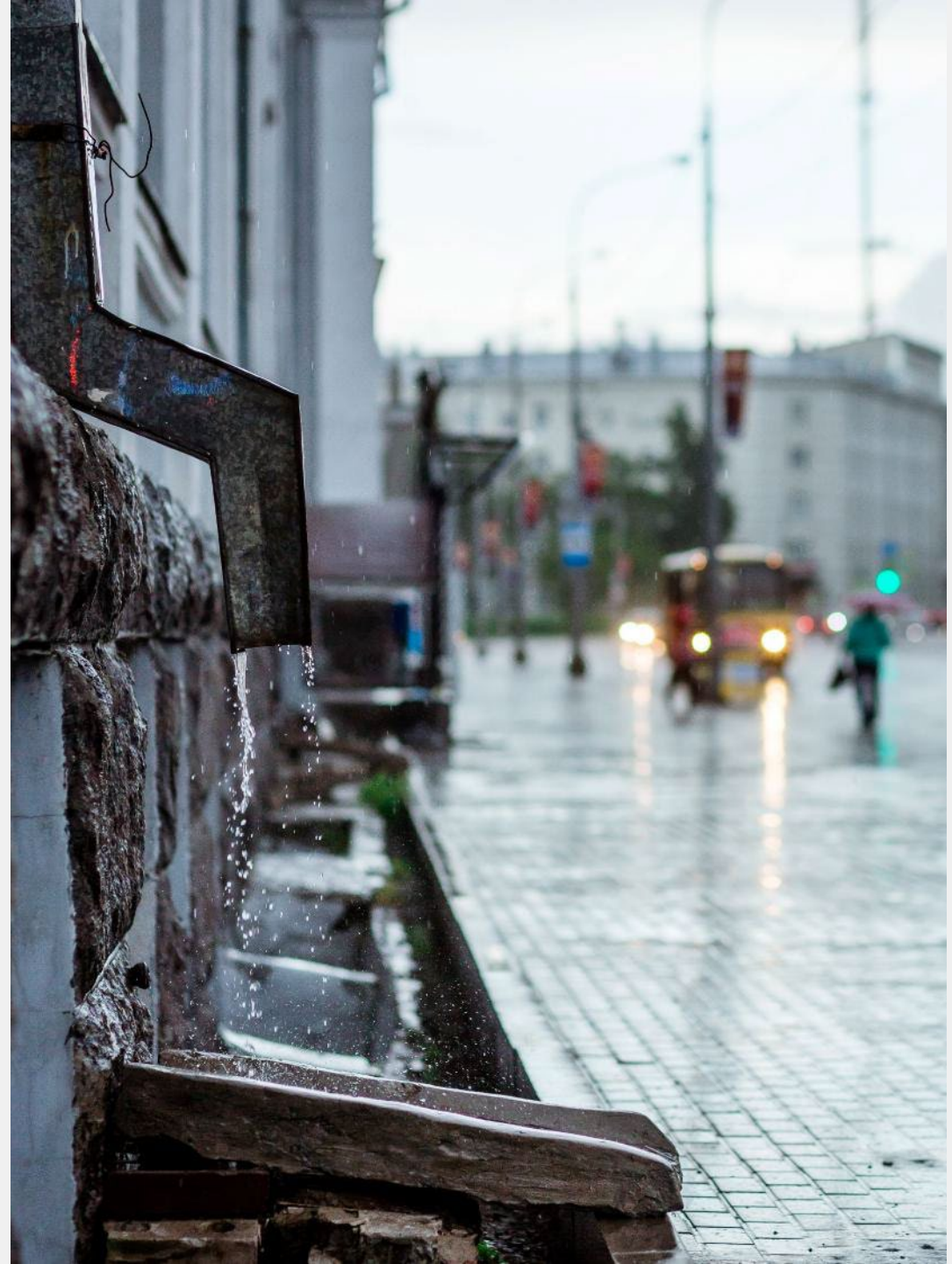
Funding often generated through fees based on property characteristics

2

## **Defined service provision**

3

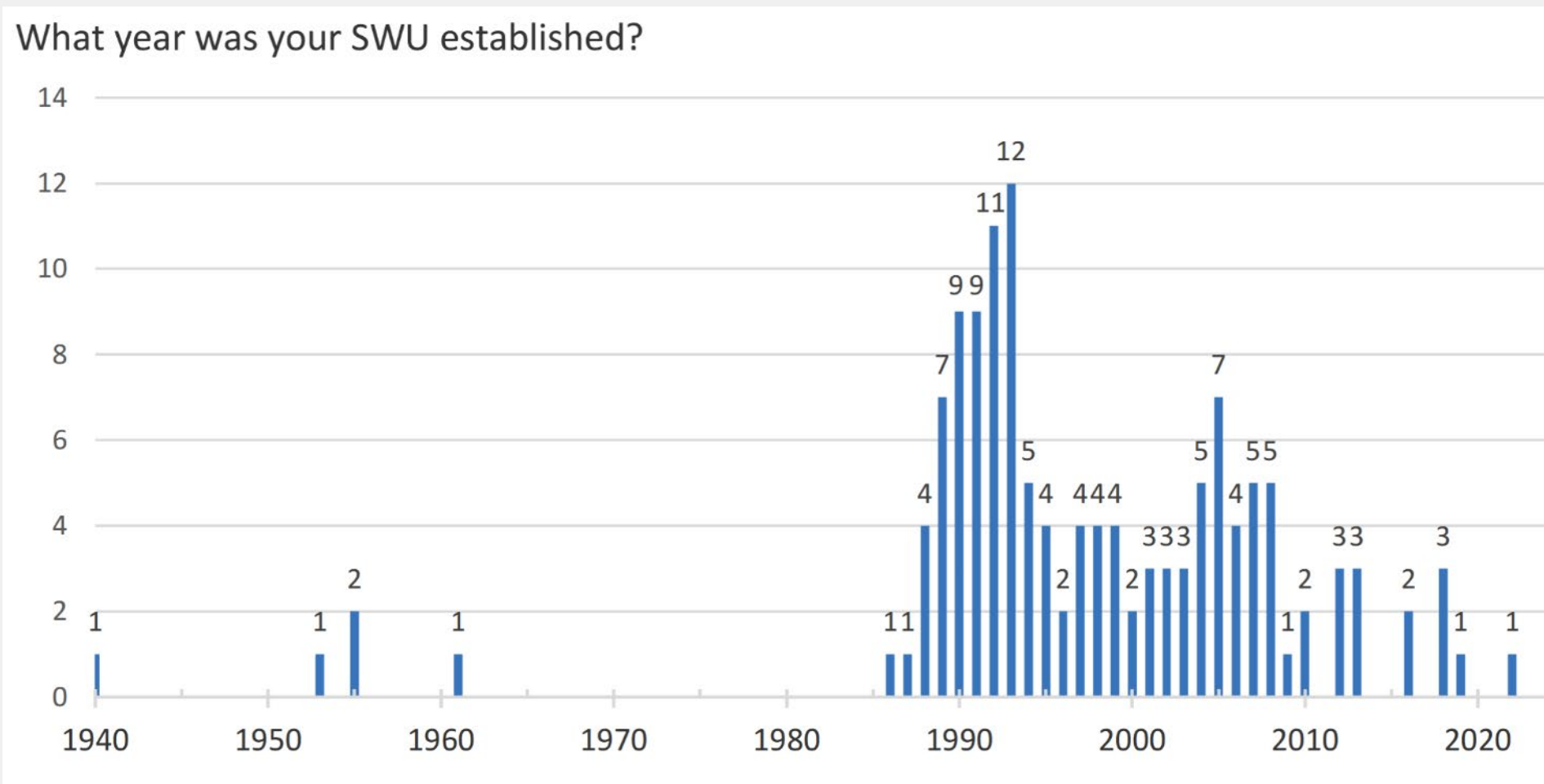
## **Organizational structure (even if decentralized)**





