



ARLINGTON
VIRGINIA

ARLINGTON COUNTY

Stormwater Utility Credit Application Instructions

For More Information:

StormwaterUtility@arlingtonva.us

(703) 228-5577

arlingtonva.us/stormwaterutility



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Important Links

Review the Stormwater Utility Credit Manual for more details on credit guidelines, submission requirements, tips for success, and more:

- [English](#)
- [Spanish](#)

Apply for voluntary stormwater utility credit: arlingtonva.us/stormwaterutilitycredit

Application Instructions for the Stormwater Utility Credit Program

Overview: Voluntary and Mandatory Credits

There are two types of credits available to offset up to 35% of your stormwater utility bill: **voluntary** and **mandatory**.

Voluntary credits are elective actions that property owners can choose to take to reduce stormwater runoff or improve the environment. **This guide provides step-by-step instructions on how to apply for voluntary stormwater utility credit.**

Mandatory credits are automatically given if you were required to install stormwater facilities as a condition of construction or redevelopment and you remain in compliance with the required inspections. If mandatory stormwater facilities are installed on your property, you will receive a letter with more information on how to qualify for mandatory stormwater credits. Property owners are first eligible for mandatory credits as follows:

- The land disturbing activity (LDA) project must be complete and the new mandatory stormwater facilities must be approved by the County by June 30 to be eligible for stormwater utility credit for the next calendar year.
- If your facilities were approved after June 30, you will be eligible for credit for the subsequent calendar year.

For any questions related to your inspection submissions or notification letters, please email stormwaterinspection@arlingtonva.us or call (703) 228-4488.

Credit Period

Voluntary credits are tracked on a calendar year basis. For voluntary credit activities which are completed during the calendar year, property owners can apply for credit during the credit application period, between November 1 through January 31. Approved credits are applied to the bills for the following calendar year.

Example:

	CY 2024												CY 2025																					
Process	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec										
Complete Voluntary Activities for Credit	←————→																																	
Application Period																																		
Credit applied to bill																																		

In the example in the above table, activities for credit would be completed during Calendar Year 2024 (January through December). The property owner would fill out an application for those credits during the credit application period of November 1, 2024, through January 31, 2025, attach the

appropriate documentation, and submit to the County using our online service request platform. If the application is approved, the credits would reduce the stormwater fee equally between the first and second half real property tax bills for Calendar Year 2025, due on June 15, 2025, and October 5, 2025.

Application Period

The credit application period runs from November 1 through January 31 for the next billing cycle. Interested County property owners must submit a complete Stormwater Voluntary Credit Application, including all required documentation, to the Arlington County Stormwater Utility in the Department of Environmental Services using our [online service request platform](#). Online forms are available only during the annual credit application period.

The credit application with the accompanying documentation will be reviewed. If the credit application is approved, the credit will be applied to the subsequent year's bills, split equally between the first and second half real property tax bills (due in June and October).

Late or incomplete submissions will not be approved for that billing cycle because they are considered not in compliance.

