

# Water Conservation Rebate Requirements

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## INTRODUCTION

A rebate is an amount paid by way of reduction, return, or refund on a purchased product or service. It is a type of promotion used primarily as an incentive to promote water conservation. The Water Authority credits customers' water accounts that install water-efficient products or implement projects that result in water savings. The Conservation Rebate Program is a simple way for customers to apply and qualify for various water rebates offered by the Water Authority in their respective coverage areas. ***The Water Authority conservation rebate requirements are subject to change without notice. Rebates are limited to available funds.***

1. Applicants are required to be Water Authority customers.
2. Rebate application and receipt must be completed within ninety (90) days of the purchase or service date to be honored. For Xeriscape rebates, see the section on Xeriscape requirements.
3. Once the application is submitted online, verified by Conservation, and approved by Customer Service Division the adjustment(s) will be entered into the customer account.
4. The rebate is credited within one to two billing cycles after the application is processed and approved by Customer Service.
5. Conservation team members verify the rebate packet for accuracy. If correct, the Customer Service Billing Team member enters the rebate amount into the customer account via CC&B for adjustment and approves via Conserve Track.
6. If the rebate application is not complete or has errors the Billing Team member sends it back to the customer for clarification and makes a notation in CC&B of the packet being returned.
7. Rebate exceptions may be approved by the Water Conservation Program Manager, Water Resource Division Manager, CSD Division Manager, or a designee. If an exception is made to approve an application the reason will be entered in Conserve Track and a note will be added to CC&B detailing the reason for the approval, who approved the exception, and their initials.
8. Completed packets are sent for scanning to the Image Repository for documentation and archiving purposes. A Customer Care Representative scans and uploads the service address within sixty (60) days.
9. Customers are required to submit proof of purchase with the application. Acceptable forms of proof of payment include but are not limited to, a zero-balance invoice, a canceled check, a credit card receipt/statement, etc. Written notation on an invoice cannot be accepted as proof of payment.
10. If documentation proving the purchase is not received or the application is incomplete, it delays processing, and the application will be put on hold. Customers will be sent an email informing them of the hold and what documentation is needed.
11. The customer is solely responsible for the purchase, installation arrangements, and payments.

12. If selected for an audit, the customer agrees to allow qualified Water Authority personnel access to the premises to verify the installation.
13. The rebate credits the Water Authority account at the installation address. The customer may not transfer the rebate credit from the location of the savings to another Water Authority account, even if both properties are owned by the same person.
14. The Water Authority does not warrant, endorse, or assume liability for the quality or performance of service or the product related to purchases under this program.

## WATER EFFICIENT WASHING MACHINE REBATE REQUIREMENTS

1. Customers shall apply online via the Conservation Rebate Online Application Portal.
2. ***Customers may apply for the \$100 water efficiency washing machine rebate every five years or when the property is sold.***
3. The washing machine must be installed at the service address.
4. The washing machine(s) remain in the possession of the original purchaser or at the original installation address for at least one year from the date of purchase.
5. The washing machine(s) can be purchased anywhere and must be purchased new.
6. ***Only the most water-efficient washing machines will qualify for the rebate. Rebates will only be offered for machines with an IWF of 3.0 or lower and must be in the list provided by Water Conservation and posted on our website for customers to choose from.***

## OUTDOOR REBATES REQUIREMENTS

- a) Customers shall apply online via the Conservation Rebate Online Application Portal.
- b) Each of the Outdoor Rebates listed below qualifies for ***25% of the cost of the product or service, including installation cost. The maximum rebate amount per fiscal year is \$100 for residential customers and \$500 for commercial customers. The fiscal year starts on July 1<sup>st</sup> and ends the subsequent June 30<sup>th</sup>. Any purchase or service done prior to June 30<sup>th</sup> can be applied to the following fiscal year, provided it is approved within the 90-day honorable period.***

## EFFICIENT IRRIGATION

- c) **EPA Water Sense Irrigation Controllers** are used to set the irrigation system watering times. *Customers will have to choose from a list of pre-qualified controllers available in Water Authority website(s). The online application will allow the customer to choose from a scroll-down list of the item they purchase.*
- d) **Irrigation flow sensors** measure water flow and can work with an irrigation controller to stop an irrigation system and alert the customer of a broken pipe or other system leaks.
- e) **Pressure regulation devices** increase the efficiency and performance of your sprinkler and drip system designs by reducing the water pressure to a set, optimal rate. Pressure regulators include mainline pressure regulators, valve pressure regulators, and drip zone kits for micro-irrigation systems.
- f) **High-efficiency rotating sprinkler nozzles** are high-efficiency multi-stream nozzles that help to save water and irrigate more effectively. ***Customers may receive \$2 per head with no limit.***
- g) **Spray Sprinkler Bodies** provide pressure management at each individual head, ensuring that the water distributes as intended. *Customers will have to choose from a list of pre-qualified spray sprinkler bodies available in the Water Authority website(s). **Customers may receive \$4.00 per body with no limit.***

## Tree Rebates

The “**Tree-Bate**” is for the cost of professional tree care, or for the purchase of new low and medium-water-use trees that appear on the Water Authority’s Xeriscape Guide’s plant/tree list. Professional tree care includes services such as planting the tree, pruning, fertilization, pest management, and/or installing efficient irrigation equipment. Additionally, bulk organic mulch and compost, totaling a minimum of 1 cubic yard, qualify. Receipts showing trees and/or services provided need to be included with the application.

