



**PIMA COUNTY  
REGIONAL WASTEWATER RECLAMATION DEPARTMENT  
DEPARTMENT PROCEDURE**

Procedure Number: PN0047

Division: Director's Office

Effective Date: August 20, 2012

Date of expiration: December 31, 2012

Approved:   
Jackson Jenkins, Director

**SUBJECT: Execution of Sewer Connection Fee Refund and Credit Process for the July 1, 2012 Connection Fee Methodology Change**

**I. PURPOSE**

To establish a specific procedure for implementing the one time sewer connection fee refund and credit processes as authorized by the ordinance no. 2012-45 amendment executed by the Board of Supervisors (BOS) on August 20, 2012. Applicants who paid connection fees between January 1, 2012 through May 14, 2012 may apply for connection fee credits equal to 50 percent of the connection fee actually paid less the connection fee due under the current system. The credits must be used over a 12-month period for Residential, and an 18-month period for Commercial/Industrial/Multi-Family. Applicants who paid connection fees between May 15, 2012 through June 30, 2012 may apply for a refund equal to 100 percent of the connection fee actually paid less the connection fee due under the current system. The new connection fee rate became effective on July 1, 2012.

**II. DEFINITIONS**

- A. "Credit" means a non-transferrable voucher for redemption when paying new connection fees. Credits used for Residential connection fees must be used within 12 months of the credit agreement approval and credits used for Commercial/Industrial/Multi-Family must be used within 18 months of the credit agreement approval.
- B. "Refund" means a check issued to the applicant for the difference in sewer connection fees paid.
- C. "Applicant" means the agent of the principal or the owner of the property that is paying for a building/structure connection to the public sewer system.
- D. "BOS" Board of Supervisors
- E. "RWRD" Regional Wastewater Reclamation Department
- F. "FRMD" Finance and Risk Management Department
- G. "DSD" Development Services Department
- H. "CRA" Credit Reimbursement Account

**III. REFUND PROCEDURES**

- A. Department staff shall notify all eligible applicants of the process to apply for a connection fee refund. In cases where the applicant is a contract courier, or cannot be verified, applications from the owner will be accepted.

- B. Department staff shall develop a web-based application process for eligible applicants to apply for connection fee refund. Mail in applications will also be accepted and should be addressed to the Attn: Connection Fee Refunds, Regional Wastewater Reclamation Department, Public Works Building, 201 N Stone Ave., 3<sup>rd</sup> Floor, Tucson, AZ 85701.
- C. Refund requests must be submitted no later than December 31, 2012.
  - 1. An automatic reply will be sent confirming receipt of the application in the same manner that the Applicant applied.
- D. The Department will notify the Applicant if the application is incomplete and/or all the attachments have not been furnished.
  - 1. The Applicant will have 45 calendar days to submit the requested information.
  - 2. Applications that are in incomplete status after February 14, 2013 will be considered null and void and will not be processed.
- E. Evaluation and Processing of Refund Applications:
  - 1. Refund applications will be evaluated. If approved, the Regional Wastewater Reclamation Department (RWRD) staff will input the refund in Permits Plus and forward the request to Pima County Finance and Risk Management Department (FRMD) for payment processing.
    - i. The Applicant will be notified of the approval in the same manner that they applied.
  - 2. If the application is denied, the Applicant will be notified and provided with an explanation in the same manner that they applied.
  - 3. The Applicant or reassigned principal will receive the refund in the form of a check.
- F. An Application Form for the above procedure is attached.

#### **IV. CREDIT PROCEDURES**

- A. Department staff shall develop a web-based application process for eligible applicants to apply for connection fee credit. Mail in applications will also be accepted and should be addressed to the Attn: Connection Fee Credits, Regional Wastewater Reclamation Department, Public Works Building, 201 N Stone Ave., 3<sup>rd</sup> Floor, Tucson, AZ 85701.
- B. Credit requests must be submitted no later than November 20, 2012.
  - 1. An automatic reply will be sent to the Applicant confirming receipt of the application, in the same manner that the Applicant applied.
- C. The Department will notify the Applicant if the application is incomplete and/or all the attachments have not been furnished.
  - 1. The Applicant will have 8 calendar days to submit the requested information.
  - 2. Applications that are in incomplete status after November 28, 2012 will be considered null and void and will not be processed.
- D. Evaluation and Processing of Credit Applications:
  - 1. All credit requests must be approved by the BOS. Once the credit applications have been evaluated and approved by RWRD, the request will be submitted to the BOS for their ratification at the December 18, 2012 regular meeting.

2. Once credit applications are evaluated and accepted, RWRD will forward the information to Development Services Department (DSD) to setup a Credit Reimbursement Account (CRA) in the name of the Applicant or the reassigned principal. However, DSD will place a hold on these accounts until the BOS approval is finalized.
3. Once ratified, the Department will send a copy of the BOS approved credit list along with the CRA account numbers to FRMD.
4. FRMD will then set up a liability non-cash account in the financial system (AMS).
5. The Applicant will be notified by RWRD staff, of their CRA number and instructions on using the account.
6. To access the credits, the CRA number must be communicated to the Pima County DSD cashier at the time of future pending connection fee payment transaction.
  - i. Credits used for Residential connection fees must be used within 12 months of the credit agreement approval and credits used for Commercial/Industrial/Multi-family must be used within 18 months of the credit agreement approval.

E. Term of Credits

1. Residential term, valid through December 18, 2013.
2. Commercial/Industrial/Multi-Family term, valid through June 18, 2014.

F. Evaluation and Processing of Credit Applications recovered in the form of a Refund:

1. If the Applicant decides to apply their credit(s) to connection fees paid from July 1, 2012 to the date of the BOS credit agreement approval on December 18, 2012, a request must be submitted in writing to the Department, Attn: Connection Fee Refunds, Regional Wastewater Reclamation Department, Public Works Building, 201 N Stone Ave., 3<sup>rd</sup> Floor, Tucson, AZ 85701. Credits used during this interim period will be issued in the form of a refund.
  - i. The request must be received by January 11, 2013.
  - ii. The request must include the Connection Fee permit number(s) (P##CP##### or PT##S#####) for which a refund is requested.
  - iii. The CRA number issued by DSD.
2. Refund request will be evaluated, if approved the Department staff will begin the refund process in Permits Plus and then forwarded to FRMD for payment processing.
  - i. The Applicant will be notified of the approval in the same manner that they applied.
3. If the request is denied, the Applicant will be notified and provided with an explanation in the same manner that they applied.
4. The Applicant will receive the refund in the form of a check.

G. An Application Form for the above procedure is attached.

**V. REFERENCES**

Pima County Code §13.20.020M.2. and §13.20.020N.1.