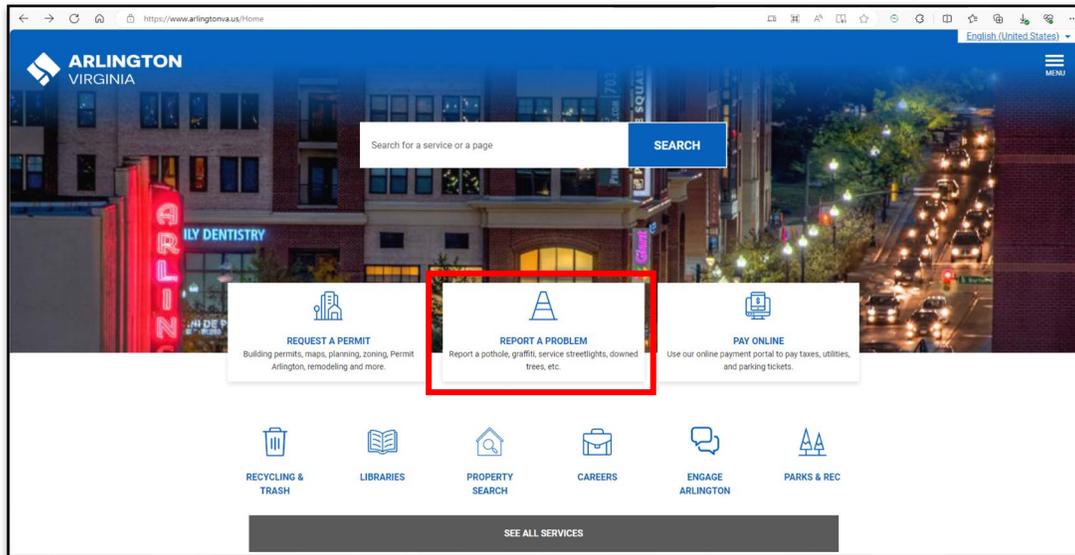
How to Apply

- First time credit applications:
 - Install a new practice or complete an activity according to the standards and guidelines in the [Stormwater Credit Manual](#).
 - Assemble, submit, and keep required documentation. For documentation requirements, please refer to the specific practice or activity section in the [Stormwater Utility Credit Manual](#).
- Re-certification credit applications:
 - Maintain a previously approved credited practice.
 - Assemble, submit, and keep the required re-certification documentation as listed in the [Stormwater Credit Manual](#).
- How and when to submit a first time or re-certification credit application:
 - During the credit application period of November 1 through January 31, complete and submit the Stormwater Voluntary Credit Application form for each voluntary credit action you have completed at arlingtonva.us/stormwaterutilitycredit.
 - The required supporting documentation must be provided with each application submitted.
 - All digital photos must include date information in the photo's digital properties.
 - Be sure to certify the application, which confirms that the property owner has provided the required documentation for the voluntary credit.
 - Approved credits will be applied for one full calendar year from the date of approved application, split equally between the first and second half real property tax during the calendar year.
 - Note that some voluntary credits have bi-annual durations before re-certification is required (as noted for each specific practice in the [Stormwater Credit Manual](#)).

- Missing or incomplete documentation may result in your application being denied.
 - The County may notify the applicant to provide additional information within a specified time frame to facilitate application review. If the information is not supplied, the application will be considered withdrawn.
- Each voluntary credit action requires its own Stormwater Voluntary Credit Application. Multiple credits cannot be applied for on the same application.
- Non-Residential and Multi-Family properties which span multiple adjacent parcels and/or real property codes (RPCs), may have the voluntary credits for volunteer and education events applied to the adjacent RPCs associated with the property under the same owner. The applicant must list these in the “Additional RPCs” field in the application.
 - Example: Building on Parcel A and parking lot on adjacent Parcel B with the same property owner may both get voluntary credits applied to their bill for performing volunteer event: Stream Clean-up.
- For Residential Condominium owners, applications for credits must be made by a Condominium Owners Association or one owner on behalf of all association members. If a voluntary credit application is approved, the credit will be applied to each property owner listed in the “Additional RPCs” field in the application.

Step by Step Instructions: Create a Stormwater Voluntary Credit Application

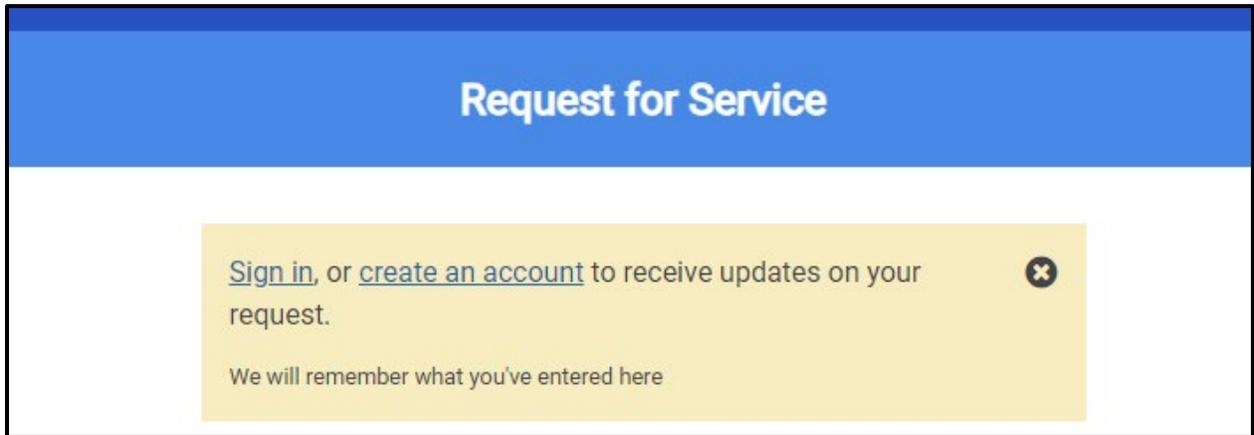
Step 1: From the County’s main web page, <https://www.arlingtonva.us/>, click on the “Report A Problem” button.