# Florida Stormwater Utilities

## Year Established



Source: FSA 2024 Stormwater Utility Report

# Changing Goals and Standards

- Capital Planning & Prioritization
- Funding Mechanisms
- Resiliency
- Rate Structure and Rates
- Equity
- Credit Program
- Affordability Considerations
- Data Maintenance
- Changing Regulations



# Update Drivers



# Utility Update Drivers



## Increased Revenue

Flood Control

Water Quality Improvement

Resiliency



## Improved Equity

Development changes

Green infrastructure & cost-mitigating activities



## Technological Advances

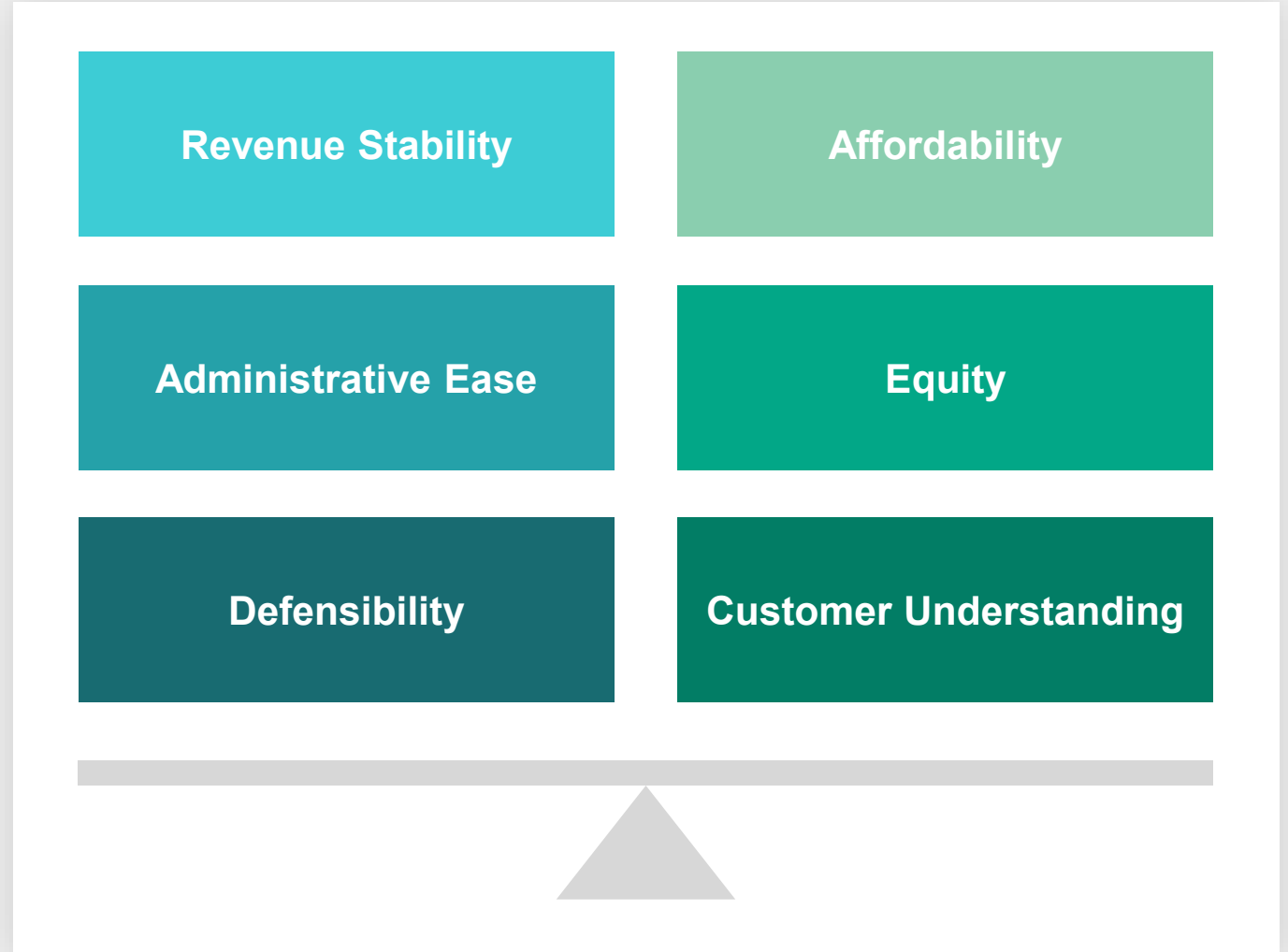
Improved availability and resolution of geospatial data

