



CITY OF NORMAN PUBLIC WORKS DEPARTMENT STORMWATER UTILITY ADMINISTRATIVE APPEALS PROCESS



Legal Authority:

- Insert Language from Ordinance, contingent on voters approving the SWU rates

Process:

Appeals may be filed with the Stormwater Division of the Public Works Department using the SWU Administrative Appeals Form (Form) by any customer who believes that the assessed SWU fee was incorrectly calculated. Forms may be received in person, or by email or mail. Maps, photos, plats, and/or other documentation should be included with the Form.

Once a complete Form is received, staff will review it and any appropriate supporting documentation to determine if the issue can be resolved on the basis that incorrect data was used to make the decision or that an error was made in interpreting the available data. Supporting documentation may include, but is not limited to, a survey prepared by a professional land surveyor or professional engineer showing the parcel area of the property, a site map, current photos of areas to be reviewed and others. A field inspection may be necessary to verify information submitted during the appeals process. The customer will be contacted to schedule such a visit.

It is anticipated that most appeals will be resolved within 60 to 90 business days.

If it is determined that an error has been made based on incorrect data or in interpreting the data and requirements, corrections will be made to the customer's account and the GIS database. Adjustments to the customer's utility bill will be made according to existing utility billing procedures.

If it is determined that an error has not been made, no corrections or adjustments will be made.

All costs associated with filing an appeal are the responsibility of the person filing the appeal. The City of Norman will not compensate persons for any expenses associated with filing appeals, regardless of the outcome of the appeal.

Anticipated Types of Appeals:

1. Inaccurate Parcel Area Calculation

- Due to image quality and spectral-classification limitations, errors may occur in the parcel area calculation. Below is a list of possible errors that may necessitate an appeal:
 1. Errors in parcel area calculations due to issues with boundary delineation of the parcel. This may occur when shadows or image quality lead to a misidentification of the edge of parcel.
 2. Errors in the parcel area data in the Cleveland County Assessor's database.

- These issues may be resolved by a field inspection or documentation provided by the applicant.

2. *Update of Parcel Area Measurements*

- A customer may request to have the parcel area for a property reviewed for accuracy. The parcel area will be visually verified or manually corrected using the City's most current imagery.

3. *Inaccurate Living Space Calculation*

- A customer may request to have a residential property's Living Space calculation reviewed if he or she believes that the property the data obtained from the Cleveland County Assessor is incorrect. The customer must supply adequate documentation indicating the proper first floor area of the property in order to be reclassified.

4. *Incorrect Responsible Party:*

- *Responsible party* refers to the person or entity responsible for paying the monthly stormwater utility rate and shall presumptively be the same person or entity responsible for water, sewer, or trash service as applicable.
- A person or entity other than the presumptive responsible party may be assessed and billed the stormwater utility fee upon providing proper documentation to the City's billing department.

5. *Incorrect Property Classification:*

- A customer may request to have the property classification for a property reviewed if he or she believes that the property was incorrectly classified. The customer must supply adequate documentation indicating the proper classification of the property in order to be reclassified.