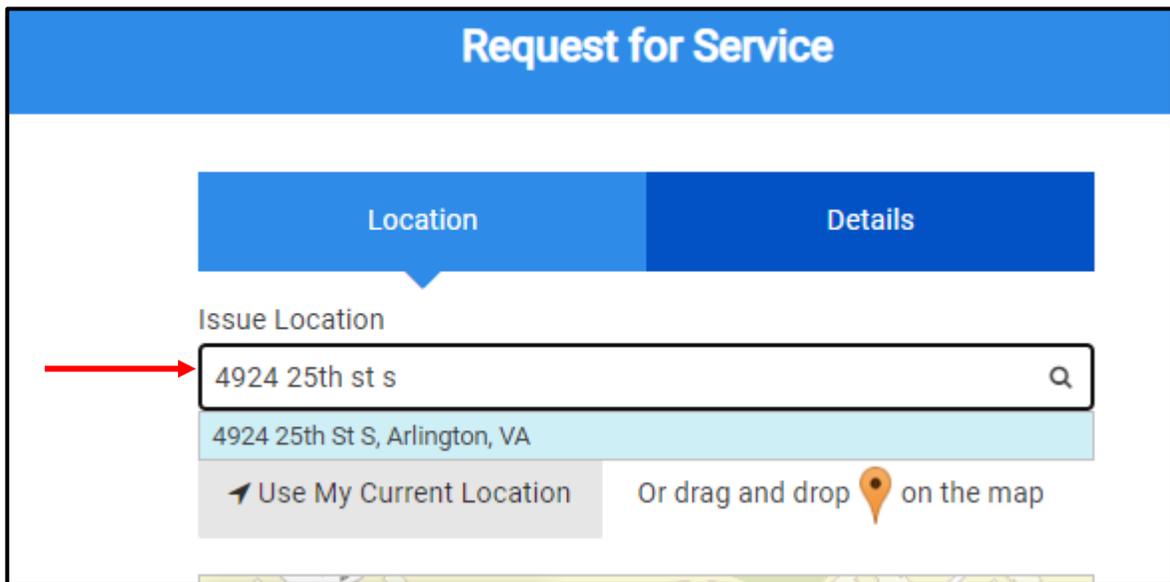
Step 2: On the “Make a Service Request or Report a Problem” landing page, select “Request Service / Report-a-Problem.”



Step 3: Select “Sign In” or “Create an Account” to get started. If you wish to create an account, see the next section, “How to Create an Account Using the Online Request for Service Application” on page 13.



Step 4: Under “Location,” enter the address of the property where you are applying for a stormwater utility credit. Select the best matching address from the dropdown menu and click “Next.”



Step 5: On the “Details” tab, enter “Credit” in “Type of Issue” box to find the credit you are applying for.

The screenshot shows a web interface with two tabs: "Location" and "Details". The "Details" tab is active. Below the tabs is a dropdown menu labeled "Type of Issue *" with the text "credit" entered. A search results dropdown is open, showing a list of options: "Stormwater Voluntary Credit Application" (which is expanded to show sub-options: "Multifamily Voluntary Credit", "Non-residential Voluntary Credit", and "Single Family Voluntary Residential Credit"), "Multifamily Voluntary Credit", "Non-residential Voluntary Credit", and "Single Family Voluntary Residential Credit". At the bottom of the search results, there is a yellow box with the text: "For stormwater utility fee general inquiries please email stormwaterutility@arlingtonva.us or call (703) 228-5577."

Step 6: Enter your real property code (RPC) number. You can look up your RPC by entering your address in the real property tax search at <https://propertysearch.arlingtonva.us> or on your past real property tax bill.

