



Save Water, Save A Buck

Rebate Reservation and Application

Frequently Asked Questions

Update: July 1, 2011

What is the current status of the program?

A new program year has commenced effective July 1, 2011 and ends April 30, 2012.

How does the reservation system works?

- Step 1: Make an online reservation, obtain an online confirmation number, and print a copy for your record. Past participation eligibility will be reviewed within 5 days. When no past participation is found, you will receive a notification via e-mail to proceed. Only then you must purchase the reserved technology.
- Step 2: Purchase & Install before the expiration date. Remember to only purchase approved model.
- Step 3: Complete an online application. Print, sign, and mail “postmarked” before the expiration due date. You must include all required documentation listed on the checklist.

What are the eligibility criteria for me to get a rebate?

- You must be a commercial, industrial, institutional water customer.
- The service and installation address must be within Metropolitan’s service area.
- A customer address previously rebated through Metropolitan’s regional or its water agency programs is not eligible to receive another rebate for the same type of device.
- Technology must be a qualifying device and model under Metropolitan’s list.
- You must obtain a reservation number (confirmation) prior to purchase of a device.
- You must complete installation of the device prior to submitting your rebate application packet.
- You must comply with time requirements and submit your application online before the expiration date.
- You must print, sign & mail the application and required documentation “postmarked” before the due date.
- Rebate payment is subject to remote and on-site verification. You must allow access to the property where the rebated device(s) is installed. Non-compliant to this requirement may result in rebate being denied.

What is the “\$25,000 limit per water service address” policy?

To achieve broad distribution of incentives through our service area, Metropolitan is limiting its base incentive funding to \$25,000 per each water service address, per program year. Actual rebates may exceed this limit where additional funding is made available by your retail water agency. While our system tracks reserved amounts for each site, the customer is responsible for ensuring that the correct reservation is made. Your reservation confirmation may be deemed invalid should the water service address be entered incorrectly.

An example: (a) If a property has confirmed reservations for 500 High Efficiency Toilets with estimated \$25,000 Metropolitan base rebate; then the property is no longer permitted to obtain additional reservations for these or other devices. (b) If a property has confirmed reservations for 100 Waterless urinals with estimated \$20,000 Metropolitan base rebate; then the property is still permitted to obtain another reservation for the same water service address for an estimated base rebate of \$5,000, as long as the total of all reserved rebates at that service address does not exceed \$25,000.

What do you mean by “water service address”?

Water service address is the address listed on the water bill where the device(s) will be installed. The water service address is often the same as the water billing address, but may be different if the customer bill is sent to another address or P.O. Box for payment processing. A water service address may include multiple buildings, apartments, suites or units. If the location where you intend to install the device(s) is not separately metered by the water agency, the \$25,000 limit is the collective total amount of rebates for you and all others sharing that

same water service address. Rebates are processed on a first-come/first-served basis, so if other rebates have been previously processed for the same water service address, you will not be eligible for rebates exceeding the \$25,000 limit per water service address.

What is the “one rebate per property for the same device” policy?

The past participation policy has been modified effective July 1, 2011. A customer address previously rebated through Metropolitan’s regional or its water agency programs is not eligible for another rebate for the same device type.

High Efficiency Toilet (1.28gpf) is considered a different device type than Ultra Low Flush Toilet (1.6gpf or greater). Ultra Low and Zero Water Urinals (0 – 0.25 gpf) is considered different device type than urinals of > 0.25gpf.

Who is eligible to request reservations and receive rebates?

Save Water, Save A Buck is a rebate program for commercial, industrial, institutional water customers. Only business owners, property owners, or property managers within the service areas of the Metropolitan Water District and the Family of Southern California Water Agencies are allowed to make a reservation and receive rebates. Rebate payments can only be issued to the water customer on the water bill and mailed to a verifiable customer mailing address. Contractors or other third parties are ineligible to reserve rebates on behalf of their customers.

I am a contractor that installs water efficient “equipment”. I know that I cannot make the reservation, but can the rebate check be mailed to me directly?

Rebate checks can only be issued and mailed to a verifiable address of the water customer whose name must be on the water bill.

Since multi-family rebates were removed from the Save Water, Save A Buck program, who should I contact to obtain a rebate?

A multi-family customer is one who lives in a town home, condominium, mobile home, or apartment complex of five (5) or more dwelling units. Effective June 1, 2010, multi-family rebates are no longer part of the Save Water, Save A Buck Regional Program. Your local Member Agency may offer rebates for their multi-family customers. You may contact your retail agencies directly for more information.

I live in a single detached home, who should I contact to obtain a rebate?

Customers who live in single family detached homes, duplexes, triplexes, and fourplexes with four or less units should inquire directly with Metropolitan’s [Residential Program](#): “So Cal Water \$mart.”

I am a property manager or owner. Are rebates available for devices that I plan to purchase for the common area in town homes, condominiums, and apartments?

Yes. Common areas are considered “commercial”. The only available rebates through this program are Irrigation Controllers and Nozzles.

Are funds guaranteed once I receive a reservation number?

