



FAQs – Stormwater Utility Billing 2023

Where do I pay online?

Go to www.johnscreekga.gov/stormwater to pay your 2023 bill. There, you can also view any past due amounts from previous years (2021 and 2022) if not paid. When searching for your account, the easiest way to pull up your bill is to input your **Customer Number** or **Invoice Number** (found in the bottom right portion of your paper bill). You only need to input one of these numbers on the website.

Why does my bill look different this year?

This year's stormwater utility bill is coming straight from the City of Johns Creek, whereas the previous two years were sent by Fulton County.

What is the Service Period for this bill?

The stormwater utility fee bills are sent out annually and cover the service period from **July 1, 2023 - June 30, 2024**.

Why is my bill higher this year?

The City ran an impervious surface analysis that resulted in a more precise runoff measurement for all properties within the City. Your property may have jumped to the next billing class (see below table for reference). If you would like to submit a request to reassess your property, go to our website, www.johnscreekga.gov/stormwaterutility, scroll to the bottom and follow directions for completing a request form or email the request to stormwaterutility@johnscreekga.gov.

Stormwater Utility Fee Rate Schedule

Billing Class	Runoff Area Range (Square Feet)	Billing Unit (ERU)*	Billing Rate (Monthly)**
Residential Tier 1	401 – 3,000 square feet	0.5	\$2.90
Residential Tier 2	3,001 – 5,000 square feet	1	\$5.80
Residential Tier 3	5,001 – 7,000 square feet	1.5	\$8.70
Residential Tier 4	7,001 – 9,000 square feet	2	\$11.60
Residential Tier 5	9,001 – 11,000 square feet	2.5	\$14.50
Large Residential	More than 11,000 square feet	1 per 4,000 square feet	\$5.80 / 4,000 square feet
Non-Residential	N/A	1 per 4,000 square feet	\$5.80 / 4,000 square feet

*1 Equivalent Residential Unit = 4,000 square feet

** Billing rate for 1 Equivalent Residential Unit = \$5.80/month

I no longer own this property. Am I responsible for the 2023 bill?

No, you are not responsible for the 2023 stormwater bill. Please provide the current owner's name and mailing address (if different from the physical address) and we will send the current owner a bill. If there are



past due amounts from previous years, you are responsible for those payments up until the sale of the property. You can pay previous years' bills on the website, www.johnscreekga.gov/stormwater.

Are there late fees?

A late fee of 10% will be assessed to any property owner failing to pay the utility fee before the billing due date (8/31). An additional 1% monthly interest fee will be assessed on past due amounts starting 12/1/23 for the 2023 amount due and on the 1st of each month for the 2021 and 2022 billing years.

Are there late fees on the Past Due amounts?

Yes. If your bill is showing a Past Due Amount, that indicates that payments were not received for either 2021 or 2022 service years. The amount due reflects the late fee and monthly 1% interest assessments.

Can you waive the late fees?

Did you purchase the property this past year? If so, late fees can be waived and the past due amount will be prorated. You will need to email a screenshot of the closing statement to stormwaterutility@johnscreekga.gov and we will process that adjustment. Other than this specific scenario, late fees and interest cannot be waived.

How do I pay the Past Due amount?

The easiest and best way to review and pay the past due amount for your property is online at www.johnscreekga.gov/stormwater. You can also send in a check for the Account Balance; however, on the first of every month, 1% interest is added to the past due amount. If a check is sent in after the 1st of August, the amount due reflected on the paper bill will not be accurate.

Why does the website say that previous years due date was 4/30/2023?

You can disregard this date. This was simply to aid in transferring the data from the Fulton County system into the Johns Creek database. The actual due dates from previous years were:

- 2021: 12/15/2021
- 2022: 8/31/2022

Late fees were assessed based on the above dates, not 4/30/2023.

I bought my house this past year and never received a 2022 stormwater bill. Am I responsible for the past due amount?

You are not responsible for the amount due prior to owning the property; however, you are responsible for the stormwater fee starting from the date of your home purchase. Please send documentation of the date of the purchase (such as a screenshot of your closing statement) to stormwaterutility@johnscreekga.gov with your contact information (phone number and address) and we will prorate the past due amount and waive any accrued late fees and interest.

How is the stormwater utility fee calculated?

The fee is based on the amount of stormwater runoff that flows off of a property. The most important factor in determining the contributing stormwater runoff from a property is the amount of impervious surface (areas that prevent rain from soaking into the ground) followed by the amount of pervious surface (vegetated land). Collectively, these land surface types are referred to as runoff area.

The city's formula is: $\text{Runoff Area} = (0.95 \times \text{impervious area}) + (0.05 \times \text{pervious area})$



How do I find out how much runoff area is associated with my property?

Go to the Johns Creek Stormwater Utility website, www.johnscreekga.gov/stormwaterutility, and scroll down to Lookup my Property. Type in your address and your detailed information will be provided. If you would like to dispute the City's runoff assessment, scroll down to the bottom of the same website and follow the directions, or send an email to stormwaterutility@johnscreekga.gov.

Can I reduce my bill?

There are credits available that can lower your bill for next year, but credit applications are due by the end of each calendar year (December 31, 2023). The credit manual and application can be found on the Stormwater Utility website, www.johnscreekga.gov/stormwaterutility, under the "Can I reduce my fee" section. Credits are not based on age or income.

Why are my past due amounts different from the amount due for 2023?

In 2021, City Council provided a 50% credit for all property owners to roll out this new fee. Last year, 2022, represented the actual annual amount due. Also, past due amounts reflect a one-time 10% penalty in addition to 1% monthly interest assessments.