The screenshot shows the same web interface as in Step 5. The "Type of Issue *" dropdown now has "Single Family Voluntary Residential Credit" selected. Below the dropdown is a large yellow information box containing the following text: "To find your RPC, visit [Stormwater Fee Viewer \(arlingtonva.us\)](http://arlingtonva.us). When applying for the Voluntary Credit, be sure to attach all necessary documentation as outlined in the [Stormwater Credit Manual](#). In order to submit a stormwater utility credit application, please create an account. This will allow you to receive updates on your application, send and receive documents and communicate about this process. Use this link to sign up: <https://arlingtonva.qscend.com/311/account/signup> For stormwater utility fee general inquiries please email stormwaterutility@arlingtonva.us or call (703) 228-5577." Below the yellow box is a redacted area labeled "RPC *".

Note: For Condominiums and Non-residential properties with additional RPC's

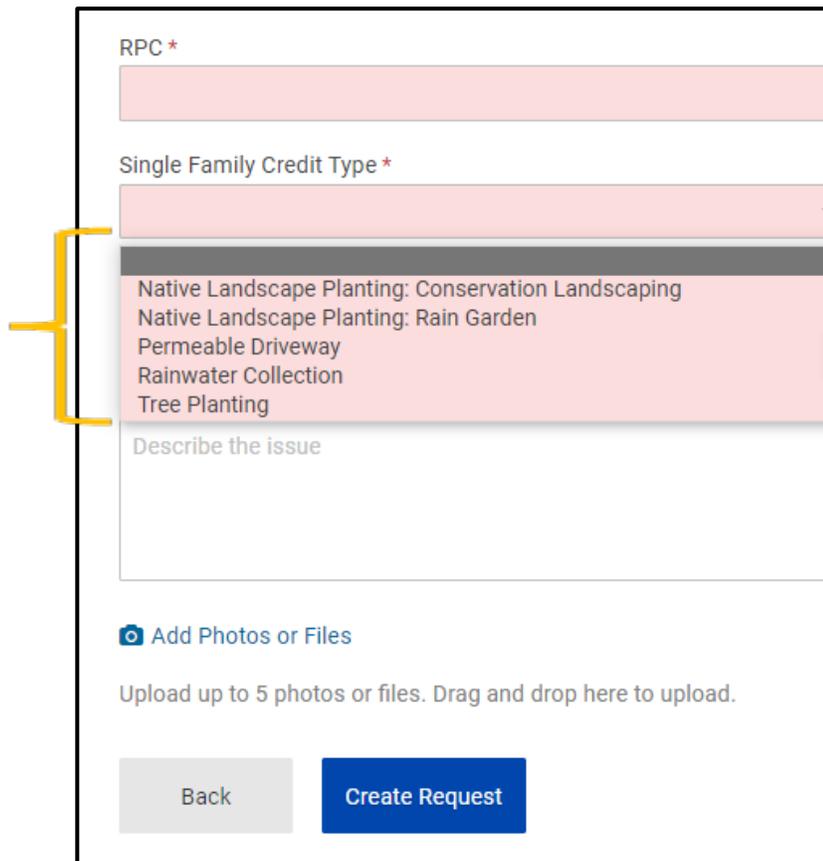
Residential Condominium applications for Credits must be made by a Condominium Owners Association or one owner on behalf of all association members. If a credit application is approved, the credit will be applied to each account holder listed as a member of the Association as provided in the application.

For Non-Residential and Multi-Family properties that span multiple adjacent parcels and/or RPCs (e.g., building on Parcel A and parking lot on Parcel B) may have the Voluntary Action credits for volunteer and education events applied to all associated RPCs associated with the property, provided the applicant lists all associated RPCs in the credit application.



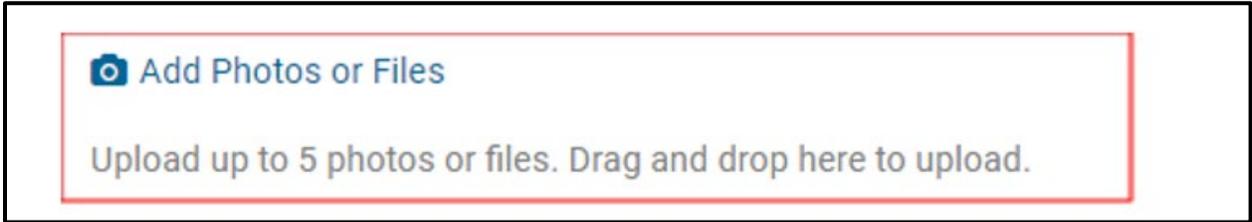
A screenshot of a form field titled "Additional RPCs". The field is a large, empty rectangular box with a thin border and a small cursor icon in the bottom right corner.