Advances in billing technologies



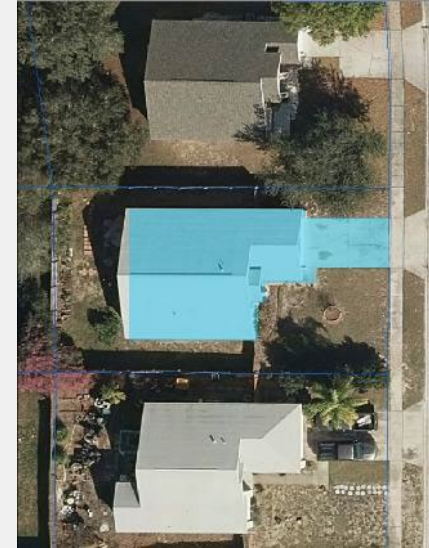
# Increased Revenue Need

- Escalating operating & capital costs
- Updated stormwater master planning
- Capital prioritization & timing
- Assessing level of service
- Evaluating reserve targets
- Heightened public awareness & engagement



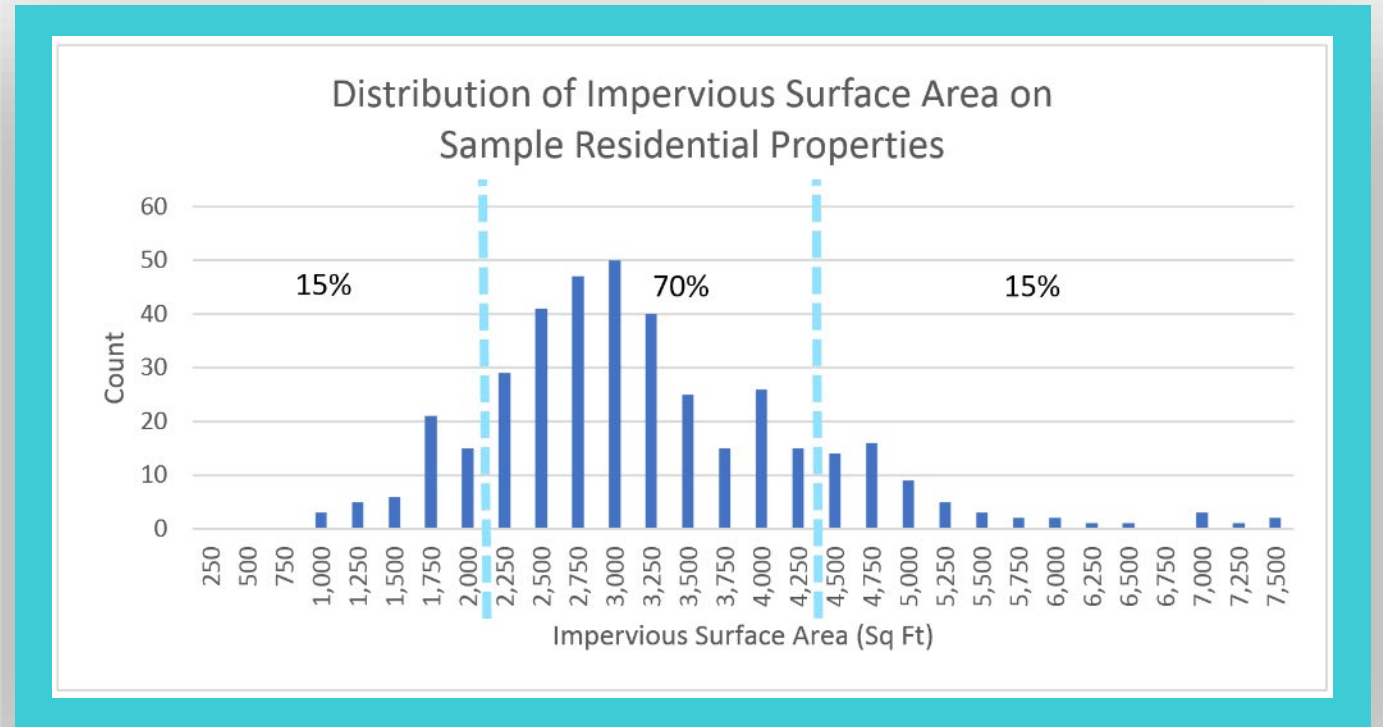
# Reviewing Units of Charge

- Most commonly, utilities charge fees based upon the ***Equivalent Residential Unit*** or the amount of impervious area associated with a typical residence in the service area
- Goal to maintain equity amongst property types given their relative burden on the stormwater system
- Evaluating relationship between different customer types
- New-build developments tend to have larger footprints



