

*Customer Name*  
*Customer Main Address 1*  
*Customer Mail Address 2*  
*City, State, Zip*

**Stormwater Fee Information**  
**Parcel ID:** XXX-XX-XXXX  
**ERUs:** XXXX  
**SMP Fee:** \$#,###.## (per Qtr)  
**Account #:** XXX

**Re: Regional Stormwater Management Program  
Stormwater Fees Begin in 2013**

The Northeast Ohio Regional Sewer District (Sewer District) provides clean water services to the City of Cleveland and 61 suburban communities across northeast Ohio. Our responsibilities also include managing stormwater. The Northeast Ohio Regional Sewer District wants our valued customers to know that a stormwater fee will appear on your quarterly water/sewer bill beginning in 2013. The new fee will support our Regional Stormwater Management Program which will reduce local flooding, decrease erosion and improve water quality.

In 2013, your quarterly stormwater fee will appear on your current water/sewer bill from the Cleveland Division of Water and is estimated to be \$XXX.

**How Regional Stormwater Management Program Fees are Calculated**

Stormwater fees are based on the amount of impervious surface on your property. Impervious surfaces include rooftops, driveways, parking lots and other “hard” surfaces that prevent water from absorbing into the ground.

The basics of the stormwater fee are:

- Residential property is grouped into one of three tiers and charged one of three flat fees.
- Customers qualifying for the Homestead Fee and/or the Sewer District’s Cost Saving Programs will also qualify for these savings under the Regional Stormwater Management Program.
- Your property is in Tier # and the stormwater fee is \$#.## per month or \$##.## per quarter.

*For more information about how stormwater fees are calculated and the Regional Stormwater Management Program, please refer to the enclosed Stormwater Fact Sheet.*

**Stormwater Fee Credits**

You may be able to reduce your stormwater fee if you implement stormwater control measures on your property. These control measures will reduce the stormwater volume or minimize the pollutants flowing from your property. You may also be eligible for credits if you have existing stormwater control measures on your property.

*For more information about the Sewer District's Stormwater Fee Credit Program, please refer to the enclosed Stormwater Fact Sheet or visit our website at [www.neorsd.org/stormwatercredits](http://www.neorsd.org/stormwatercredits).*

**Reason Your Stormwater Bill May Differ in 2013**

Your quarterly stormwater bill may differ from the stormwater fee listed in this letter due to the Sewer District's on-going quality control efforts. To produce accurate and up to date stormwater fees, we continually perform quality control on the measured impervious surface. If you recently removed or added impervious surface to your property, the stormwater fee on your quarterly stormwater bill may be different than the stormwater fee listed in this letter. Also your stormwater bill may be adjusted in the future if you add or remove impervious surface.

**Customer Service**

Thank you for your attention. If you have any questions or concerns, please contact our Customer Service Department at 216-881-8247 or email us at [stormwater@neorsd.org](mailto:stormwater@neorsd.org). You can also visit our website at [www.neorsd.org/stormwater](http://www.neorsd.org/stormwater) for more information about the Regional Stormwater Management Program.