



Drainage Fee Appeals Process

The charge of the Drainage Fee is a monthly fee assessed to residents and businesses based on property types in accordance with Chapter 11 of the Code of Ordinances. Payment of the Drainage Fee is a line item of a customer's monthly utility bill payment. Payment can be made through the same process utilized for all other utility bill payments.

A utility customer may contest the fee for the following reasons:

1. The property assessed the fee is exempt from the fee through Council action.
Property exempt through Council action include:
 - a. Property with proper construction and maintenance of a wholly sufficient and privately owned drainage system
 - b. Property held and maintained in its natural state, until such time that the property is developed and all the public infrastructure constructed has been accepted by the City for maintenance
 - c. A subdivided lot, until a structure has been built on the lot and a certificate of occupancy has been issued by the City
 - d. The following governmental entities:
 - i. Texas A&M University
 - ii. College Station Independent School District
 - iii. City of Bryan
2. The Drainage Fee is assessed in duplicate on multiple utility accounts for the same property.
3. The Utility Customer's property is outside the city limits
4. The Drainage Fee assessed against the property is incorrect due to improper building square footage.
5. The Drainage Fee is assessed for a property unrelated to the customer's utility account.

The appeals process consists of the following:

1. Customers must complete and submit a Drainage Fee Correction/Appeal Request Form to the City's Utility Customer Service (UCS) office within fourteen (14) calendar days after the date of the public utility billing statement containing the matter to be disputed.
2. Once UCS receives notice of a request to change any of these factors, the UCS Manager will have the customer's information verified and will approve or deny the requested change.
 - a. If the UCS Manager recommends approval of the appeal, UCS Manager will ensure that record is corrected and revise the bill accordingly. The customer will be notified via email or by phone of the corrected bill amount.
 - b. If an appeal is denied, the UCS Manager will forward the denial to the Fiscal Services Director for verification. If the denial is upheld, the UCS Manager will then notify the customer of the denial of the appeal in writing and note the denial on the Utility Customer's account.
3. During all periods of appeal, the Utility Customer shall be responsible for payment of Drainage Fee charges in full.

Certain appeals or corrections may require the following additional information:

Changes in commercial square footage require updates to the Brazos County Appraisal District information (BCAD). An appeal regarding the official square footage must go through BCAD. BCAD will assess the property to determine whether a change to the square footage shown in the records is warranted. If BCAD approves the change, they will update their records, and the Utility Customer should provide evidence of that change to the Utility Customer Service Office.

Appeals Resolutions:

1. If a change is recommended, UCS will update their records and notify the customer via a corrected billing statement. Bill adjustments which result in a decrease in the Drainage Fee charge will result in a credit to the bill or refund of the difference already paid as appropriate. A Utility Customer appealing the Drainage Fee may not

receive a refund resulting from the appeal except for a Drainage Fee paid within six months the date of the Utility Customer's notice of appeal.

2. If the appeal results in an increase in the Drainage Fee charge, the customer will be charged the new higher fee prospectively and will not be charged the difference retroactively.
3. Denied appeals are considered final. No additional appeals will be considered.

For additional information contact:

Utility Customer Service
City of College Station
310 Krenek Tap Road
College Station, TX 77840
(979)764-3535
or visit www.cstx.gov