

**PART 7 - WATER CONSERVATION CUSTOMER REBATE PROGRAM**  
**SECTION A - STATEMENT OF POLICY AND DECLARATION OF PURPOSE**

- 7-A-1 STATEMENT OF POLICY: It is the policy of the Districts to encourage its customers to purchase, install, and maintain products that conserve water in their homes, yards, and businesses.
- 7-A-2 DECLARATION OF PURPOSE: The purpose of this Part is to define the rules for the Water Conservation Customer Rebate Program within the Districts' service areas and the procedures for the promotion, application, funding, and distribution of customer rebates.

**SECTION B - DEFINITIONS**

- 7-B-1 DEFINITIONS: The following terms are defined for purposes this Part:
- 7-B-2 APPLICANT: means any customer of the Districts, residential, commercial or industrial, who submits a rebate application with the required proof of purchase documentation to the Districts.
- 7-B-3 APPROVED PRODUCTS: means the products approved by the Districts for a rebate. Such products are subject to change, at the discretion of the District Engineer or his designee, as new technologies become available or information about product effectiveness impacts product selection. At the inception of the program, the approved products include designated makes and models, available on the LACWaterworks.org website, of the following product categories:
1. Ultra-Low Flush Toilets
  2. High-Efficiency Toilets
  3. Waterless Urinals
  4. High-Efficiency Clothes Washers
  5. Weather-Based Irrigation Controllers
  6. Drip Irrigation Systems
  7. Artificial Turf
  8. Rotor Irrigation Sprinkler Heads
- 7-B-4 ARTIFICIAL TURF: means a synthetic turf replacement product that looks and feels like turf but requires no maintenance or water. The rebate program applies only to approved products installed in place of existing irrigated area. Artificial Turf installed in place of existing hardscape or other areas does not qualify. Approved Artificial Turf makes and models shall be listed on the Districts' website and in printed materials. The approved makes and models are subject to change at the discretion of the District Engineer or his designee.

**PART 7 - WATER CONSERVATION CUSTOMER REBATE PROGRAM (CONTINUED)**  
**SECTION B - DEFINITIONS (CONTINUED)**

- 7-B-5 DISTRICT: means the Los Angeles County Waterworks District No. 21, Kagel Canyon; Los Angeles County Waterworks District No. 29, Malibu, and the Marina del Rey Water System; Los Angeles County Waterworks District No. 36, Val Verde; Los Angeles County Waterworks District No. 37, Acton; and Los Angeles County Waterworks District No. 40, Antelope Valley.
- 7-B-6 DRIP IRRIGATION SYSTEM: means a system that delivers not more than one gallon per hour to landscape plants. Approved Drip Irrigation System makes and models shall be listed on the Districts' website and in printed materials. The approved makes and models for the program are subject to change at the discretion of the District Engineer.
- 7-B-7 FUNDING PARTNER: means any outside agency, including State and Federal agencies, private companies, or other organizations, that provides funding for the Water Conservation Customer Rebate Program to offset the costs and maximize the cost-effectiveness of the program.
- 7-B-8 HIGH EFFICIENCY CLOTHES WASHER: means a make and model of clothes washer that conserves at least 30 gallons of water per wash compared to traditional models, as well as being designated a WaterSense and/or Energy Star product. Approved High-Efficiency Clothes Washer makes and models shall be listed on the Districts' website and in printed materials. The approved makes and models are subject to change at the discretion of the District Engineer.
- 7-B-9 HIGH EFFICIENCY TOILET: means a make and model of toilet that uses 20 percent less water than an Ultra-Low Flush Toilet, or 1.28 gallons per flush or less. Approved High-Efficiency Toilet makes and models shall be listed on the Districts' website and in printed materials. The approved makes and models are subject to change at the discretion of the District Engineer.
- 7-B-10 REBATE: means a check issued to a District customer who has successfully completed a rebate application that has been approved by the Districts for one or more of the approved water conservation products included in the Water Conservation Customer Rebate Program. Rebate amounts will vary depending on the product purchased and installed.
- 7-B-11 REBATE AMOUNT: means the amount provided to approved applicants for the purchase and installation of approved water conservation products. The District Engineer shall set the rebate amounts for each approved water conservation product and may adjust such amounts from time-to-time based on the cost-effectiveness of the program.

