



Charlotte-Mecklenburg Storm Water Services  
700 N. Tryon St.  
600 E. Fourth St.  
Charlotte, NC 28202  
704-336-RAIN (7246)  
<http://stormwater.charmeck.org>

## A BRIEF LOOK AT CHARLOTTE-MECKLENBURG STORM WATER SERVICES

### MAINTENANCE IS A SHARED RESPONSIBILITY

Storm Water Services appreciates property owners doing their part to reduce flood risks and protect water quality.

- Remove leaves, trash and other debris from storm drain catch basins, drainage ditches and creeks.
- Manage vegetation in smaller creeks, ditches and channels in order to prevent blockages.
- Report creek blockages by calling 704-336-RAIN (7246) or 3-1-1.
- Report the dumping of any substance into a storm drain or report pollution in a creek or lake by calling 704-336-5500.

### PROPERTY OWNERS WITH FLOODING OR DRAINAGE PROBLEMS

#### *To protect your property:*

- Relocate or elevate heating units and air conditioners out of harm's way
- Move sheds and dog houses out of the path of floodwater
- Buy flood insurance for your structure and contents

#### *To protect yourself:*

- Be aware of flood watches and warnings issued by the National Weather Service
- Pay attention to creek levels when heavy rain falls
- Call 911 immediately if you see street flooding or see creek levels rise rapidly
- Don't drive through rushing or standing water



**YOUR STORM WATER FEES AT WORK**

# CHARLOTTE-MECKLENBURG STORM WATER SERVICES



## SERVICES AT A GLANCE

*Storm Water Services works to provide a storm drainage system that is safe, clean and cost-effective. To accomplish that goal Storm Water will:*

- Inspect drainage or flooding problems on public and private property to determine if they are caused by storm water runoff from a public street and are qualifying problems as described by Storm Water Services.
- Work to resolve or reduce flooding problems. Highest priority are those with flooding of living space, damage or imminent damage to buildings where people live or work, or flooding that poses a threat to the traveling public.

- Remove fallen trees and large debris from creeks when those obstructions create a qualifying drainage problem
- Clean storm drain pipes, catch basins and culverts
- Oversee comprehensive program to install larger storm drainage pipes and culverts when necessary
- Repair or replace broken storm drainage pipes
- Control severe creek bank erosion when necessary to protect water quality and adjacent properties
- Repair sinkholes that occur over a drainage pipe system
- Map regulated floodplains to determine potential flood risks
- Manage development in regulated floodplains
- Preserve and restore natural stream channels and beneficial function of the floodplain
- Operate a flood notification system for emergency responders
- Buy flood-prone properties that meet criteria set by federal emergency officials and convert that land to open space

## DRAINAGE OR FLOODING PROBLEMS THAT TYPICALLY DO NOT QUALIFY FOR STORM WATER SERVICES' REPAIRS INCLUDE:

- o Yard flooding
- o Drainage problems caused by landscaping or yard grading
- o Standing water from groundwater conditions
- o Standing water in drainage channels
- o Roof/gutter drainage system problems
- o Runoff from adjacent properties
- o Minor erosion
- o Developments with a certificate of occupancy one year old or less
- o Vacant properties
- o Any non-single-family development BMPs and maintenance (required by property owners) of post-construction/required facilities
- o Mitigation/stream restoration projects completed by others
- o Bury pits
- o Pipes and fill that should have been permitted but were not
- o Wetlands that do not adversely affect storm drainage systems

## SERVICES NOT PROVIDED BY STORM WATER

- Clean up sticks, leaves or debris left on private property after heavy rain or flooding
- Repair or replace private property that is damaged by storm water runoff or flooding. Examples include air conditioners, heating units, fences, walls, gardens, lawns, shrubs, swimming pools, mail boxes and dog houses
- Mow a storm drainage easement on private property
- Clear out incidental debris from creeks and drainage ditches such as trash, leaves, grass clippings or small tree branches
- Clear cut vegetation from creek banks as part of routine maintenance
- Re-grade or re-seed a storm drainage easement after a project's warranty period