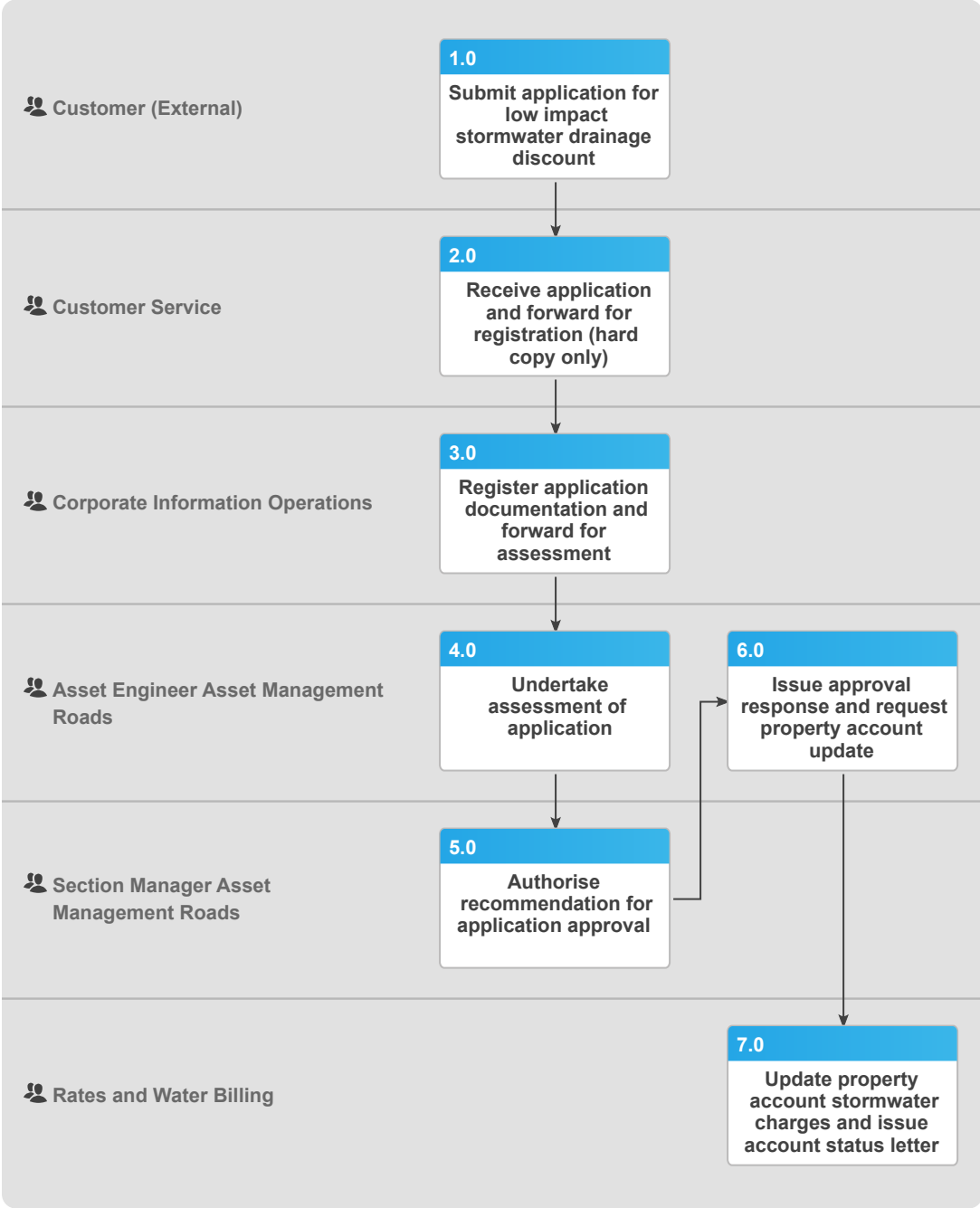


# Submit request for low impact stormwater drainage discount



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## Summary

### Objective

To submit a request for Council to determine if a property qualifies for a low impact stormwater discount

### Background

Non-residential customers who have taken steps to reduce the impact of their stormwater discharge may qualify for a low impact stormwater discount.

## Procedure

### 1.0 Submit application for low impact stormwater drainage discount

#### Customer (External)

- a Submit application for low impact stormwater drainage discount for consideration by Council by one of the following methods:
  - (1) Submit hard copy documentation over the counter at one of Council's Customer Service Centres
  - (2) Submit hard copy documentation via the mail posted to one of Council's Customer Service Centres
  - (3) Email soft copy documentation to [ask@centralcoast.nsw.gov.au](mailto:ask@centralcoast.nsw.gov.au) (preferable)

**NOTE** What documentation is required to be submitted for an application for low impact stormwater drainage discount?

The following documentation is required to be submitted for consideration by Council:

1. Completed Application for Low Impact Stormwater Drainage Discount form
2. Supporting documentation to provide evidence of assessment criteria being met. This is detailed in "Table 1 - Low Impact Property criteria and documentation" below.

