



## **Roadway Maintenance Fee Appeals Process**

The charge of the Roadway Maintenance Fee (RMF) is a monthly fee assessed to residents and businesses based on traffic generated by each dwelling unit or business, and charged to benefitted properties in accordance with Chapter 11 of the Code of Ordinances. Payment of the RMF is a line item of a customer's monthly utility bill payment. Payment can be made through the same process utilized for all other utility bill payments.

### **A utility customer may contest the fee for the following reasons:**

1. The property assessed the fee is exempt from the fee through Council action. Property exempt through Council action include:
  - a. Property owned by the College Station Independent School District
  - b. Property owned by Texas A&M University
  - c. Property owned by the Texas A&M University System.
2. The Roadway Maintenance Fee is assessed in duplicate on multiple utility accounts for the same property;
3. The Utility Customer's property is outside the city limits;
4. The Roadway Maintenance Fee assessed against the property is incorrect due to improper property characterization, such as land use, building square footage or other relevant property characterization;
5. The Roadway Maintenance Fee is assessed for a property unrelated to the customer's utility account.

### **The appeals process consists of the following:**

1. Customers must complete and submit a Roadway Maintenance Fee Correction/Appeal Request Form to the City's Utility Customer Service (UCS) office within fourteen (14) calendar days after the date of the public utility billing statement containing the matter to be disputed.
2. Once UCS receives notice of a request to change any of these factors, the UCS Manager will have the customer's information verified and will approve or deny the requested change.
  - a. If the UCS Manager recommends **approval of the appeal**, UCS Manager will ensure that record is corrected and revise the bill accordingly. The customer will be notified via email or by phone of the corrected bill amount.
  - b. If an **appeal is denied**, the UCS Manager will forward the denial to the Fiscal Services Director for verification. If the denial is upheld, the UCS Manager will then notify the customer of the denial of the appeal in writing and note the denial on the Utility Customer's account.
3. During all periods of appeal the Utility Customer shall be responsible for payment of Roadway Maintenance Fee charges in full.



## **Roadway Maintenance Fee Appeals Process**

### **Certain appeals or corrections may require the following additional information:**

1. Changes in commercial square footage require updates to the Brazos County Appraisal District information (BCAD). An appeal regarding the official square footage must go thru BCAD. BCAD will assess the property to determine whether a change to the square footage shown in the records is warranted. If BCAD approves the change, they will update their records and the Utility Customer should provide evidence of that change to the Utility Customer Service Office.
2. A Land Use Designation Appeal relates to the use of the Benefitted Property as described in the Roadway Maintenance Fee Trip Factor Index derived from the Land Use Codes in the ITE Trip Generation Manual 3<sup>rd</sup> Edition. To appeal the Land Use designation, the customer will complete an appeal form and submit to the UCS for processing. Upon receipt of a completed appeal form, the UCS Manager, in consultation with the Planning and Development Services department, will research the request to recommend a grant or denial of the requested change in the designated land use.

### **Appeals Resolutions:**

1. If a change is recommended, UCS will update their records and notify the customer via a corrected billing statement. Bill adjustments which result in a decrease in the Roadway Maintenance Fee charge will result in a credit to the bill or refund of the difference already paid as appropriate. A Utility Customer appealing the Roadway Maintenance Fee may not receive a refund resulting from the appeal except for a Road Maintenance Fee paid within six months the date of the Utility Customer's notice of appeal.
2. If the appeal results in an increase in the Roadway Maintenance Fee charge, the customer will be charged the new higher fee prospectively and will not be charged the difference retroactively.
3. Denied appeals are considered final. No additional appeals will be considered.

For additional information contact:

Utility Customer Service  
City of College Station  
310 Krenk Tap Road  
College Station, TX 77840  
(979)764-3535  
or visit [www.cstx.gov](http://www.cstx.gov)