

Water Conservation Rebate Requirements

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 implements 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 a Water Authority customer.
2. 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.
3. The rebate is credited within one to two billing cycles after the application is processed.
4. 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.
5. If the rebate application is not complete or has errors the Billing Team member sends it back to the customer for clarification and makes notation in CC&B of the packet being returned.
6. 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.
7. 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.
8. Rebate application and receipt must be completed within ninety (90) days of the purchase or service date to be honored. For Xeriscape rebates, see section on xeriscape requirements.
9. Customers are required to submit proof of purchase with the rebate form. If documentation proving purchase is not received or the rebate form is incomplete, it delays processing and all documentation is returned to the customer.
10. The customer is solely responsible for the purchase, installation arrangements, and payments.
11. If selected for an audit, the customer agrees to allow qualified Water Authority personnel access to the premises to verify installation.

12. 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.
13. 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. Customer may apply using the indoor rebate form or online.
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 new anywhere.
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 in our website for customers to choose from.***

WATER EFFICIENCY (outdoor) REBATES REQUIREMENTS

1. Customers shall apply online via the Conservation Rebate Online Application Portal.
2. Each of the water efficiency rebates listed below qualify for ***25% of the cost of product or service, including installation cost. Maximum rebate amount per fiscal year is \$100 for residential customers and \$500 for commercial customers.***
 - a) ***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 the item they purchase.*
 - b) ***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.

- c) **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.
- d) **Treebate** includes purchase of new low and medium water use trees that appear on the Water Authority's Xeriscape Guide or professional tree care services such as planting the tree, pruning, fertilization, pest management and/or installing efficient irrigation equipment. Additionally, bulk organic mulch and compost qualifies. Receipts showing trees and/or service provided need to be included with the application. ***Additionally, customers are required to send tree identification tag(s) along with the application and the tag must match the tree name(s) in rebate application***

3. Other outdoor water efficiency rebates (no rebate limit for these rebates):

- a) **High efficiency rotating sprinkler nozzle** are high efficiency multi-stream nozzles that help to save water and irrigate more effectively. ***Customers may receive \$2 per head.***
- b) **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 Water Authority website(s).* ***Customers may receive \$4.00 per body.***

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 upon the amount of total rain water that can be stored in all rain barrels purchased.

The rain barrel's minimum size is 50 gallons. If you stored:

 - 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

INTRODUCTION

Xeriscape landscaping is a great alternative for 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. Customer must convert a minimum of 500 square feet. Large turf conversions 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, bubbler system, or area could be hand watered. If you hand water, plants utilize 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 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. Residential Customers qualifying landscapes will receive a maximum of \$1.00 for every square foot of high water use turf grass that is converted.
8. Commercial Customers qualifying landscapes will receive a maximum of \$1.50 for every square foot of high water use turf grass that is converted. (See below for enhanced commercial rebates).
9. Receipts for plant purchase, irrigation equipment, mulch, or a landscape contractor (if used), shall be provided at final inspection.

COMMERCIAL CUSTOMERS ENHANCED REBATES REQUIREMENTS

1. Must meet all of xeriscape rebate requirements described in previous session.
2. Commercial customers may qualify for enhanced rebates when replacing high water use turf grass in small hard to spray irrigate areas (10 feet or less in any dimension) or on steep slopes (at least 1:6).
3. Commercial Customers participating in the enhanced rebate program will receive \$2.00 for every square foot converted.

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 provides assistance to fill out 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) The landscape area is a minimum of 500 square feet.
 - d) 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 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 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 project area. The Xeriscape Incentive Inspector approves the xeriscape 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 Efficient Incentive Program (WEIP)

INTRODUCTION

The Water Efficient Incentive Program will promote 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 a \$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.

WEIP PROCEDURES

1. Projects must be pre-qualified in advance by the Water Conservation Program Manager. Before starting a project, customers will be required to apply with project description, pre-project “before”

photos, estimated cost of project, and estimated water savings of the project over a period of the first year and subsequent five years.

2. Approved applications will require a pre-authorization site visit by the Water Authority or designated contractor. If project qualifies funding will be reserved for the estimated savings amount. Customers have six months after application is approved to complete the project.
3. The project must include the installation of a sub-meter (if necessary) to quantify water savings.
4. Upon completion of the project, original receipts of cost of project must be submitted and a final post-installation inspection is required.
5. Completed projects will be evaluated for an incentive of up to a \$10 per unit of water (748 gallons) saved during the first year after project completion. Project must result in at least 100,000 gallons saved annually to receive an incentive.
6. Customers could qualify for up to 50% of the cost of the project or a maximum of \$50,000, whichever is lower.
7. The Water Conservation Program Manager will evaluate and determined projects and total amount of rebate based on actual savings after the first year of project completion.
8. Upon decision of total rebate amount a package that includes all documents and forms will be sent to CSD for adjustments.