*Additionally, if the name of the tree type is not listed on the invoice, customers are required to attach tree identification tag(s) that match the tree name(s) in the rebate application. Alternatively, the retail store can add the Treebate certified decal to the receipt and add the tree name by hand. If a retailer does not have the decal, tree names cannot be notated by hand and must be in the typed invoice.*



## RAINWATER HARVESTING REBATE REQUIREMENTS

1. ***There is no limit on the amount of rainwater harvesting rebates.***
2. Collecting and re-using rainwater for lawns and gardens minimizes the amount of water flowing into storm drains, sewer systems, and local waterways. Property owners may qualify to receive the rain barrel rebate.
3. Customers shall apply via the Conservation Rebate Online Application Portal.
4. Rainwater Harvesting Rebates are based on the amount of total rainwater that can be stored in all rain barrels purchased on a single order. Stored capacity is calculated based on barrels in an order. Individual rain barrels must have a minimum capacity of 50 gallons. If your stored capacity is:
  - a. 50 - 149 gallons stored qualify for \$25
  - b. 150 – 299 gallons stored capacity qualify for \$50
  - c. 300 – 499 gallons stored capacity qualify for \$75
  - d. 500 – 999 gallons stored capacity qualify for \$100
  - e. 1000 – 1499 gallons stored capacity qualify for \$125
  - f. 1500 gallons and over stored capacity or over qualify for \$150
5. Rain barrel(s) or Underground Cisterns are required to be designed for the intended purpose of rain capture.
6. Barrels should have a cover to prevent mosquitos, rodents, and debris from entering.
7. The rain barrel shall be mounted in a way that allows the barrel to receive water unimpeded from a downspout.

## Xeriscape Rebate Program

Xeriscape landscaping is a great alternative for the high desert region. Not only does it save water and money, but a well-designed xeriscape is easier to maintain because it works within a framework that is consistent with the local ecology. The Water Authority offers a Xeriscape Rebate Program to customers to enhance water conservation and to keep our surroundings beautiful. Please refer to the Xeriscape Incentive Inspector for additional inquiries concerning Xeriscape Rebate Program.

### XERISCAPE REBATE REQUIREMENTS

1. Irrigation water shall be provided by the Albuquerque Bernalillo County Water Authority.
2. Any turf grass removed shall be designated high water use, according to our Xeriscaping Guide plant list, and currently watered with spray-type irrigation.
3. Large turf conversion projects may be done in phases.
4. Fifty percent of the project rebate area shall be covered by plants, as they appear at maturity. Select qualifying Rainwater, low, and medium water usage plants from our Xeriscaping Guide plant list, and claim the mature plant area (referred to as rebate allowance). Existing plants within the area of turf removal, such as trees, may be incorporated into the design and contribute to the rebate allowance total, provided they are on the Xeriscaping Guide plant list and are not designated high water use.
5. Spray irrigation is not permitted in the new xeriscape (rebate) area. Existing sprinklers shall be converted to a drip, or bubbler system, or the area could be hand-watered. If you hand water, plants utilized for the project must be at least one gallon or larger container stock. Areas watered with sprinklers, including micro-sprinklers, will not disqualify your project, but that area will be excluded from the rebate calculation.
6. The soil between the plants shall be covered with a minimum of 3 inches of mulch. Common mulches are gravel, crusher fines, or woodchips, but other materials may qualify. Impervious plastic is not permitted. Bulk organic mulch rebate available for Xeriscape participants **(25% up to \$100 Residential or \$500 Commercial)**.
7. Xeriscape conversions qualify for \$3.00 for every square foot of high-water use turf grass that is converted.
8. Receipts for plant purchase, irrigation equipment, mulch, or a landscape contractor (if used), shall be provided at final inspection.

