



# City of Corpus Christi

## Street Maintenance Fee

### *Payment and Appeals Process*



The charge of the **Street Maintenance Fee (SMF)** is reflected on a customer's monthly utility bill. Calculation of the SMF is based on several factors and charged to benefitted properties in accordance with Article XX of Chapter 55 of the Code of Ordinances. Payment of the SMF is part of a customer's utility bill payment. Payment can be made through the same process utilized for all other utility bill payments. **The City's Utility Business Office (UBO) is the main point of contact for customers regarding the SMF.**

**Residential Customers** may contest their **residency status** or **active meter status**. Once UBO receives notice of a request a change to residency status or active meter status, a UBO Resolution Officer will verify the customer's information and status. If the requested change is warranted, the UBO will correct the record and revise the bill accordingly.

Residential Customers who are eligible may request a **Low Income Discount (Discount)**. The customer will need to fill out an application form provided by UBO and then submit the completed form to the Nueces County Department of Human Services (NCDHS) for processing and approval (using the same screening process as NCDHS' Operation Heat Help). If NCDHS determines the customer is eligible to receive a Discount, the NCDHS will issue an approval voucher or certificate, which the customer will then provide to UBO in order to apply for a Low Income Discount adjustment to the SMF. The Low Income Discount is 50% of the customer's SMF and is good for one year only. One year after the Discount is applied, a customer's charge of the SMF will be automatically reinstated. Customers must reapply on a yearly basis (through the same NCDHS and UBO procedure described above) in order for the Discount to apply to the customer's bill for the next year. It is a customer's responsibility to apply for a Discount. If a customer fails to apply for a Discount in any year, they will be required to pay the full amount of the SMF. The City will not issue refunds or credit related to the Low Income Discount.

**Non-Residential Customers** may appeal certain factors used in calculating the SMF by filing for an **appeal**. Appealable factors include: **square footage (SF)**, **land use designation (LUD)**, **multi-meter/single business square footage cap application**, the **number of active water meters**, and **residency status** – inside city limits/outside city limits (ICL/OCL) status. UBO provides **Appeal Request Forms** with instructions.

The customer will complete an appeal form and submit it to the UBO for processing. Upon receipt of a completed appeal form, a UBO **Resolution Officer** will conduct a review. . If the UBO Resolution Officer recommends approval of the appeal, the city records will be updated and the customer's bill will be adjusted. If the appeal is **denied**, a customer may appeal to the **Street Maintenance Fee Appeals Board (Board)**. If the Board **approves**, the records will be updated and the bill will be adjusted. If the Board **denies** the appeal, then there will be no change to the customer's bill. Bill adjustments will be by credit or refund.

### Three types of appeals require processing.

1. **Square Footage (SF) Appeal** - *Square footage is defined as: Square footage as recorded by the Nueces County Appraisal District tax records as "living area".*

UBO will direct the customer to the **Nueces County Appraisal District (NCAD)** where customers will file an appeal with the NCAD. Upon receipt a completed appeal form, the NCAD will assess the property to determine whether a change to the square footage of living area shown in the NCAD records is warranted. If NCAD approves the change, NCAD will update the NCAD records and provide UBO with the new square footage. UBO will coordinate with Development Services to update city records. UBO will adjust the bill and notify the customer. Bill adjustments will by credit or refund.

2. **Land Use Designation (LUD) Appeal** - *Land Use is defined as: Land uses identified and described in the Street Maintenance Fee Trip Factor Index derived from the ITE land use codes in the ITE Trip Generation Manual 9<sup>th</sup> Edition.*

The customer will complete an appeal form and submit it to the UBO for processing. Upon receipt of a completed appeal form, the UBO Resolution Officer will research the request and coordinate with Development Services staff to recommend an approval or denial of the requested change in the land use. If a change is **approved**, Development Services will update their records and coordinate with UBO to confirm the changes made and notify the customer. Bill adjustments will be a credit or refund. If the appeal is **denied**, the customer may request appeal to the **Street Maintenance Fee Appeals Board**. If the customer does not appeal to the Board, there will be no change in the land usage. If the customer requests to appeal to the Board, UBO will notify the customer of Street Maintenance Fee Appeals Board scheduled hearings.

3. **Multi-Meter/Single Business Square Footage Cap Application Appeal** – **Multi-metered properties with one (1) tax id and one (1) business use which exceed the square foot cap of 118,000 SF.**

The customer will complete an appeal form and submit it to the UBO. Upon receipt of a completed appeal form, the UBO Resolution Officer will research the appeal to make a recommendation for approval or denial. If the requested change is **approved**, UBO will update their records and notify the customer of the changes. Bill adjustments will be a credit or refund. If the appeal is **denied**, the customer may appeal to the **Street Maintenance Fee Appeals Board**. If the customer does not appeal to the Board, there will be no change. If the customer files an appeal to the Board, UBO will notify the customer of Street Maintenance Fee Appeals Board scheduled hearings.

### **Street Maintenance Fee Appeals Board:**

**Street Maintenance Fee Appeals Board** will be comprised of five (5) members: 1) Assistant City Manager over Finance, 2) Director of Water or Director of Wastewater, 3) Director of Street Operations, 4) and 5) Two Citizens appointed by City Manager.

**Street Maintenance Fee Appeals Board Hearings:** UBO **Resolution Officer** will provide the requested documentation and staff recommendation. Customers may advocate their case to the Board. Development Services will present their findings and

recommendation, after which the Appeals Board will decide whether to grant or deny the customer's appeal. If the change is approved and the appeal **granted**, Development Services and UBO will update the records to reflect the change. UBO will notify the customer of the changes made and credit or refund will be made. If the change is **denied**, no changes will be made, UBO will inform the customer of the decision, and no refund or credit will be made.

**For additional information contact:**  
**Corpus Christi Call Center**  
(361) 826-CITY (2489)  
or visit [www.cctexas.com](http://www.cctexas.com)