POLICIES & PROCEDURES

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WILSONVILLE
COMMUNITY DEVELOPMENT

FEE REFUNDS	Adopted: October 2018
Number: BPP 110	Last Reviewed: December 2024

Summary

Specifies the method to determine the fees which may be refunded to an applicant when requested.

Background

There are occasions when projects are suspended for which plan review, permit, or other fees have been paid. Applicants often request refunds in these circumstances.

Discussion

The Oregon Specialty Codes authorize the Building Official to establish a refund policy in order to grant refunds under certain circumstances. Neither the Wilsonville Development Code nor the City Municipal Code addresses the issue of refunds. This policy was created to clarify the review of refund requests.

In most cases a refund request is initiated by the applicant. However, in some cases staff may initiate the request if an error is discovered by staff. In all cases refund requests must be approved by a manager.

Policy

Fees related to any of the adopted building codes, or any Wilsonville Development Code applications processed by the Building Division may be refunded as described below. Systems Development Charges (SDC) will be approved by the Engineering Division.

1) PLAN REVIEW FEES - The Building Official may authorize the refunding of not more than 80% of the plan review fees when an application for a permit for which a plan review has been paid is withdrawn or canceled before any plan review work has begun. A service charge of $50.00 will be retained in all cases.

2) PERMIT FEES - The Building Official may authorize the refunding of not more than 80% of the permit fees paid when no work has been accomplished nor inspections conducted under the permit. If work has been accomplished or inspections conducted under the permit, the Building Official will make a case-by-case determination if any refund is warranted. A service charge of $50.00 will be retained in all cases. Permit refund requests that are for amounts less than the $50.00 service charge, will not be refunded.

3) STATE SURCHARGE – State surcharge funds are collected with the issuance of each permit and then remitted to BCD on a quarterly schedule. State surcharge funds that have been remitted to BCD are not refundable as they are not retained within the City's coffers. If surcharge funds have not been remitted to BCD, 100% of the surcharge collected by the City may be refunded.

4) SDCs - The Finance Director upon finding by the Community Development Director may authorize a full refund of the SDCs when no work has been accomplished requiring inspection under the permit. If work has been accomplished that requires an inspection under the permit, the Community Development Director will make a case-by-case determination if any refund is warranted.

   An SDC refund may be granted for individual fixtures under the following circumstances:
   - an SDC was paid for the fixture(s)
   - the applicant provides a revised plan and informs this office in writing that the fixture(s) was not installed
   - the plumbing inspector verifies that the fixture and piping were not installed

   The amount of the refund under this circumstance will be the amount paid for the fixture(s) less a $50.00 processing charge.

5) WATER METER FEE - The Development Engineering Manager may authorize a full refund of the water meter fee if the meter has not yet been installed. If the tap card has been sent to Public Works and/or Utility Billing, the Permit Technician must contact them and inform them of the status. In this example, a partial refund will be granted for the amount paid for the meter less a $50.00 processing charge.

   If the meter has already been installed and the applicant is requesting that City crews remove the meter and process a refund, a new tap card will be generated, and a removal fee will be charged to the applicant. The Permit Technician will make a determination, with advice from Public Works, as to the amount of the refund along with a removal fee.

6) WILSONVILLE DEVELOPMENT CODE FEES - WDC fee refunds are processed by the Planning Division. The Senior Planner or Planning Director may authorize the refunding of the application fee, less a 15% administrative cost, if the request is received within 1 week of the date the application was submitted. If the request is received after 1 week from the application submittal, a refund will not be granted except as noted in Wilsonville Code Section 4.017 for unusual hardship circumstances. A service charge of $50.00 will be retained in all cases.

7) FEE OVERPAYMENT - Fees that are paid in excess of those owed, regardless of the amount, shall be refunded to the applicant or person who made the erroneous payment. Refund requests, whether initiated by staff or a customer, shall be processed in accordance with this policy.

8) FEE UNDERPAYMENT - Fees that are collected where an outstanding balance is due will be pursued through the billing process if in excess of $20.00. Outstanding balances due of $20.00 or less may be waived only with the approval of a manager.

9) MINIMUM SERVICE CHARGE - A minimum total service charge of $50 will be retained regardless of how many different fees are refunded. The total minimum refund amount will exclude the $50 service charge. It is not intended to exclude $50 from each fee.

Procedure

1) The applicant will submit the Request for a refund Form explaining the reason for the request. When warranted, a Permit Technician may prepare the written memorandum that provides additional information detailing the request.

2) The Permit Technician will:

   a) Save a PDF of the request.
   b) Create the receipt and billing adjustments in Energov.
   c) Save a PDF of the original permit, original receipt, refund receipt, and building permit.
   d) Compile all documents listed above and attach to an email routed to the Finance Accounts Payable for review and approval.
   e) Add a case note in Energov which indicates the refund was processed and to whom it was given.

3) Finance will then prepare the check and mail it directly to the permit applicant.