## **XERISCAPE REBATE PROJECT APPROVAL PROCEDURES**

1. Customers shall apply via the Conservation Rebate Online Application Portal.
2. The Xeriscape Incentive Inspector confirms if the customer completed the Xeriscape Application or helps fill out an application.
3. Prior to scheduling the initial inspection, the Xeriscape Rebate Inspector assures that the customers understand the minimum requirements:
  - a) The customer completed the online application.
  - b) The high-water use turf has not been removed.
  - c) Fifty (50%) of the project rebate area is required to be covered by qualified low and medium-use plants as they would appear at maturity-not at installation to receive the full rebate.
4. The Xeriscape Incentive Inspector schedules an initial inspection with the customer or customer's agent at the service address to verify if high water use turf is present, measure the area of turf being replaced, and offer Xeriscape best management practices to ensure efficient landscaping practices.
5. At the service address, the Xeriscape Incentive Inspector reviews the Xeriscape Rebate Application for accuracy and completeness.
6. At this initial meeting, the Xeriscape Incentive Inspector and the customer or customer's agent both agree on the total square footage of the area. The Xeriscape Rebate Inspector will enter into an agreement on the rebate amount for the conservation work the customer or customer's agent will complete. If the project qualifies funding will be reserved for up to six months.
7. From the date the application is signed, the customer or customer's agent has six months to complete the Xeriscape project. At the customer's request, an extension of an additional six months may be granted if rebate funds are still available. The Xeriscape Incentive Inspector or a designee may approve this request. If an extension is granted, it is noted in Conserve Track by the Xeriscape Incentive Inspector. Also, CC&B notations are entered.
8. When the Xeriscape project is complete, the customer calls the Xeriscape Incentive Inspector to schedule a meeting for the final inspection.
9. The Xeriscape Incentive Inspector meets the customer or agent at the service address and collects all receipts for the completed project.
10. The Xeriscape Incentive Inspector verifies if the qualified low or medium-use plants indicated on the Xeriscape application were installed. As part of the requirements, the Xeriscape Inspector also verifies that spray irrigation is not present in the project area. The Xeriscape Incentive Inspector approves the Xeriscaping project after verifying that the landscape project area was converted and meets the requirements for the rebate program.

11. **Additional Xeriscape Conversion Rebate Participants (25% up to \$100 Residential or \$500 Commercial)** qualify for:
- a. Sod cutter (turf removal) equipment rental
  - b. Bulk organic mulch

## Water Smart Customized Performance Rebate (CPR)

The Water Smart CPR supports water conservation initiatives such as installing water-efficient devices and technologies that result in at least 100,000 gallons saved annually. Approved projects will be evaluated for an incentive of up to \$10 per unit of water saved annually. Commercial customers could qualify for up to 50% of the cost of the project totaling up to \$50,000 per year. Savings will be calculated after the first year of project completion and if savings meet threshold requirements, a one-time credit will be adjusted to the customer account.

### WATER SMART CPR PROCEDURES

1. Water Smart CPR is a performance-based rebate that offsets installation costs of water-efficient features and/or technologies that are expected to save a minimum of 100,000 gallons annually.
2. The rebate is calculated at \$10 per unit (748 gallons) of water saved, not to exceed \$50,000 or 50% of the project cost.
3. Eligible project costs include installation (labor) and materials, including hardware or software, and are limited to water efficiency upgrades.
4. A pre-project installation inspection to verify existing conditions, water usage, and water savings opportunities is required before the application is submitted.
5. The estimated cost of the project and estimated water savings to be achieved over 12 months are required for the application to be complete.
6. The Water Authority will assign a CPR concierge to guide the customer through the process and assist with generating water savings estimates. Estimates shall be approved by the Conservation Program Manager.



7. Incomplete applications will not be processed and may be denied. Only projects pre-qualified by the Water Conservation Program Manager or designate shall be considered for a rebate.
8. Customers must complete the project within six months after the application is approved. Customers have thirty days before the six-month expiration date to apply for a project extension if needed.
9. Upon completion of the project, the customer must submit original dated receipts for labor and materials associated with water efficiency upgrades. Project cost estimates may be revised based on receipts.
10. Customers must call for a final post-installation inspection appointment within thirty (30) days of completion. Project cost estimates may be revised based on inspection findings.
11. The rebate amount will be calculated by the Water Authority at a final review one year (12 monthly billing cycles) after the project completion date.
12. Upon calculation of the rebate, a one-time credit will be adjusted to the customer account within two billing cycles.
13. The Water Authority reserves the right to conduct inspections and monitor water usage over the lifetime of the project.
14. The project must be sustained for a minimum of five years, or transfer of property title, whichever comes first. In the event the equipment requires replacement before the five-year requirement, it must be replaced with equipment of equal or greater water efficiency.
15. Rebate amounts are subject to change without prior notice and are based upon the availability of funds.
16. The Water Authority reserves the right, at its sole and absolute discretion and any time, to change any or all the Terms and Conditions of the program or to cancel the program.
17. If the customer wishes to install or implement water-saving devices or equipment as part of the CPR project for which there is an existing rebate program, they may do so. However, if they choose to apply for and receive rebates upon the installation of such items, those rebate amounts will be deducted from the final CPR payout and the cost of such items will not count towards the CPR project cost. If the customer does not collect a rebate for an item installed, it will not be deducted from the CPR and the cost of that item will be included in the project cost. In either case, the CPR project start,

and end times will incorporate all water saving installations whether they are part of another rebate program.