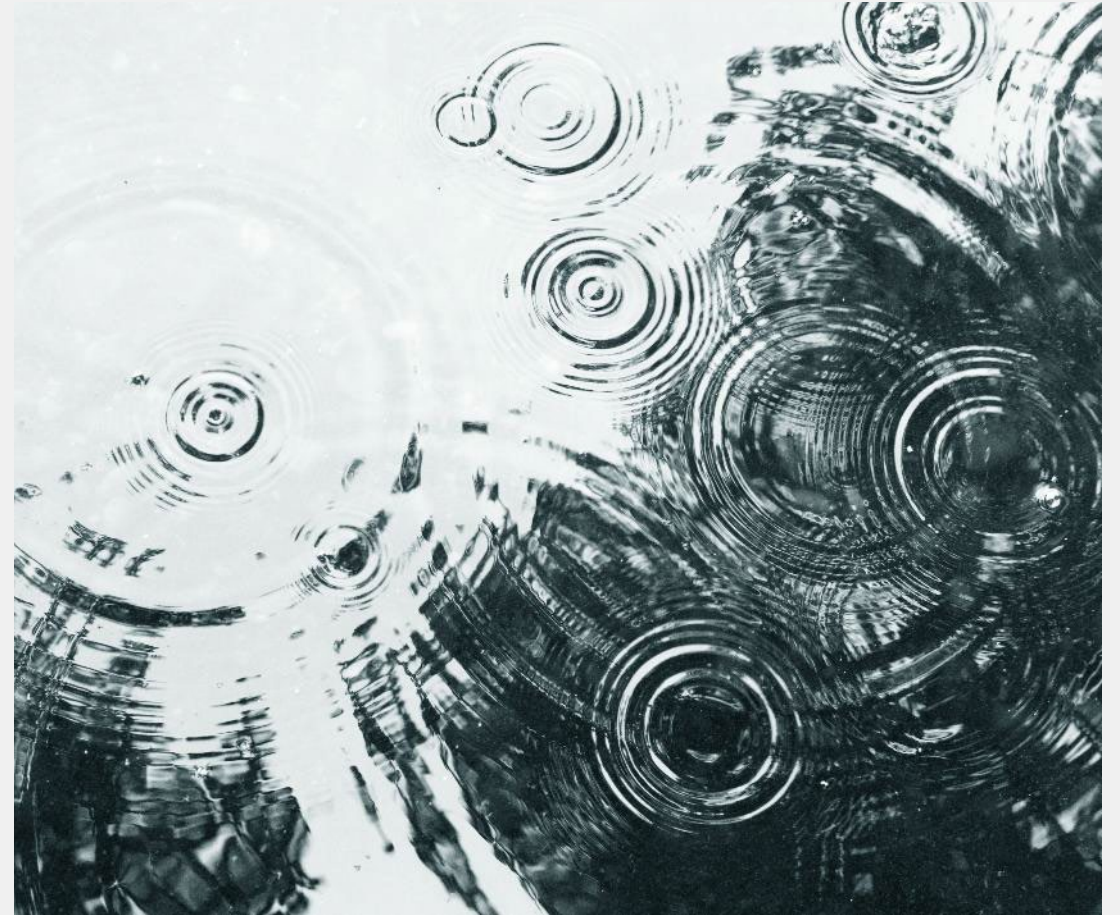
# Rate Structure Modernization

- Changing development patterns
- Increased pressure on funding
- Re-evaluation of unit of charge
- Adjustment to tiers and caps
- Methodology updates
- Credit program update



# Credit Program Design & GI Support

- When updating rates/rate structures, good opportunity to
  - › Add a program if none in place; better to shift burden to property owners and give them an incentive to treat runoff
  - › Or, if program is in place, evaluate who gets a credit & rationale behind credit design
- Green infrastructure may also serve to meet **resiliency goals**
- Credit programs typically designed to **reward activities** that **reduce** a utility's **stormwater treatment costs**
- Is your credit program up to regulations?





# Case Study: City of Dunedin



# Case Study: City of Dunedin

- City focused on implementing their 2003 and 2020 Stormwater Master Plans which include resiliency projects to combat sunny day flooding
- Infrastructure at end of service life; **immediate** repair need
- Crucial for City to prioritize needs & capital projects
- Identified funding need of \$68m over 10-year forecast period
- Determined five-year rate schedule to support immediate capital priorities, debt service coverage ratios, and build reserves

# Case Study: City of Dunedin

## Resiliency Capital Funding Requirements

- City Wide EPIC Goals:
  - › #3: Protection of natural resources
  - › #4: Statewide model for environmental sustainability
- 2022 D.R.E.A.M. Plan – City’s Resiliency Master Plan – city operations should address sea level rise and vulnerable infrastructure
  - › Vulnerability Assessment – Resilient Florida grant funded
  - › Resiliency projects – can apply for grants – City needs to provide matching funds
  - › Stormwater Master Plan 2020
- FEMA Community Rating System floodplain study – improve floodplain rating – reduce insurance costs



Image Credit <https://www.wusf.org/environment/2023-05-05/tampa-resiliency-summit-cities-deal-climate-change>

# Case Study: City of Dunedin CIP Prioritization

**Immediate Priority (Annually Recurring):** Critical and urgent project, needs immediate attention

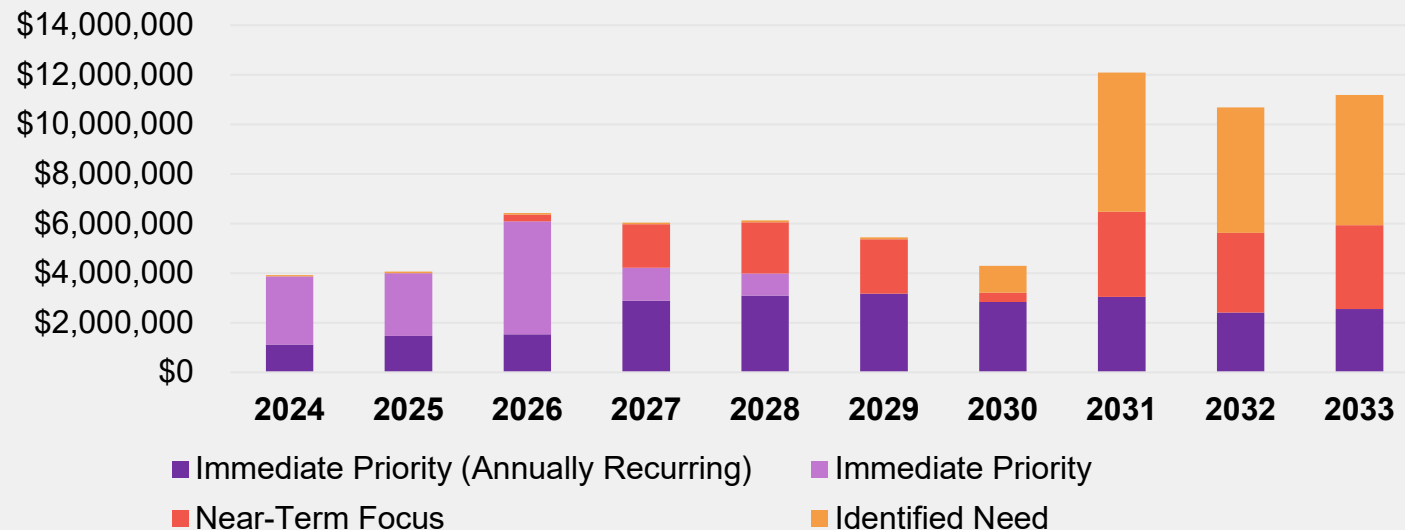
**Immediate Priority:** Critical and urgent project, needs immediate attention

