

STREET MAINTENANCE FEE (SMF) CORRECTION / APPEAL REQUEST FORM

INSTRUCTIONS: This form is used to make corrections or request a change to the things that are used to calculate the Street Maintenance Fee for your account. There are three sections: 1) basic utility account information; 2) corrections related to calculation of the Street Maintenance Fee that are not land use or square footage related; and 3) requests (or Appeals) to change land use designation or square footage. The Appeals section has additional questions to provide information about the activities that occur at your location. Completing this information will assist the City in evaluating your request. Only non-residential properties can file an Appeal. Both residential and non-residential customers may request a correction.

Form Elements:

Basic Account Information: Provide your name, City utility account number, mailing address, a contact phone number, and optionally an email address. Then indicate what type of account you have. A multi-family residential (individually metered) account is if you live in something other than a house and you receive a utility bill directly from the City. A multi-family residential (Master-metered) account is if you live in something other than a house, but you do not directly receive a utility bill from the City. Generally, only the manager of a multi-family residential (master-metered) location will be filing a correction or appeal of the Street Maintenance Fee. A person living in this type of property will not.

Corrections: You may select as many components as needed for making a correction to your account. In order on the form:

1. Properties outside of the city limits do not pay the Street Maintenance Fee.
2. Properties that are not occupied by anyone and are not being used for any purpose by anyone will have a Street Maintenance Fee calculated, but should be an inactive account. If a customer keeps an unoccupied property's utility account active for any reason, the Street Maintenance Fee will be charged and will be due.
3. For some properties the Street Maintenance Fee is split among all of the water meters billed on the property. If the number of water meters used for the calculation was incorrect, you may request a correction.
4. Multi-family Residential Master-metered accounts require a correct number of dwelling units in order to calculate the Street Maintenance Fee. If the number of dwelling units used to calculate the Fee was incorrect, you will need to provide certified documentation from a Texas Registered Design Professional, either an engineer, architect or land surveyor, which shows the correct number of dwelling units.
5. Some properties, labeled "adjacent properties," do not have a utility account for water, gas or other City services, but are owned by the same person who owns the property next to them. If it appeared that the adjacent property was being used by the utility customer next door, that customer was billed the Street Maintenance Fee for the adjacent property. If the adjacent property is being used by someone else, the utility customer can request a correction so that the adjacent property's Street Maintenance Fee is billed to the correct person.
6. Alternatively, if the adjacent property is not actually being used in any form or fashion by the utility customer next door, then the utility customer can request that the adjacent property's Street Maintenance Fee account be closed.
7. There may be other types of corrections not already covered that you think need to be made and you can describe what you think is wrong. However, if it has to do with land use designation or billed square footage, that is an Appeal which is discussed in the next section.

Appeals: Only non-residential customers may file an Appeal.

1. Living area square footage is provided from the Nueces County Appraisal District. Unless you received a Certificate of Occupancy in the last six months or your property is tax exempt, the City would have used the information from the Appraisal District for its calculations and you would have to address the error with them. Filing an Appeal with the City will allow us to be aware that you are trying to correct your square footage. If, however, your building is tax exempt, the City may have used estimated square footages based on plans filed with Development Services or estimated by our consultant. If you provide certified documentation from a Texas Registered Design Professional such as an engineer, architect or land surveyor, the City can correct the square footage used for calculating your Street Maintenance Fee.
2. Properties which are a single business with multiple water meters and billable square footage greater than 118,000 should be billed as a single meter account. Use this Appeal if you are a qualified business, but your Street Maintenance Fee was apportioned across all of your water meters.
3. The land use designation is very important in calculating a non-residential customer's Street Maintenance Fee. If you believe your property was incorrectly classified, you will need to check this box and complete as much of the following questions as possible regarding the operations at your property so that the City can evaluate your request.

A signature line follows the Appeals section. Below that is a section used by the City's Utility Business Office. You do not need to complete anything in that section.

When done, you can email your form to SMFappeals@cctexas.com or you can mail it to: **SMF Resolution Officer, 2525 Hygeia, Corpus Christi, TX 78415.**

NAME:

ACCOUNT

ADDRESS:

PHONE:

E-mail

TYPE OF SERVICE:

CORRECTIONS:

Property is outside city limits and should not be billed SMF

Property is vacant: no active city services

Number of water meters billed to this address is incorrect

Number of dwelling units billed is incorrect (Multi-family Residential Master-metered only)

This property is next to my location, has the same owner, was billed to me, but is not being used by me (adjacent property option 1)

This property is next to my location, I own it, but it is used by someone else (adjacent property option 2)

Other

Correct number of dwelling units:

Name and address of business or person using next door property:

APPEALS:

Living area square footage is not correct.

A Certificate of Occupancy was received in the past 6 months (if appealing square footage)

Property is tax exempt (if appealing square footage)

Property is single business with multiple meters and total living area square footage more than 118,000. Should be treated as single meter property.

Land use designation is incorrect.

NAME OF BUSINESS:

HOURS OF OPERATION:

MULTI-BUSINESS:

Other businesses are also at this location

TYPE:

MORE INFO:

SIGNATURE:

DATE:

FOR INTERNAL USE ONLY

Date Rec'd (Str. Ops.):

(A)pprove/(D)eny:

Date Customer Notified:

Appealed (Y/N):

Date to Appeals Board:

(A)pprove/(D)eny:

Date Customer Notified:

SMF Resolution Officer Validation: