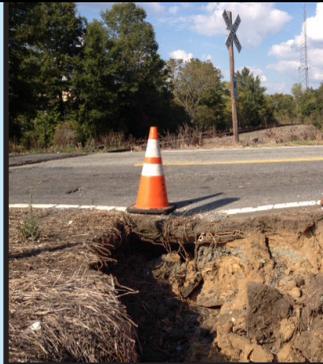
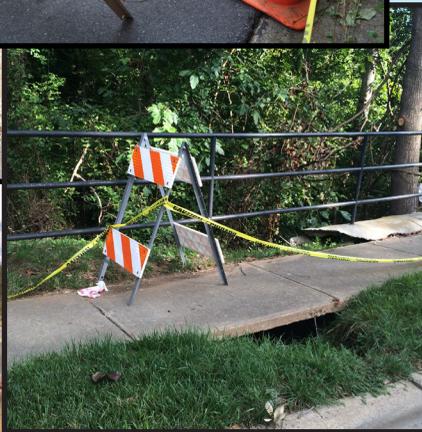


# Classification Categories for Citizen Requests

## AI

Critical requests for service requiring attention to ensure safety on a city-maintained street. Typically, visible holes or active soil settlement are indicators of stormwater infrastructure failure.



## A

- Flooding of city-maintained streets.
- Flooding of living space.
- Failing stormwater infrastructure near a house, commercial building, driveway or city-maintained sidewalk.
- Erosion that is compromising (or may compromise) the structural integrity of a house, commercial building, city-maintained street or infrastructure within the right-of-way.



## B

- Flooding of a crawl space or basement, driveway, furnace, air conditioner or the interior of an accessory structure such as a garage.
- A permanent blockage or significant sediment buildup in a pipe, drainage ditch or stream.
- Failing stormwater infrastructure not falling within the AI or A classification category.
- Erosion that is compromising (or may compromise) the structural integrity of an accessory structure such as a garage.

Typically, these requests are located away from a house, commercial building or city-maintained street.



## Charlotte-Mecklenburg Storm Water Services

Our goal is to provide a storm drainage system that is safe, clean and cost-effective. We help property owners who are experiencing stormwater runoff problems from publicly maintained streets. The City of Charlotte, the surrounding towns, and Mecklenburg County work in unison to manage their stormwater programs.

### Requests for Service

To report a stormwater drainage problem, call 311 (704.336.7600) or complete an online form at [stormwater.charmeck.org](http://stormwater.charmeck.org). A staff member will contact you, investigate the problem and determine if the request qualifies for service.

### Qualification Requirements

To qualify for service, the problem must result from stormwater runoff coming from a publicly maintained street and fall within one of the classification categories.

### Classification Categories

There are three major classification categories (AI, A, and B) organized by problem severity, for service requests from City of Charlotte property owners. Each request for service is unique and classification is at the discretion of the city. This brochure includes examples of typical requests for service. Stormwater infrastructure includes pipes, storm drains and other structures that collect and move stormwater to our local streams.

### Prioritization

Priority is based on the request's classification category, whether the stormwater infrastructure is part of the city-maintained drainage system, and the date the request was received. Storm Water Services currently has a significant backlog of qualified, classified and prioritized requests for service from Charlotte property owners.



# FIELD INVESTIGATION

**Request #:**

**Date Received:**

**Investigation Date/Time:**

**Staff Contact:**

**Qualification:**

Additional information is needed to determine qualification.

This request **DOES** qualify for service and falls within the classification category circled below.

AI	A	B
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**Important Note:** There is a significant backlog of service requests. Requests classified as AI and A dominate our workload. We appreciate your patience. We are available as a resource for property owners who want to make temporary repairs. It remains the property owner's responsibility to take any remedial actions they deem necessary to protect private property pending services from Storm Water Services. If site conditions affecting your request change, please contact the staff person listed above or call 311 (704.336.7600).

This request does **NOT** qualify for service. Non-qualifying conditions include, but are not limited to the following:

Does not receive runoff from publicly maintained street. It is the property owner's responsibility to take any remedial actions they deem necessary.	Drainage conditions caused by grading or landscaping	Erosion that does not compromise the structural integrity of a house, commercial building, city-maintained street or infrastructure within the right-of-way.
Yard flooding	Roof, gutter or downspout drainage problems	Bury pits/spoil areas left by building or grading contractors
Flooding of sheds smaller than 150 square feet	Standing water in drainage ditch	Ordinance required stormwater management features
Flooding in FEMA-regulated floodplain	Drainage conditions within NCDOT right-of-way, call 980.523.0000	Vacant properties (non-developed)
Wetlands	Nuisance wildlife (snakes, beaver dams, mosquitoes, ants)	
Issues related to groundwater		

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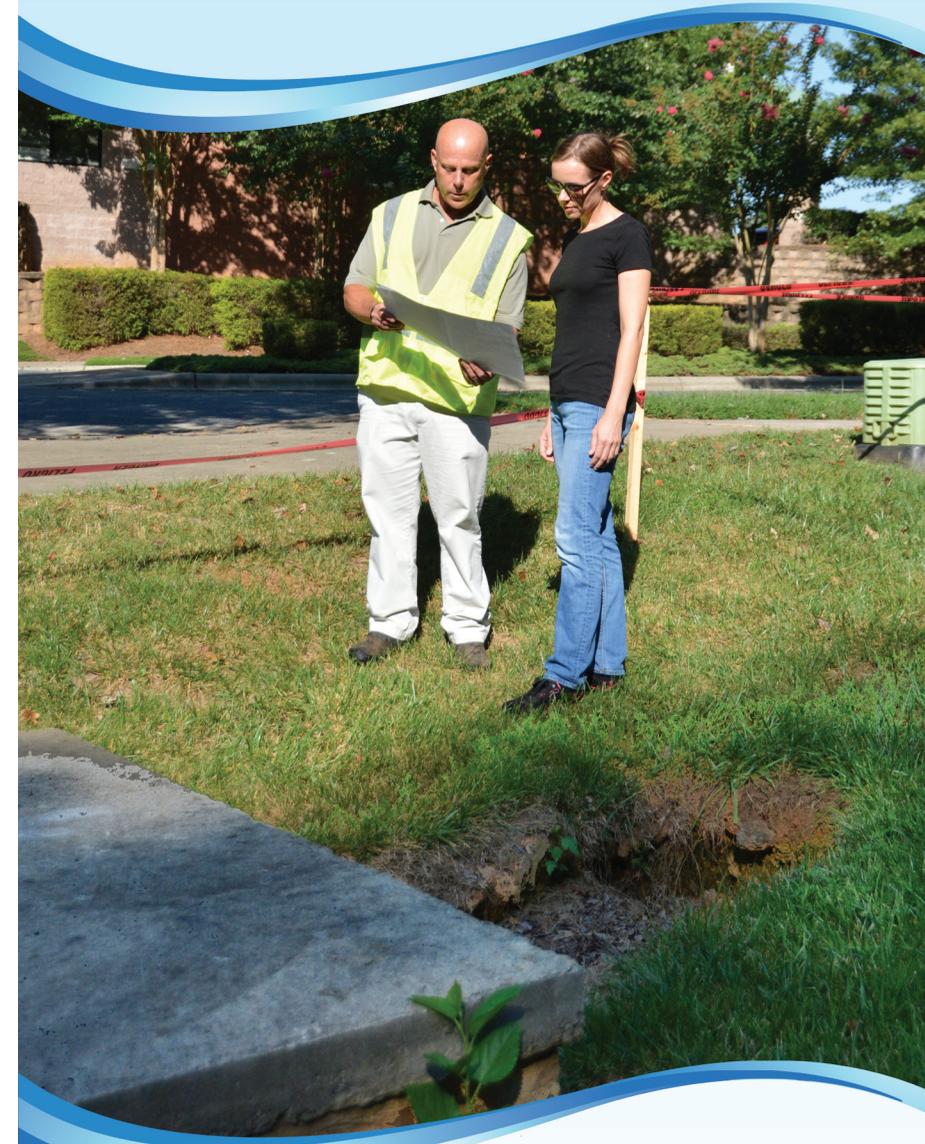
**StormWater.Charmeck.org**

600 E. Fourth Street Charlotte, NC 28202

# CITIZEN REQUESTS

## for Storm Water Services

### Information for Property Owners Within the City of Charlotte



Call 311 to report stormwater drainage or water pollution problems