Is the Stormwater Bill covered by my escrow?

No, the Stormwater Bill is not automatically covered by your escrow. If you requested to have your mortgage company pay previous year's bills to Fulton County, you will need to cancel that request for this year and direct payment to the City of Johns Creek.

Can I pay over the phone?

We do not accept payments over the phone. You will need to either send in a check, pay online at www.johnscreekga.gov/stormwater, or pay in person at Johns Creek City Hall, 11360 Lakefield Dr Duluth, GA 30097.

Can I pay in person?

Yes, Johns Creek City Hall, 11360 Lakefield Dr, Johns Creek, GA 30097.

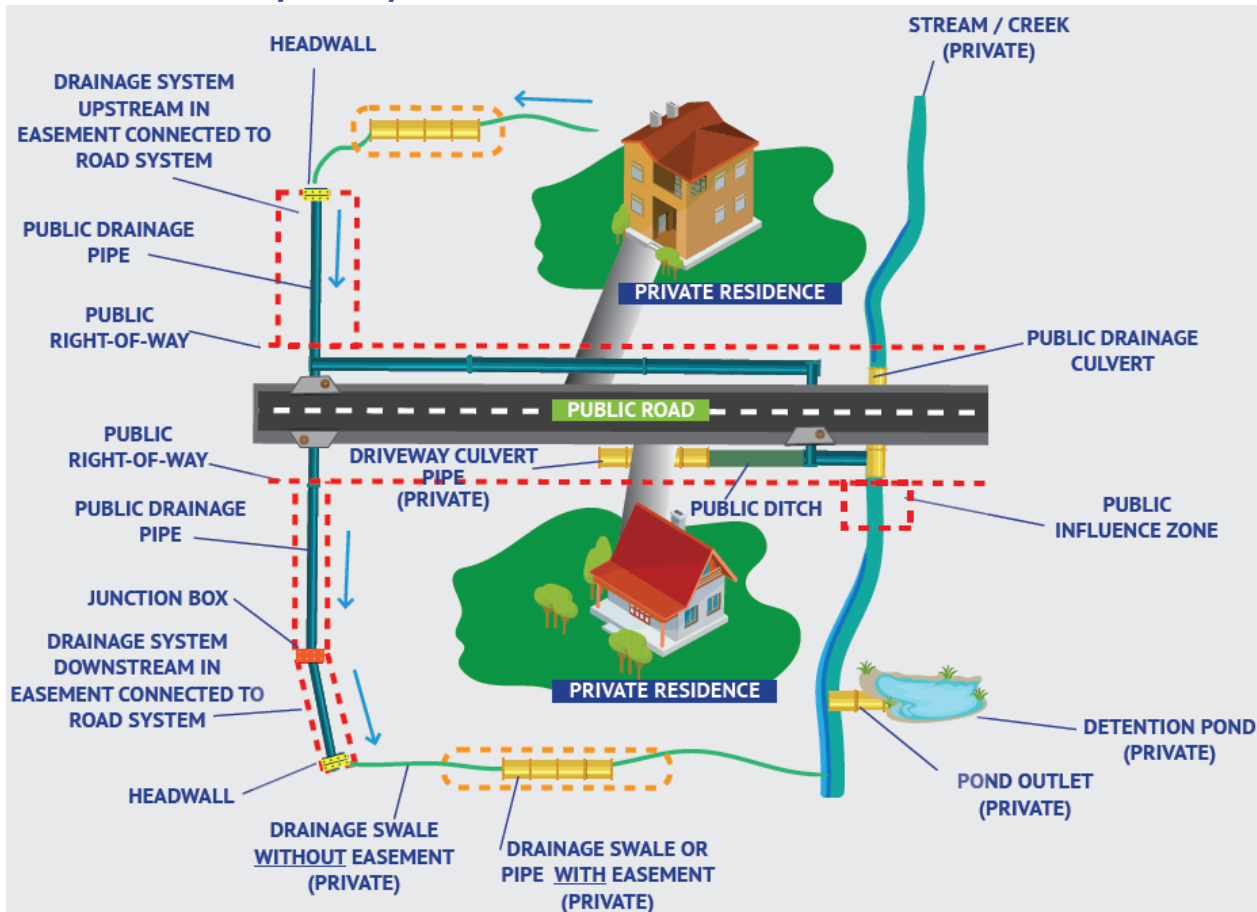
What does the Stormwater Utility do? What do I get for this fee? Is this a tax?

For the most up to date information on the Stormwater Utility, visit the Johns Creek Stormwater Utility Website: www.johnscreekga.gov/stormwaterutility. You can also go to the main Johns Creek website (www.johnscreekga.gov) and scroll to the bottom and find a link to the stormwater page.

In short, the Stormwater Utility operates and maintains over 150 miles of underground stormwater pipes and over 23,300 stormwater assets (catch basins, headwalls, junction boxes, etc.) that drain the roads and prevent flooding on private property during heavy rains. We do not maintain ditches or creeks unless they are within the public right of way.

Stormwater Utility bills are a fee, **not a tax**. They are based on your contribution of runoff to the public infrastructure. Johns Creek City Council chose to adopt this approach, rather than increase taxes, in order to have a dedicated funding source for long term maintenance needs of our drainage infrastructure.

Stormwater Utility's Adopted Extent of Service



I'd like to file an appeal of this stormwater bill.

You can file an appeal by going to the Stormwater Utility website, www.johnscreekga.gov/stormwaterutility, and scrolling down to the bottom of the page. Please provide any backup information you have regarding your appeal and we will respond in a timely manner.

For additional questions, email stormwaterutility@johnscreekga.gov.