**Near-Term Focus:** Pressing projects with a near-term need for action

**Identified Need:** Necessary projects identified for long-term planning and implementation

## Examples:

- Stormwater pipe lining
- North Douglas/San Mateo Dr. Adaptation Plan
- San Charles Drainage Improvement
- Stirling Links Drainage Improvement
- Palm Blvd. Drainage Improvement
- Michigan Blvd. Drainage Improvement





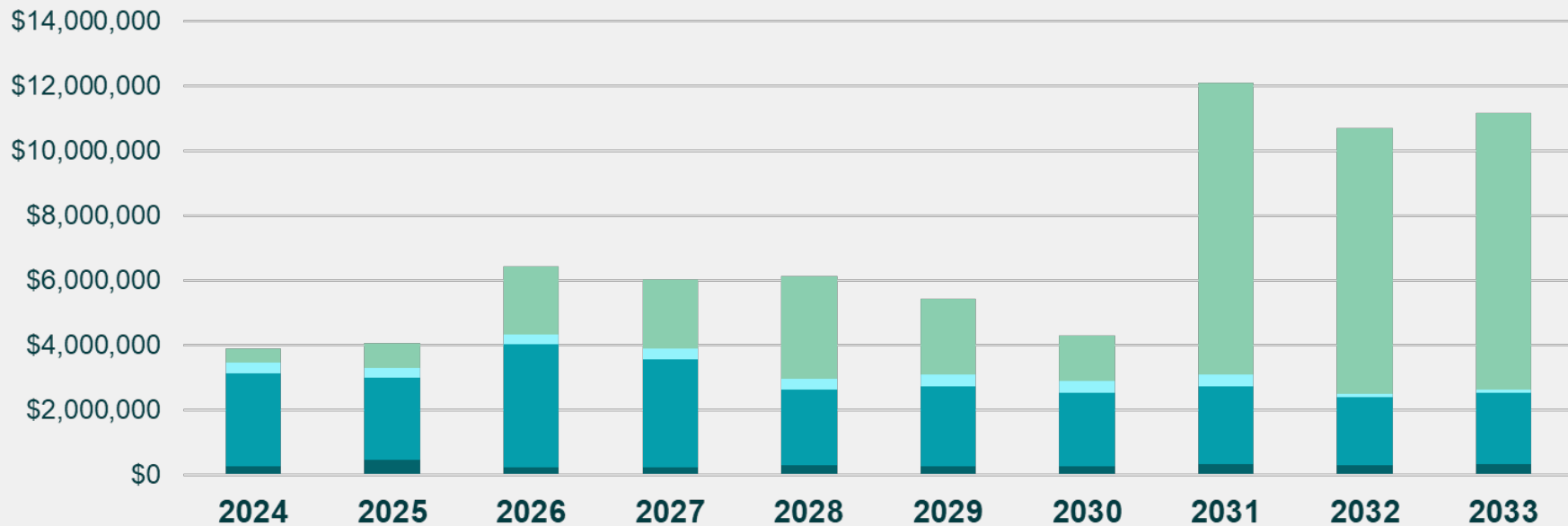
# Case Study: City of Dunedin CIP Programs

Resiliency Implementation Program

Roadway Drainage Program

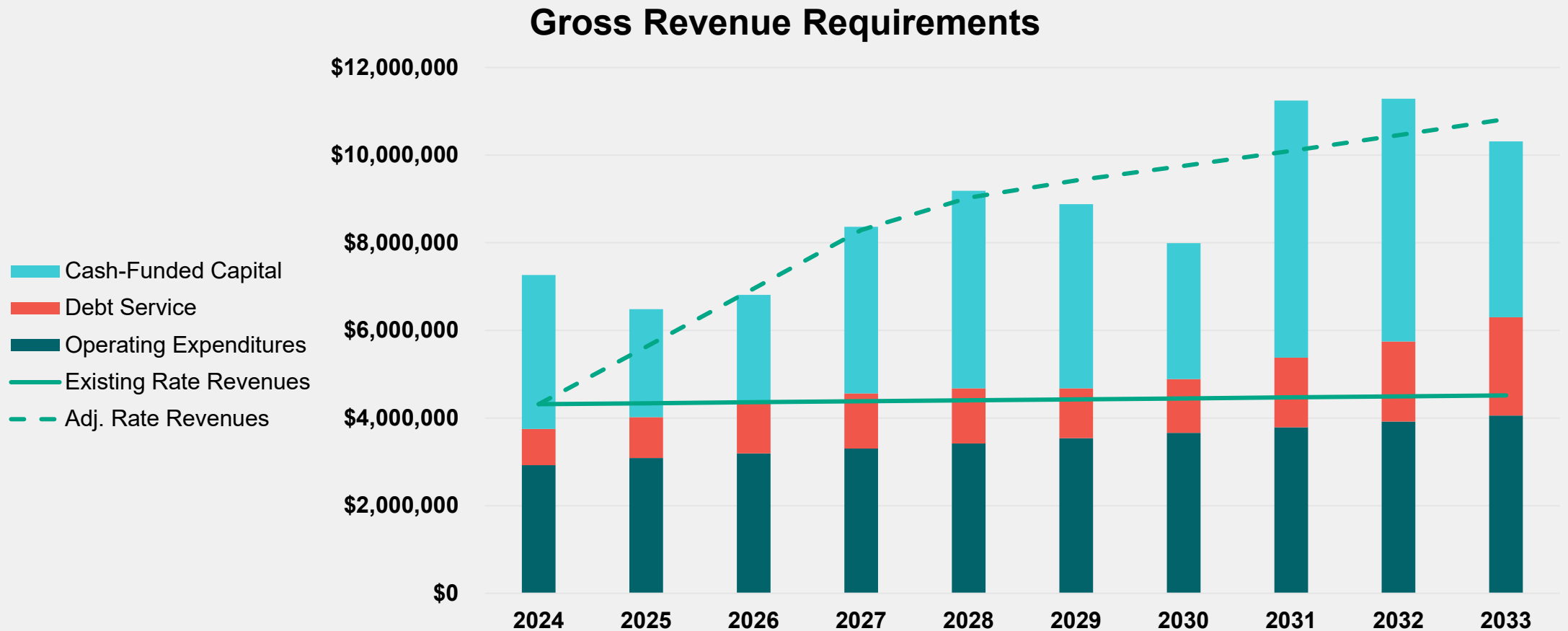
Infrastructure Repair/Replace Program

Stormwater Maintenance Program



# Case Study: City of Dunedin

## Cashflow



# Case Study: City of Dunedin

## Outcomes

- Adopted **three years of recommended rates** and will be regularly re-evaluating given the vulnerability assessment completion and progress of early identified projects
- Pursuing grant funding for resiliency projects (50% match)
- Extensive prioritization of capital projects and anticipated delivery schedule
- Shifting stormwater program from **reactive** to **proactive**