Yes – provided all program terms and conditions are met. Reservations are given on a first-come, first-served basis, and are subject to availability of funds. Our system will confirm a reservation number and provide you with notification. Once a reservation is obtained, Metropolitan is committed to providing rebate funding when we are satisfied that all program requirements are met within a specified time period.

After making a reservation, how much time do I have to purchase and install a device?

A reservation expires **60 days** from the reservation's effective date. You must purchase, install, submit online application, and mail your application packet POSTMARKED no later than the reservation expiration date.

What happens if I cannot complete the work by the expiration date? Can I get an extension?

Due to limited funding, extensions are permitted on a case-by-case basis. This is granted on a first-come, first-served basis. You must reserve only what you can complete within the 60-day time frame. The 60-day time frame allows for procurement and time to install the device(s). For large projects, you should only make reservations for what you can procure and install within the 60-day time frame.

Can I reserve multiple devices or multiple addresses in a single reservation?

Multiple device rebates can be made in a single reservation. However, you must submit the online application for all these devices at the same time.

Each reservation however is limited to one water service address and one installation address. Reservations for multiple addresses will be cancelled.

How many reservations can I make?

There is no limit on number of reservations you can make, but there is a reservation limit of \$25,000 of Metropolitan funds per water service address per program year.

I already purchased a qualifying device before learning about the program. Can I obtain a reservation and get a rebate for it?

No. Rebates are available only for devices purchased after obtaining a reservation.

Can I download a rebate application from your website?

No. A customer must obtain a confirmed reservation number. Within a week of obtaining a reservation number, a past participation eligibility will be reviewed for your reservation. Should there be no past participation found, you will receive a notification to proceed. This notification will have the next steps. If you reserved for a plumbing technology, you will receive a multi-unit tracking form separately via e-mail.

When your project installation is completed and before the reservation expiration date, you must submit your application online, print, sign, and mail to the Rebate Processing Center. A single reservation is allowed ONE online application submission only.

Can I submit a rebate application without making a reservation?

No. A reservation number is required before you purchase a water-efficient technology in order to qualify for a rebate. Any rebate application received with no corresponding reservation number will be rejected.

Can I submit my rebate application even if I have not yet installed the device?

No. A qualifying device must be installed prior to submitting your rebate application. You will be required to indicate the "installation date" on the application. Metropolitan reserves the right to verify its accuracy during processing of the rebate application and the right to make remote and/or onsite verifications. Access to the property for this limited purpose must be allowed.

Can I email or fax in my rebate application?

Only mailed-in hard copies will be accepted.

I received a letter requesting me to complete my application or my application will be cancelled. I already submitted the entire packet. Will I still get my rebate?

Due to limited funding, the processing center cannot hold non-compliant rebate applications for extended periods of time. The rebate processing center will attempt to contact you if there is any discrepancy or verification needed in your application materials. You must immediately contact the rebate processing center to help resolve the issue(s). The letter sent requesting information will have a due date. If missing information is not received by the letter's due date your application will be cancelled.

I received a call that my property will be inspected. I already submitted all the necessary documents and I have no time for an inspection. Can I submit a written certification to respond?

The program requires a random remote or on-site verification prior to payment of rebates. Any sites selected for remote verification must be responded timely so we can issue the rebate check. Any sites selected for on-site verification must be allowed access to the property at an agreed schedule. Non-compliance of this verification requirement may delay the issuance of a rebate check or may result in a rebate payment being denied.

How do I know whether there have been previous program installations at my property?

If you cannot find a record of a previous rebate or incentive, or are unable to determine if you already have an existing high-efficiency device installed, you may contact our Customer Support line at 877-728-2282 for assistance.

How much is my rebate?

Save Water, Save A Buck rebates are funded by Metropolitan Water District and some local water agencies.

Metropolitan's base rebate is limited to the actual cost of the device, not to exceed the maximum rebate per device listed in the program Web Page and the Water Saving Technologies material. Unless specifically noted, actual device costs **exclude** tax, shipping, labor, and other charges.

Local water agencies additional rebates, if available in your area, may vary from actual costs to a flat amount depending on the device, therefore the estimated rebate noted above is the maximum amount possible. Your actual rebate may vary depending on the actual cost of the device(s) purchased.

For details on rebate amounts in your area, please visit the program website at <http://www.mwdsaveabuck.com>. Rebate amounts are subject to change without notice.

Can my rebate check be less than the estimated rebate amount that I received with my reservation confirmation?

Yes, if the actual cost of the device is less than the estimated rebate amount. The rebate amount for each device is established at the beginning of the program year taking into account the average cost of the devices in the preceding year. As water saving technology improves and devices become more readily available, the actual cost of the device can decrease rapidly. Metropolitan and many of its member agencies limit rebates to the actual cost of the device.

When a reservation is made, the actual cost of the device is not known, so the estimated rebate amount calculation assumes that the actual cost of the device will be more than the rebate amount, which is true in most cases. However, once the application package and the invoice are received by the program, the rebate amount is recalculated using the customer's actual cost of the device. If the customer's actual cost for the device is less than

the rebate amount, the rebate may be less than the estimated rebate amount provided during the reservation process.