



Save Water, Save A Buck Rebate Reservation and Application Frequently Asked Questions

Update: January 4, 2010

What is the current status of the program?

Effective September 21, 2009, Metropolitan Water District of Southern California re-launched its rebate program for Commercial, Industrial, Institutional and Multi-Family water customers with a new online reservation system replacing the old telephone reservation system. Due to the overwhelming public response, funding for the regional rebate program has been depleted.

Starting on January 4, 2010, rebate reservations are only available in certain water agency service areas. Funding is limited and reservation is issued on a first-come, first-served basis. Southern California commercial, industrial, institutional, and multi-family water customers may be eligible for rebate reservations from the following participating local agencies:

- ▶ **Los Angeles Department of Water and Power**
- ▶ **Pasadena Water and Power**
- ▶ **Anaheim Public Utilities**
- ▶ **Western Municipal Water District**
- ▶ San Diego County Water Authority Retail Water Agencies:
 - **Santa Fe Irrigation District**
 - **City of Poway**
 - **City of Oceanside**
 - **City of Escondido**
 - **Valley Center Municipal Water District**
 - **Otay Water District**
- ▶ Municipal Water District of Orange County Retail Water Agencies:
 - **Santa Margarita Water District**
 - **El Toro Water District**

How does the reservation system works?

- Step 1: Check the Save Water, Save A Buck website if your local water agency is participating in the program.
- Step 2: Check if the water saving technology is available for a rebate in your service area.
- Step 3: Make an online reservation, obtain an online confirmation number, and print a copy for your record.
- Step 4: Review the Program Terms and Conditions before proceeding.
- Step 5: Confirm that the property HAS NOT applied for and received rebate for the same device in the past.
- Step 6: Before purchasing, check and ensure the device model appears on the qualifying list.
- Step 7: Purchase and install the device.
- Step 8: A "Reservation Package" will be sent to you via e-mail within 10 business days after obtaining a confirmation online. This package includes a Reservation letter, a Rebate application, a Technology worksheet, an application checklist, and a multi-unit tracking sheet (when applicable). After your purchase and installation, sign and submit the required documents included in the Reservation Package. Documents must be submitted postmarked on or before the reservation expiration date. Any application postmarked after the 45-day expiration date will not be accepted.

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

- You must be a commercial, industrial, institutional or multi-family water customer.
- The water service & installation address must be within your local participating water agency's service area.

- A property can only receive a rebate once for the same device within the device lifetime.
- Technology must be a qualifying device and model under Save Water, Save A Buck program qualifying 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, agree that a rebate payment is subject to on-site verification, and certify the completeness and accuracy of rebate application.

What has changed since September 21st re-launch of the program?

Effective January 4, 2010, the regional program funding has been depleted. The Save Water, Save A Buck program is now funded by some participating local water agencies. The same terms and conditions of the program apply, with the removal of the \$25,000 limit per water service address. The \$25,000 limit policy was instituted at the start of the program to achieve broad distribution of incentives within Metropolitan's area.

Do you still require a "water service address"?

Yes. During the online reservation process, you will be required to enter two addresses: the water service address and the installation address. Customers are responsible for providing accurate water information, or the reservation can be deemed invalid. 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. The installation address must be a physical location where you intend to install the device.

What is the "one rebate per property for the same device for its estimated lifetime" policy?

A customer cannot receive a rebate for the same property for an equal device more than once for the estimated device lifetime.

An example: If a property received rebate for 2 High Efficiency Toilets in year 2005 and site only has two toilets, the property is not eligible to receive rebates until device lifetime (20 years for toilets) has expired in year 2025.

Who is eligible to request reservations and receive rebates?

Save Water, Save A Buck is a rebate program for commercial, industrial, institutional and multi-family water customers. Only end users, business/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. 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 issued to me directly?

Rebate checks can only be issued to commercial, industrial, institutional or multi-family water customers, whose names must be on the water bill.

Who is considered a multi-family customer?

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.

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” and must be specified while making a reservation as a dwelling type.

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, your local water agency is committed to providing rebate funding when we are satisfied that all program requirements are met.

How much is my rebate?

Rebate amounts vary and may be higher for customers of some participating water agencies. 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.

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

A reservation expires **45 days** from the reservation’s effective date. You must purchase, install, and have your application POSTMARKED no later than the due date on the confirmation letter.

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

Due to limited funding, no extensions are permitted. You must reserve only what you can complete within the 45-day time frame. The 45-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 45-day time frame.

Can I reserve multiple devices in a single reservation?

No. You must make separate reservations for different device types per installation address. Each reservation is limited to one device type, one water service address, and one installation address. A single reservation with multiple installation addresses will be deemed invalid.

How many reservations can I make?

There is no limit on the number of reservations you can make, but make sure you only reserve for what you can complete within the 45 day time frame. No extensions are permitted.

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 rebate application is only made available after a customer obtains a confirmed reservation number online. Within 10 business days of obtaining a reservation number, you will receive your reservation packet via e-mail. This includes a reservation letter, a rebate application, an application checklist, and a multi-unit tracking form.

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. Your local water agency reserves the right to verify its accuracy during processing of the rebate application and the right to make onsite verifications. Access to the property for this limited purpose must be allowed.

Can I email or fax in my rebate application to meet the 45-day deadline?

Only mailed-in hard copies will be accepted. You will be required to complete and submit the packet that was emailed to you as confirmation of your reservation. This packet includes your signed reservation confirmation letter, signed checklist, signed rebate application and worksheet, multi-unit tracking sheet, and all other required supporting documentation.

Where do I mail my rebate application?

Mail your completed and signed packet (i.e., reservation letter, checklist, rebate application, multi-unit tracking sheet, original sales receipt, water bill, building and safety permit if applicable) to:

Save Water Save A Buck Rebate Program
P.O. Box 786, El Segundo CA 90245

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 incomplete rebate applications for extended periods of time. The rebate processing center will attempt to contact you if there is any discrepancy 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.

Does the program require pre-inspections for large toilet or urinal retrofit projects?

The program currently does not require applicants to submit large toilet or urinal retrofit projects for pre-inspections, but continues to enforce its policy of "one rebate per device per property based on device lifetime." Your local water agency reserves the right to verify or inspect any installation site at any time.

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.