# Case Study: City of Tampa





# Case Study: City of Tampa Credit Program Update

- The City of Tampa originally implemented a stormwater utility and its original mitigation credit policy in 2003
- It revisited the mitigation credit policy in 2018 to
  - › Increase the maximum credit available when a property exceeds stormwater development standards
  - › Require recertification every five years for non-residential credits
- City reserves right to inspect facilities, but recertification is mostly handled through third-party documentation

**Recertification for Stormwater Utility Mitigation Credit**

\* Indicates required field

[View the PDF](#) for this form. Questions? Call (813) 274-8386

**Section A - Owner Information**

Name \*

Address

City State ZIP Code

Phone \* Fax

Email Address \*

**Section B: Property Information**

Folio Name of Property (i.e. Development, Subdivision or Folio):

Site Address \*

**Section C- Current Mitigation to Certify**

☐ **Condition 1 - 100% Mitigation**

Eligibility

☐ Private stormwater management facility ☐ Parcel discharges to eligible non-City system ☐ Parcel with unique drainage features

**Note:** For parcels discharging to eligible non-City Stormwater System; The survey or site plan must depict the area of the parcel directly discharging to eligible waters and shall also display any additional area that is discharging to the City's system or other receiving water bodies.

☐ **Condition 2 - 40% Mitigation**

Eligibility

☐ Parcel Owner owns, operates and maintains a private stormwater management facility that provides attenuation and treatment equal to that necessary for a 50 year storm event.

☐ **Condition 3 - 10% Mitigation**

Eligibility

☐ Property owner contributes to maintenance of private system. (Note: Requires support documentation such as HOA or CDD contribution. Does not require Section F.)

# Case Study: City of Tampa

## Available Credits

- No offsite discharge to system/ROW – 100% credit
- Properties that meet stormwater development standards – 10% credit
- Properties that exceed stormwater development standards – 40% credit
- Customers contributing to a CDD or HOA that maintains a privately-managed stormwater facility that accepts drainage from ROW – 10% credit



# Case Study: City of Tampa Updated Credit Program

- Prior to new credit program Tampa had 17,759 credit holders
- Expanded to 19,994 credit holders by 2024
- 73% of credit holders are SFR parcels and 21% are MFR condominium parcels.
- No credit holders receive the full 40% credit (maximum available)
- 3% of credit holders are designated as no impact and receive a 100% fee credit because they don't contribute any drainage to the system



# Case Study: City of Tampa

## Outcomes

- Increased engagement with community on stormwater program, needs, service delivery
- Recertification ensures facilities are maintained and properties remain eligible
- Credit program as incentive for credit-worthy activities
- Individuals as participants in system



# Data Maintenance



# Data Maintenance

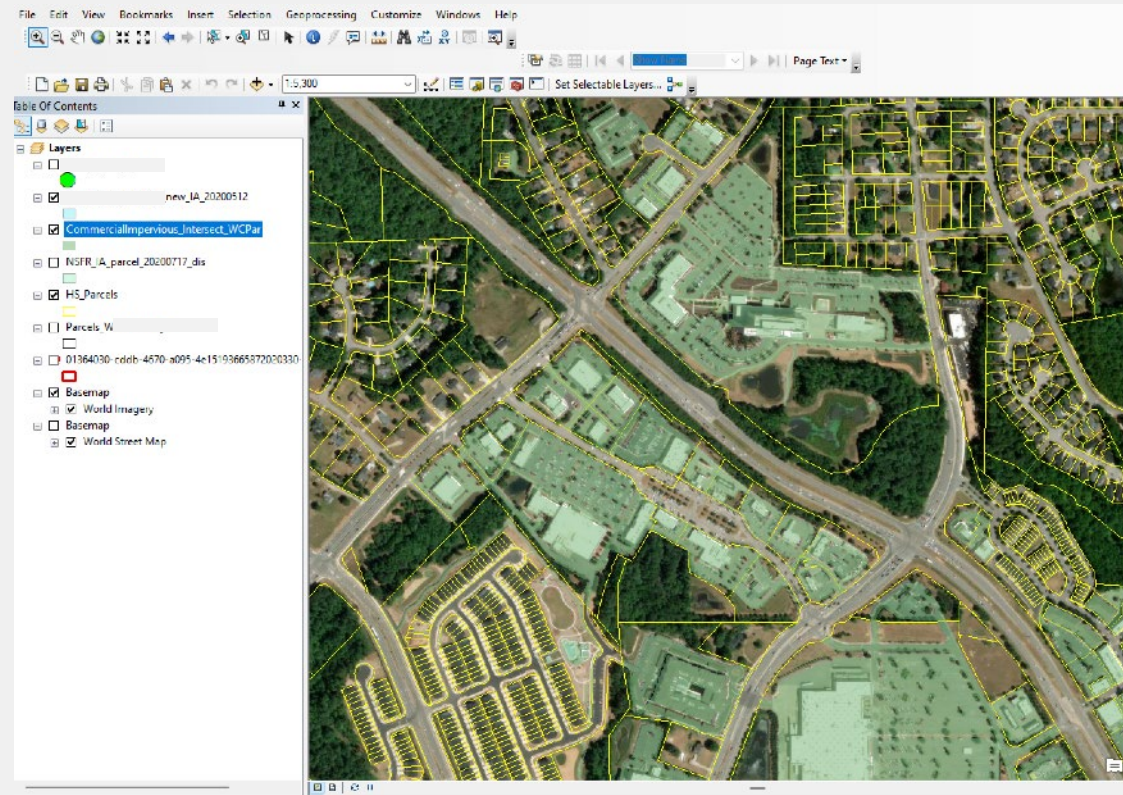
- So, you've updated your program – how do you continue to recover the anticipated revenues?
- What processes should be developed to ensure data is maintained?
- Considerations for data maintenance practices
  - › Basis of stormwater fee
  - › Rate structure design
  - › Frequency/mechanism of billing
  - › Data sources
  - › Data availability
  - › Staffing
  - › Information technology & tool availability