**PART 7 - WATER CONSERVATION CUSTOMER REBATE PROGRAM (CONTINUED)**  
**SECTION B - DEFINITIONS (CONTINUED)**

- 7-B-12 REBATE APPLICATION: means a District form available in hard copy or downloadable from the LACWaterworks.org website that identifies the District customer, account number, service address, product purchased (including proof of purchase), installation date, and if deemed necessary by the Districts, proof of installation. This rebate application shall be submitted to the Districts for review, approval, and processing before a rebate is issued.
- 7-B-13 ROTATING SPRINKLER HEADS: means sprinkler nozzles that shoot multi-trajectory, rotating streams that apply water more slowly and uniformly than conventional sprays and can use 20 percent less water. In addition to reducing water use, the water jetting from these nozzles is more resistant to wind, less likely to mist, and significantly reduces run-off on to streets and sidewalk. A listing of approved rotating sprinkler heads shall be posted on the Districts' website and published in printed materials.
- 7-B-14 ULTRA-LOW FLUSH TOILETS: means a make and model of toilet that uses 1.6 gallons per flush or less. Approved Ultra-Low Flush Toilet makes and models shall be listed on the Districts' website and in printed materials. The approved makes and models are subject to change at the discretion of the District Engineer or his designee.
- 7-B-15 WATER CONSERVATION PRODUCTS: means the products approved by the Districts as qualifying for the Water Conservation Customer Rebate Program. The District Engineer may revise or modify the approved product list, as well as add or eliminate products to the program, based on technological developments, actual program performance, and cost-effectiveness. Some approved water conservation products may only be eligible for rebates in specified portions of the Districts' service areas.
- 7-B-16 WATERLESS URINAL: means urinal fixtures that do not require a water supply or flushing device to flush the contents of the fixture, cleanse the fixture, or refill the fixture trap. Approved Waterless Urinal makes and models shall be listed on the Districts' website and in printed materials. The approved makes and models are subject to change at the discretion of the District Engineer or his designee.
- 7-B-17 WEATHER BASED IRRIGATION CONTROL: means an irrigation system control unit that adjusts automatically based on real-time weather information including precipitation and evapotranspiration rates. Approved Weather-Based Irrigation Controller makes and models shall be listed on the Districts' website and in printed materials. The approved makes and models are subject to change at the discretion of the District Engineer or his designee.

**PART 7 - WATER CONSERVATION CUSTOMER REBATE PROGRAM (CONTINUED)**  
**SECTION C - CUSTOMER REBATE PROGRAM**

- 7-C-1 STEPS: In accordance with the provisions of Section A, the Water Conservation Customer Rebate Program consists of a list of approved products, an application process that includes a requirement for customers to provide acceptable proof of purchase and installation, an application review and approval process, and the issuance of customer rebate checks by the Districts.
- 7-C-1a SPECIFIC REQUIREMENTS: Prior to approving each rebate application, the Districts may set forth specific requirements as conditions of issuing a rebate check, including but not limited to on-site inspection by District personnel to ensure that the water conservation product has been installed properly.
- 7-C-1b COST EFFECTIVENESS: The Customer Rebate Program shall be marketed to all customers within the portions of the Districts' service areas where the program is determined, in the opinion of the District Engineer or his designee, to be cost effective. The water savings for the program are to be tracked and monitored based on participation.
- 7-C-2 FUNDING SOURCES: The Districts may pursue outside funding from State, Federal, and/or other sources to offset the cost of the program. The District Engineer or his designee may opt to pursue such funding sources as deemed necessary to ensure that the program is cost-effective.
- 7-C-2a DISCONTINUATION: The District Engineer or his designee may discontinue the Water Conservation Customer Rebate Program, or portions thereof, if the program is determined not to be cost-effective.

**SECTION D - PROCEDURES**

- 7-D-1 REGULATIONS APPLIED TO DISTRICTS CUSTOMERS
- 7-D-1a CONDITIONS: Upon submission of an application by a customer (herein referred to as "applicant") for a rebate, the Districts' Water Conservation Program Manager shall review the application and make a preliminary determination whether the product purchased and installed meets the rebate criteria as listed on the Districts' website and in printed materials.
- 7-D-1b REBATE AMOUNT: Based upon such determination, the Water Conservation Program Manager will approve that a check for the rebate amount corresponding to the product purchased and installed be issued to the applicant.

**PART 7 - WATER CONSERVATION CUSTOMER REBATE PROGRAM (CONTINUED)**  
**SECTION D - PROCEDURES (CONTINUED)**

- 7-D-1c DATABASE: The application information shall be stored in a database and used to track water conservation over time after installation of water conservation products.
- 7-D-1d COSTS: The Districts shall finance the customer rebate program with funds collected from excessive water-use billings established under the Districts' tiered water-rate structures. To the extent that there are insufficient funds from conservation surcharges and excessive water-use billings, the customer rebate program may be financed with general funds. The maximum aggregate rebate amount distributed to customers in Fiscal Year 2015-16 shall not exceed One Million Seven Hundred Thousand and 00/100 Dollars (\$1,700,000.00) and shall not exceed Three Hundred Thousand and 00/100 Dollars (\$300,000.00) for each fiscal year thereafter.
- 7-D-4 NON-APPROVED WATER CONSERVATION PRODUCTS: On a case-by-case basis, upon application for a rebate for a non-approved water conservation product, the Districts shall review the application and make a determination whether the applicant may qualify for a rebate. The determination shall be based upon the amount of water saved and cost-effectiveness. Based upon such determination, the application for the rebate shall be processed by the Districts.
- 7-D-5 OBJECTIONS AND APPEALS: An applicant for a water conservation rebate may file a notice of objection within thirty (30) days after being notified of ineligibility for the Customer Rebate Program. The applicant may request reconsideration of the determination or modification of the proposed conditions. The objection must be in writing to the District Engineer and should specify the reasons for the objection. The preliminary determination shall be final if a customer does not file a timely objection. The District Engineer shall review the objection and confirm, modify, or abandon the preliminary determination.

**SECTION E - SANCTIONS**

- 7-E-1 PENALTY: Any applicant who falsifies information on their rebate application or accepts a rebate check for the purchase or installation of a product he or she does not own or install at the approved service address, violates this Part and shall, for each day of violation, or portion thereof, be subject to a fine not exceeding One Hundred Dollars (\$100). In addition, any rebate funds received must be returned to the Districts within seven (7) business days.

**SECTION F - VALIDITY**

- 7-F-1 VALIDITY: If any provision of this Part or the application thereof to any person or circumstance is held invalid, the remainder of Part and the application of such provisions to other persons or circumstances shall not be affected thereby.

7-D-1d Rev. 2010, Rev. 11/15