

Water, Protecting Our Precious Resource

Stormwater Utility Management

Smart Tips to Protect Our Water Resources

Don't dump

Never dump grass clippings, yard debris, animal waste, motor oil, or other chemicals, soil or other materials onto streets or into the storm drains or catch basins.

Sweep (Don't hose)

Don't wash off your driveway with a hose. Use a broom and save water, while preventing stormwater pollution.

Think natural: Garden with nature

Use native plant species and natural landscaping to reduce your use of chemicals and water. This gardening method can also cut down on weeds and reduce the need for chemicals. Reduce imperviousness in your outdoor spaces by considering permeable pavers, gravel, or wood decks instead of hard pavement for patios and walkways. Do not allow irrigation water to run off your site.

Keep chemicals away from water

Never apply chemicals near wells or any body of water. Do not spray pesticides when it is windy or likely to rain. Never dump excess chemicals into sewers, storm drains, irrigation canals, or on the ground. If you use a broadcast spreader, make sure you keep chemicals off sidewalks, driveways and streets.

Impervious Surface Appeals

If you feel that the impervious surface coverage, as calculated for your site is incorrect, the City has developed an appeals process. Please see the links below for information, instructions and forms to start the process. A map showing the impervious surface designation for your site can be made by contacting the City at 541-317-3000.

Stormwater Service Fee Credits

The stormwater credits program is for landowners that have installed on-site stormwater management facilities that exceed basic requirements, that treat and dispose of stormwater that is not their own, that provide stormwater education, or those installing a stormwater demonstration project. All of these reduce the City's actual stormwater management costs.

See www.bendoregon.gov/stormwaterfee for additional information on appeals and credits.



CITY OF BEND
62975 Boyd Acres Rd.
Bend, Oregon 97701
(541) 317-3000

bendoregon.gov/cleanwaterworks



Accommodation Information for People with Disabilities
To obtain this information in an alternate format such as Braille, large print, electronic formats and audio cassette tape please contact Karin Morris at (541) 893-2141, or email Kmorris@bendoregon.gov.



Stormwater management provides water quality protection for the community

by implementing programs required under federal law that reduce pollution in our rivers and aquifers caused by urban stormwater runoff.



The City's commitment to clean rivers and a healthy environment is also a commitment to public and safety for years to come.

As rainwater and snowmelt flow across impervious surfaces, the runoff carries oil and metals from vehicles, chemicals from lawns, and debris off of our streets to drainage systems that discharge underground or to the river. In Bend, stormwater is not sent to the water reclamation facility (sewer). Thus polluted stormwater runoff can threaten our rivers and other water resources, even our drinking water.



In April 2007 the City of Bend instituted the Stormwater Utility to better address flood management. The City implemented a stormwater utility fee and to meet regulatory requirements beginning in July, 2007.

Specifically, the fee funds maintenance of 9,806 catch basins, 5,778 underground injection control facilities, 62 miles of storm pipe as well as a portion of the street sweeping and water quality projects. Through stormwater protection and planning, the City is taking a long-term approach to protecting the health of our rivers, aquifers, and other water sources.

Stormwater Utility Fee Question & Answer

Q. Why do I have to pay a stormwater utility fee?

The City is working to protect and enhance the water quality of our rivers and aquifers by operating a stormwater program that addresses stormwater runoff quality and local drainage/flooding problems in our city. Stormwater runoff pollution prevention and local flooding prevention programs will be funded through this fee.

Q. How much is the residential stormwater utility fee?

The fee is \$5.00 a month for a single family residence. You'll notice the additional stormwater fee clearly identified on your utility bill statement you receive from the City. If you own a single family residence and do not receive water or sewer service from the City, you will receive a utility bill for the stormwater fee on a quarterly basis – which includes the fee for each month in that quarter.

Q. Do only residential properties pay this fee?

A citizen task force collaborated with the City to develop a simple and fair rate structure. Residential properties pay the standard \$5.00 stormwater fee, while the non-single family residential property stormwater fee is based on the amount of impervious surface area on the specific property.

Q. What does the stormwater program do?

- ◆ Maintains stormwater facilities
- ◆ Responds to customer service inquiries
- ◆ Monitors water quality and ensures compliance with regulatory requirements
- ◆ Plans and designs water quality and flood reduction projects
- ◆ Provides long-term water quality planning
- ◆ Provides public outreach and partnerships for pollution prevention

We each have a personal link to clean water. We are all a vital part of the solution in keeping our water resources clean.

Q. How can I get help with a neighborhood stormwater problem?

Call the City of Bend at 317-3000. We'll be happy to review your concerns, and work with your neighborhood on possible solutions.

Q. Why should I have to pay? I have a small house with a large lawn and live on a private street at the top of a hill.

Although you may not have a problem, the runoff generated from your property contributes to the overall problem. Chemicals applied to your lawn and contaminants from your motor vehicles wash onto city streets. The City is responsible for removing these contaminants before the stormwater is discharged to the river or underground. We all benefit from the stormwater program – we'll have a healthier and improved environment, better access to roads during storm events and reduced flooding.

Q. How will the City decide which stormwater improvements will be implemented first?

One of the initial actions of the stormwater utility was to inventory all the existing drainage system needs and develop an overall improvement plan. This Stormwater Master Plan, adopted by City Council in August of 2014 prioritized existing needs based on stormwater quantity and quality considerations.



The utility seeks to resolve major flooding issues on our roadways that cause public safety threats, such as the Third Street Underpass project completed in 2013.

Q. Am I eligible for a fee reduction?

If you currently receive a sewer credit from the City, you will automatically receive a reduction in your stormwater fee. Senior citizens age 62 or older and persons with disabilities may be eligible for the fee reduction. Please call (541) 388-5515. See also "Stormwater Service Fee Credits" on back.