# Data Maintenance Assessment

- Billing accuracy
  - › Is the rate structure being applied correctly?
  - › Are credits being applied correctly/recertified?
  - › What is relationship of parcel to billing accounts?
- Billing policy review
  - › When is billing initiated?
  - › How often is impervious area updated?
  - › How are changes in accounts handled?
  - › Is there a maintenance process in place?
- Improved process efficiencies



# Simple Data Maintenance Tools



L	A	B	C	D	E	F	G	H	I	J	K	L
1	Parcel	Parent	SET ACORN	OWNER	TAX USE I	MUNICIPALITY	Overseer	Res Units	Final Val	Billable	Notes	
150	0640610280	0640610280	0640610280	CARROLL SHIC	PH04A	NFSF	21,410	-	21,410	-		
151	0640610310	0640610310	0640610310	STANLEY HILL MAPLE CREST CHURCH		NFSF	-	-	-	-		
152	0640610350	0640610350	0640610350	CARROLL COMMUNITY ASSOCIATION, INC		NFSF	-	-	-	-		
153	0640610380	0640610380	0640610380	CARROLL COMMUNITY ASSOCIATION, INC		NFSF	-	-	-	-		
154	0640610410	0640610410	0640610410	HOLLY SPRINGS TOWNSHIP		NFSF	-	-	-	-	Tract property	
155	0640610440	0640610440	0640610440	POOLEY, VILMA OTICE		NFSF	-	-	-	-		
156	0640610470	0640610470	0640610470	HOLLY SPRINGS LAKE	SV01TEN	NFSF	30,140	-	30,140	-		
157	0640610500	0640610500	0640610500	HOLLY COTT COMMUNITY ASSOCIATION, INC		NFSF	-	-	-	-		
158	0640610530	0640610530	0640610530	LOCKED LEVEL		NFSF	-	-	-	-		
159	0640610560	0640610560	0640610560	PARSON, JOHN HENRY, BETTY		NFSF	3,269	-	3,269	-		
160	0640610590	0640610590	0640610590	HOLLY CLEN HOWE OWNERS ASSN		NFSF	3,245	-	3,245	-	Common area	
161	0640610620	0640610620	0640610620	NEW BURN HILL RD		NFSF	-	-	-	-		
162	0640610650	0640610650	0640610650	POHNS, W. L. LESTER, L. C. CORP		NFSF	-	-	-	-		
163	0640610680	0640610680	0640610680	BOY FOST PROPERTIES INC	RES COMM	NFSF	5,017	-	5,017	-		
164	0640610710	0640610710	0640610710	AFRIC CTR ASSOCIAT		NFSF	-	-	-	-		
165	0640610740	0640610740	0640610740	MEADOW CROWN TR ASSOCIATION		NFSF	403	-	403	-		
166	0640610770	0640610770	0640610770	MEADOW CROWN TR ASSOCIATION		NFSF	2,514	-	2,514	-		
167	0640610800	0640610800	0640610800	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
168	0640610830	0640610830	0640610830	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
169	0640610860	0640610860	0640610860	BRANDY W. LASS, HOMEOWNERS ASSN INC		NFSF	-	-	-	-		
170	0640610890	0640610890	0640610890	FOX HOLLOW SPRING LAC	DAY CAMP	NFSF	30,360	-	30,360	-		
171	0640610920	0640610920	0640610920	JOHN HILL LESTER	DAY CAMP	NFSF	7,940	-	7,940	-		
172	0640610950	0640610950	0640610950	MEADOW CROWN TR ASSOCIATION		NFSF	2,075	-	2,075	-		
173	0640610980	0640610980	0640610980	SCOTT LAUREL HOWE OWNERS ASSOCIATION	BATH-HSE	NFSF	41,114	-	41,114	-		
174	0640611010	0640611010	0640611010	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
175	0640611040	0640611040	0640611040	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
176	0640611070	0640611070	0640611070	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
177	0640611100	0640611100	0640611100	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
178	0640611130	0640611130	0640611130	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
179	0640611160	0640611160	0640611160	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
180	0640611190	0640611190	0640611190	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
181	0640611220	0640611220	0640611220	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
182	0640611250	0640611250	0640611250	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
183	0640611280	0640611280	0640611280	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
184	0640611310	0640611310	0640611310	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
185	0640611340	0640611340	0640611340	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
186	0640611370	0640611370	0640611370	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
187	0640611400	0640611400	0640611400	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
188	0640611430	0640611430	0640611430	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
189	0640611460	0640611460	0640611460	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
190	0640611490	0640611490	0640611490	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
191	0640611520	0640611520	0640611520	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
192	0640611550	0640611550	0640611550	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
193	0640611580	0640611580	0640611580	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
194	0640611610	0640611610	0640611610	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
195	0640611640	0640611640	0640611640	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
196	0640611670	0640611670	0640611670	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
197	0640611700	0640611700	0640611700	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
198	0640611730	0640611730	0640611730	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
199	0640611760	0640611760	0640611760	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		
200	0640611790	0640611790	0640611790	MEADOW CROWN TR ASSOCIATION		NFSF	-	-	-	-		

# Simple

## Managed

Supported

# Robust

# Managed Data Maintenance Tools



## Form: QC Stormwater Customer Class

QC Parcel Stormwater Customer Class

Parcel ID

QC Needed:

