



Frequently Asked Questions

1. Why does the City of Asheville charge a stormwater fee? **The federal government requires cities the size of Asheville to create and maintain stormwater programs in an effort to restore and maintain the integrity of our nation's waters by sharply reducing water pollution.**
2. Sediment or mud is being deposited on my property coming from my neighbor's house. What can I do? **Report the problem to the Development Services Dept. 828-259-5846 and an inspector will be sent out to assess the problem.**
3. There is stormwater pooling on my street. What can I do? **Call Stormwater Services at 828-232-4567 to report the problem.**
4. There is stormwater running into my yard. What can I do? **Running water or flooding is not an erosion control issue. It is the responsibility of the downstream property owner to receive water from above them and pass it through their property to the downstream property owner. Often times, this water will cross multiple properties prior to entering a stream. The city is a property owner also and receives water from above and passes through the city's rights of way to the downstream property owners.**
5. There is a sinkhole in my yard or neighborhood; can someone come check it out? **Contact Stormwater Services at 828-232-4567 to report. If the sinkhole is outside city right of way, the city does not repair sinkholes on private property.**
6. My neighbor is dumping material into the storm drain. What can I do? **Report this to Stormwater Services at 828-232-4567.**
7. There is a stream running through my property, whose responsibility is it to maintain? **The city is responsible for maintaining stormwater infrastructure within the city right of way. Anything outside the public right of way is the responsibility of the property owner.**
8. What is stormwater? **Stormwater is rain that falls on your streets, roofs, parking lots and other man made surfaces and flows down gutters and into storm drains. The storm drain system empties directly into creeks, rivers, lakes and other bodies of water. When rain flows into the storm drain system, it picks up pollutants like pesticides, paint, household chemicals, sediment, yard waste, detergents, oil and grease, trash and pet waste.**
9. What is considered impervious surface? **Common examples of impervious surface include rooftops on a home, garage or shed; parking lots, walkways, patios and driveways made of concrete, asphalt or bricks. Any hard surface, this does not let rain sink into the ground.**
10. Aren't Stormwater fees essentially a tax on rain water? **No, the stormwater fee is a user fee. Because it charges property owners for a service. That service is managing the stormwater runoff coming from their property.**
11. Does stormwater not get treated the same as sewage? **Sewage goes to a treatment plant for treatment before being released to waterways. Stormwater drains directly to waterways without any filtering or cleaning. Stormwater runoff is not treated in any way before it reaches creeks and streams.**

