

NEORSD Regional Stormwater Management Program and City of Cleveland Rain Barrel Program FAQs

What is the Northeast Ohio Regional Sewer District's (NEORSD) Regional Stormwater Management Program?

The program addresses region-wide problems related to stormwater runoff from hard surfaces like sidewalks, driveways, parking lots and roofs. Runoff from these surfaces contributes to regional stream flooding, erosion, and water-quality issues.

Website Link: <https://www.neorsd.org/stormwaterprogram.php>

Google Search Terms: NEORSD Stormwater

Why am I being charged a fee for the NEORSD Stormwater Program?

We all have hard surfaces on our properties, such as driveways and roof tops, that cause heavier flows of water to the stormwater system, increasing demand on the system. This heavier runoff from all of our properties contributes to flooding, erosion, and water quality problems across the area. If you are contributing runoff from your property into the storm system, you are considered a user of the system and responsible for the program fee.

If you have any additional questions about the fee, please contact NEORSD at 216-881-8247 for more information.

Website Link: [NEORSD Stormwater Program Educational Brochure](#)

Google Search Terms: NEORSD Stormwater Educational Brochure

What is the fee based on?

The stormwater fee is based on the amount of hard surfaces on your property, because runoff from these surfaces places a greater demand on the storm system. The fee is based on an Equivalent Residential Unit (ERU), which is equal to 3,000 sq. ft. of hard/impervious surface (roofs, driveways, etc.). There are three tiers residents can fall in:

- Tier 1 (less than 2,000 sq. ft.)- \$3.09/month
- Tier 2 (2,000-4,000 sq. ft.)- \$5.15/month
- Tier 3 (4,000+ sq. ft.)- \$9.27/month

If you have questions about how your stormwater fee was calculated or feel there is a discrepancy in the amount of impervious surface on your property, please contact NEORSD's Customer Service department at 216-881-8247 for more information.

Website Link: <https://www.neorsd.org/stormwaterfees.php>

NEORSD Stormwater Fee Finder: <http://www.neorsd.org/stormwaterfeemap.php>

Are there discounts/credits available on the stormwater fee?

Fee credits are available for residents that take measures to reduce stormwater volume or pollutants flowing from their properties. Stormwater control measures include rain gardens, permeable pavement and rain barrels or cisterns. Residents must apply for the credit.

How do I get credit on the fee?

NEORSRD provides a printable PDF document titled "[Individual Residential Property Credit](#)" manual on their webpage that provides the following information:

1. Summary of the Regional Stormwater Management Program;
2. How the stormwater fee is calculated;
3. Descriptions of the stormwater control measures and the criteria that must be met to qualify for the individual residential property credit;
4. The stormwater fee credit application with instructions; and
5. Contact information for local Soil and Water Conservation Districts or watershed groups.

If you do not have access to a computer, you can contact NEORSRD at 216-881-8247 to request a credit manual and application be mailed to you.

Website Link: [Individual Residential Property Credit Manual](#)

Google Search Terms: NEORSRD Residential Property Credit

Where do I get a rain barrel?

Residents within the CWD and NEORSRD service area are eligible for rain barrels free of charge through the Mayor's Office of Sustainability's Summer Rain Barrel Program, running June-August each year.

To sign-up for the Summer Rain Barrel Program:

Please visit <http://www.sustainablecleveland.org/rainbarrels> for more information about how to sign-up to receive a rain barrel during the summer Program. If you are a City of Cleveland resident, you may also contact your local Community Development Corporation (CDC) for more information. If you need assistance determining which CDC services your area, please contact your local City Council office.

Residents without access to internet or email can contact the Office of Sustainability at 216-664-2455 to register for an upcoming Rain Barrel Workshop over the phone.

Other ways to obtain a rain barrel:

Residents can check with their County's Soil and Water Conservation District, local watershed groups, or Community Development Corporations (City of Cleveland only) to see if they offer rain barrel workshops. Rain barrels can also be purchased through several online suppliers. It is recommended you first review the [NEORSRD Individual Residential credit application](#) to ensure your rain barrel meets the requirements for the Stormwater Fee Credit before purchasing.

How many rain barrels can I get through the Office of Sustainability's Rain Barrel Program?

Currently, the Program offers one rain barrel per household per program year, up to three rain barrels per household. Rain Barrel Workshops are held from June-August each summer. Please visit <http://www.sustainablecleveland.org/rainbarrels> to register for a workshop or, if you are inquiring about the Rain Barrel Program outside of the summer months, complete the [Rain Barrel Program Interest Form](#) to receive notifications about future rain barrel programs. Residents without access to internet or email can contact the Office of Sustainability at 216-664-2455 to be added to the contact list.