New Parcel Customer Class

New Account Customer Class

Old Parcel Customer Class

Old Account Customer Class

Select Customer Class

 Save

## Stormwater Customer Class QC Report

May 11, 2020

9:59:29 PM

PID	Change Source
<a href="#">01-001-011</a>	Customer Class Updated in GIS
<a href="#">01-001-013</a>	Customer Class Updated in GIS
<a href="#">05-027-031</a>	Customer Class Updated in Munilink
<a href="#">05-023-010</a>	Customer Class Updated in Munilink
<a href="#">13-047-006</a>	Customer Class Updated in Munilink
5	

Page 1 of 1

Change_Field	PID	Old_Value	New_Value	Change_Date
Credit Percentage	14-041-022	0	.09	5/12/20 8:25:16 PM
Credit Percentage	12-009-071	0	1	5/12/20 8:25:16 PM
Impervious Area (SF)	14-041-022	303223.456305	333223.456305	5/12/20 8:25:15 PM
Parcel Owner Last Name	10-021-001	SMITH	WEBBER	5/12/20 8:25:15 PM
Parcel Owner Last Name	10-014-085	VOGELSONG IN	VISIONS INTERN	5/12/20 8:25:15 PM
Impervious Area Units	14-041-022	296.4	325.7	5/12/20 8:25:15 PM

PID	PPID	Parcel_Owne	Parcel_Owne	Stormwater_	Imp_Area	Res_Tier	IAU	Credit Percen
11-003-032	11-003-032	BALTOZER	MICHAEL	Residential	400.66556582716	Tier 1	.5	0
02-007-005	02-007-005	WILD PATCH LL		Residential	401.326395261205	Tier 1	.5	0
02-022-067	02-022-067	REDEVELOPME		Nonresidential	402.246542337251	NA	.4	0
09-068-003	09-068-003	SIEMORE	PATRICIA	Residential	403.364404557534	Tier 1	.5	0
11-017-086	11-017-072	HOME FOR THE		Nonresidential	403.86754117092	NA	.4	0
07-084-017	07-084-018	BOWMAN	JUDITH	Nonresidential	404.904376676661	NA	.4	0
02-007-008	02-007-008	ERNE	EDWARD	Residential	404.91187584496	Tier 1	.5	0
01-028-023	01-028-026	D & F REALTY H		Residential	405.247863731658	Tier 1	.5	0

Simple

Managed

Supported

Robust



# Robust Data Maintenance Processes and Tools

Arlington Property Search 12

ArGIS Map Google Map

Draft 2026 Property Fee Data:  
1140280031 1123 N RANDOLPH ST

Zoom In

Link to SAMS Staff Only

RPC

Property Address

14028003

1123 N RANDOLPH ST,  
ARLINGTON 22201

RPC Summary Data

Tax Year

2025

RPC

14028003

RPC Master

14028003

Property Address

1123 N RANDOLPH ST

Owner Name

RANDOLPH L L C

Tax Statement Account

RES100350556602

Property Class

311 - Apartment - Garden

Customer Class

SF

Is Multi-Use

NO

Is Faith Based Org

NO

Tax Exempt

NO

Fee Exempt

NO

Units

23

2025 Calculated ERLs

4.14

2025 Calculated Annual Fee Before Credit

\$1,068.12

2025 Calculated Annual Fee After Credit

\$1,068.12

Quality Control

PASS

Edit

Relationships Credits Adjustments Documents Notes Transactions Billing History Quality Control Change History

Tax Year

Type

Category

Name

Percent

Status

Date

2025-2026

Credit

Voluntary

Rainwater Collection and/or Redirection

5%

Approved

Credit Added: 1/21/2025

Start Year

2025

End Year

2026

Notes

None

Bill Year

Credit Percent

Applied Percent

2025

5%

5%

QAAlert Request ID

192017

Documents

[Rain Barrel #1 \(99 gallon\) after installation.jpg](#)

[Rain Barrel #1 Before installation.jpg](#)

[Rain Barrel #2 \(99 gallon\) after installation.jpg](#)

[Rain Barrel #2 before installation.jpg](#)

[Updated Site Plan for 2021 N Rochester St.jpg](#)

[Credit Approval Letter-01019034-2025-192017.pdf](#)

QAAlert Request Property Address

2831 N Rochester St

QAAlert Comments

We installed two 50-gallon rain barrels in 2024 purchased from the Northern Virginia Soil and Water Conservation District.

I have some additional documents from the Northern Virginia Soil and Water Conservation District which serve as receipts and validated the 50-gallon capacity of the barrels but I can't upload these additional documents.

QAAlert Request Activity

1/29/2025 12:17 PM Created

Service Request Open - ID 192017

Routed To: sakawon

Comments: We installed two 50-gallon rain barrels in 2024 purchased from the Northern Virginia Soil and Water Conservation District.

QAAlert Credit Type

SF - Rainwater Collection and/or Redirection (Underground)

QAAlert Private Notes

RPC validated in SAMS

Tax Year

Credit Name

Credit Percent

2025 Total Credit Dollars

2025-2026

Rainwater Collection and/or Redirection

5%

\$12.90

Is Renewal

Status

Status Date

No

Approved

1/21/2025

RPC

RPC Master

2025 Annual Fee Before Credit

2025 Annual Fee After Credit

2025 Credit Dollars

01019034

01019034

\$258.00

\$245.10

\$12.90

Notes

None

Task

Task Team

Task Status

Task Added Date

Review and edit voluntary credit

Billing Manager

Closed

1/21/2025

Task Notes: 100-gallon min met.

Review adjusted annual fee

Billing Manager

Closed

1/21/2025

Task Notes: 100-gallon min met, photo documentation provided.

Create letter - Voluntary Credit Approval

Billing Manager

Closed

1/21/2025

- Automated billing and quality control
- Customer service tracking
- Workflow management
- Fee modifications – appeals, credits, adjustments
- Custom reporting

Simple

Managed

Supported

Robust



# Summary

- Regular evaluation of a stormwater utility is essential to success
- Rates and rate structures should respond to community & program changes and needs
- Investment in stormwater utility data maintenance, financial planning, and strategic program planning will have long-term benefits
- Quality control and efficient data maintenance is important for revenue protection and stability
- Right-size program, processes, and tools
- Growth and change can take time





# Thank you!

**Contact:** Brittany Baporis

984 204 1771 / [bbaporis@raftelis.com](mailto:bbaporis@raftelis.com)

# Q&A