Step 7: Select from the "Credit Type" dropdown.



A screenshot of a form with several fields. The first field is labeled "RPC *" and is empty. The second field is labeled "Single Family Credit Type *" and has a dropdown menu open. The dropdown menu lists five options: "Native Landscape Planting: Conservation Landscaping", "Native Landscape Planting: Rain Garden", "Permeable Driveway", "Rainwater Collection", and "Tree Planting". A yellow bracket highlights the dropdown menu. Below the dropdown is a text input field labeled "Describe the issue". At the bottom of the form, there is a button labeled "Add Photos or Files" with a camera icon, followed by the text "Upload up to 5 photos or files. Drag and drop here to upload." At the very bottom, there are two buttons: "Back" and "Create Request".

Step 8: Upload your photos/files (5 maximum). Photos must be date stamped in the digital properties. **Note:** If you need to provide more than 5 files, you can log back in after submitting your application and attach up to 5 more documents.



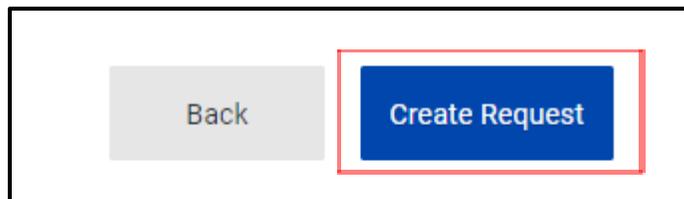
Step 9: Press the dropdown to certify if all required documents are attached.



Step 10: Optional: Add any comments to your application for the stormwater utility team to consider while reviewing your application.



Step 11: Press the "Create Request" button to submit your application. You will receive a confirmation email or text message after your request has been submitted.



Restrictions

- Late or incomplete submissions are considered not in compliance; therefore, credits may not be approved during that reporting cycle.
- Any stormwater management facilities required by the LDA permit are only eligible for mandatory credits. They are not eligible for any additional and/or duplicative voluntary action credits and the application will be denied.
- Applications for voluntary credits which already received County funding through the StormwaterWise program will not be approved for stormwater voluntary credit.

For questions, please email stormwaterutility@arlingtonva.us or call 703-228-5577.

FAQ's on Submitting an Online Service Request for Voluntary Credit Applications

Where do I go to file for voluntary stormwater utility credits?

The County uses a one-stop online platform to track requests for various services. During the annual stormwater utility credit application period from November 1 – January 31, property owners will have the option to submit a “Stormwater Voluntary Credit Application” on this page: arlingtonva.us/Government/Topics/Report-Problem.

For additional information about the credit program and what is required, visit arlingtonva.us/stormwaterutilitycredit.

How do I apply for more than one credit?

Each voluntary credit you are applying for requires a separate Stormwater Voluntary Credit Application. You would follow the same steps to create multiple applications.

Do you accept paper applications?

No paper applications are available. All service request types for the stormwater utility fee are only available online.

What if I do not have access to a computer or internet?

Please call (703) 228-5577 to learn how to receive assistance on completing the online submission.

Is it necessary to set up an account when I submit my request for a stormwater credit?

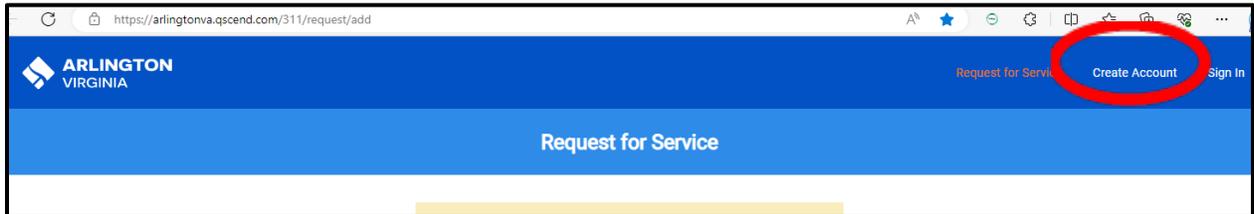
An account is not required; however, it is highly recommended. With an account, you will receive updates on the status of your application, edit your submission if additional information is required, and receive the determination letter(s) related to your submission.