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### 2.0 Receive application and forward for registration (hard copy only)

#### Customer Service

- a Receive submitted hard copy application and supporting documentation if submitted over the counter or via the mail
- b Forward to Corporate Information for document registration

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### 3.0 Register application documentation and forward for assessment

#### Corporate Information Operations

- a Receive application and supporting documentation and register into appropriate Council system
- b Forward to Asset Engineer for assessment

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### 4.0 Undertake assessment of application

#### Asset Engineer Asset Management Roads

- a Receive and review application and supporting documentation submitted to Council

**NOTE** What if the application requires additional information or is incomplete?

Contact the applicant and request additional information to be submitted, as required.

The application will not be progressed until the requested additional documentation is submitted.

If the requested information is not submitted within a timely manner, the application may be refused.

- b Assess the application to determine if it qualifies for a low impact stormwater drainage discount against set criteria detailed in "Table 1 - Low Impact Property criteria and documentation" below.

Table 1 – Low Impact Property criteria and documentation.

Criteria	Application	Requirement	Documentation
1 Drainage Connections	Mandatory for all Applicants.	There are no illegal connections between the stormwater and sewerage systems.	Certificate of compliance from a licenced plumber, confirming there are no illegal connections between the stormwater and sewerage systems
2 Property Details	Applicants who meet Criteria 1 and Criteria 2 are eligible for the Low Impact Property rate and are not required to meet Criteria 3.	The percentage of pervious or natural area on the property is greater than or equal to 90% of the total property area.	Property area, impervious area (roof area plus hardstand area) and natural area in square metres are mandatory fields in the Low Impact Property Application form. Council staff will perform desktop analyses and field checks to confirm the information provided.
3 Stormwater Management Measures: 3.1. Stormwater Detention and Retention Systems 3.2. Stormwater Treatment Systems	Applicants who meet Criteria 1 but do not meet Criteria 2 must achieve both Criteria 3.1 and Criteria 3.2 to be eligible for the Low Impact Property rate.	The Stormwater Management Measures employed on the Property must:  3.1. Limit post development flows from the site to less than or equal to predevelopment flows for all storm events up to and including the 1% AEP storm event. Predevelopment site condition should be based on a vacant site with no impervious area. 50% of the volume of any Rainwater Tank can be claimed as part of the On Site Detention volume.  3.2. Achieve the following minimum reductions in total pollutant load when compared to untreated stormwater runoff from the Property:  <ul style="list-style-type: none"> <li>• 80% reduction in Solids: suspended solids and gross pollutants (grit, sediment, leaves, grass clippings, litter)</li> <li>• 45% reduction in Nutrients: Total Phosphorus and Total Nitrogen</li> </ul>	A report prepared by a suitably qualified consultant confirming that the Stormwater Management Measures meet the Low Impact Property requirements. The report should include design details, hydraulic analyses, performance modelling and a statement confirming that the Measures are operational and regularly maintained. As a general guide:  3.1. DRAINS or an equivalent hydraulic model should be used to demonstrate Criteria 3.1 has been met.  3.2. MUSIC or an equivalent water quality model should be used to demonstrate Criteria 3.2 has been met.  OR  If the Stormwater Management Measures were conditions of development consent and have been approved by Council, the applicant must submit the Certified DA report, Occupancy Certificate and a statement confirming that the Measures remain operational and are regularly maintained.

 Table 1 - Low Impact Property criteria and documentation.JPG

**NOTE What if the application does not meet the above criteria?**

Consult with the applicant to determine if no further actions can be undertaken to qualify for the discount. If not, issue a response to the customer advising of the unsuccessful application and provide recommendations as to how the application could qualify for the discount in the future subject to detailed actions being undertaken.

- c Conduct site inspections, if required
- d Recommend application for approval based on assessment undertaken and forward for authorisation

**5.0 Authorise recommendation for application approval**  
Section Manager Asset Management Roads

- a Review recommended application for approval and authorise, as required

**6.0 Issue approval response and request property account update**  
Asset Engineer Asset Management Roads

- a Issue response to the applicant advising of the successful application
- b Issue request to Council's Water Billing team to apply the low impact stormwater drainage discount to the relevant property account

**7.0 Update property account stormwater charges and issue account status letter**  
Rates and Water Billing

- a Update the allocated stormwater drainage charge for the subject property in accordance with the approval granted
- b Advise the customer of a credit to be applied to the property account, if required
- c Apply credit to the property account, if required
- d Issue an account status letter to the applicant once all adjustments have been completed