How do I monitor the service request progress?

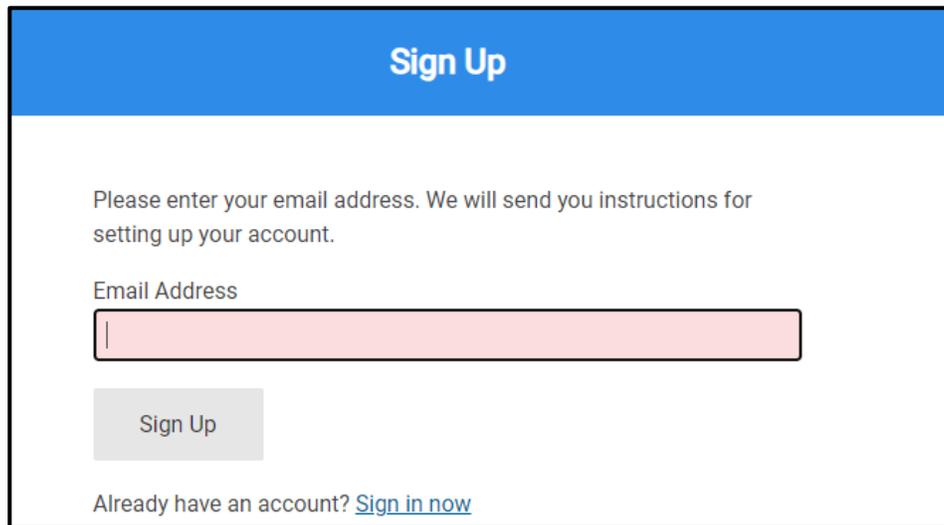
Go to “My Service Requests” to view your service request submission and the progress.

How to Create an Account Using the Online Service Request Platform

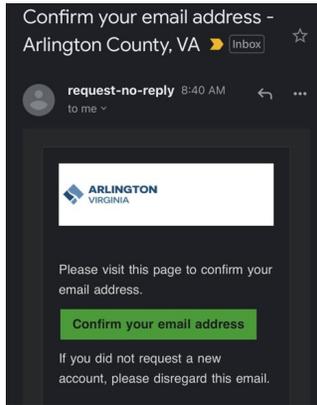
Step 1: Click “Create Account.”



Step 2: Enter your email address.

A screenshot of a 'Sign Up' form. The form has a blue header with the text 'Sign Up'. Below the header, the text reads 'Please enter your email address. We will send you instructions for setting up your account.' There is an input field labeled 'Email Address' with a light pink background. Below the input field is a grey button labeled 'Sign Up'. At the bottom of the form, it says 'Already have an account? [Sign in now](#)'.

Step 3: Check your inbox for an email from request-no-reply@arlingtonva.us and follow the instructions to complete your account.



Step 4: Once you confirm your address, you will be taken back to the Login page for the submission of the service request. Please create a password.

A screenshot of a web application's 'My Account' page. At the top, a green banner contains the text 'Please create your password'. The navigation bar includes links for 'Request for Service', 'My Requests', 'My Account', and 'Sign Out'. The 'My Account' section has three tabs: 'Contact Info', 'Notifications', and 'Security'. The 'Security' tab is active, showing a 'Create a password for your account' section. This section includes a 'Signed in as:' field with a redacted name, a checked 'Hide My Typing' option, a 'New Password' input field, and a 'Set New Password' button.

Step 5: Enter your contact information.

Your password has been updated!

Request for Service My Requests My Account Sign Out

My Account

Contact Info Notifications Security

First Name *

Last Name *

Email Address *

Primary Phone / Extension *

Alternate Phone / Extension

Address *

Address Line 2

City *

State *

Postal Code *

Save Changes

Step 6: Select “Notifications,” then select your notification preferences.

My Account

Contact Info Notifications Security

Email me at [REDACTED]

Text me at [REDACTED]

Call me at [REDACTED]

Save Preferences

i Standard text message charges may apply from your wireless provider, depending on your text message plan.

Step 7: Once your account is set up, submit your service request. Your submitted request can be seen under “My Requests” in the upper right-hand corner.



Step 8: To log back in, go to: [Sign In - Arlington County, VA \(qscend.com\)](https://qscend.com). Login using your email and password created. If you forgot your password, use the “Forgot Password” button below “Sign In.”

