



Sustained Reduction Rebate Program

Rebate Amounts: \$200.00 for every 1,000 gallons of sustained reduction per month*

**Rebates cover materials only (labor not included) and cannot exceed the cost of materials*

Current health and safety precautions restrict on-site indoor Check-ups for all customers. The following guidelines will be utilized during this health emergency situation.

Applicant must:

- Have a City of Santa Rosa water account (service) in their name for the property where the project will be completed.
 - If the property owner is the participant in the program and not the water account holder, they must receive written consent from the water account holder using a City of Santa Rosa Tenant/Account Holder Permission Form.
- Agree that the hardware will be retained while you are the current account holder or property owner. If hardware is replaced with equipment of lower standards during that time, the entire rebate amount must be refunded.

Steps to Participate:

- 1) Call Water-Use Efficiency staff at 707-543-3985 for pre-qualification, eligibility verification and a potential virtual site visit.
- 2) **Project Guidelines:**
 - a) Sustained Reduction Rebate is used for upgrades that are not covered through any other existing rebate program
 - b) City staff will review previous water usage history to determine a monthly normal use or a baseline average
 - c) City staff will research the technology or fixtures to be used to determine anticipated water savings
 - d) An engineered estimate of water savings may be created by the City to estimate potential rebate amount
 - e) Once estimated rebate is determined, you will receive your Certificate of Participation Form (required to qualify for rebate)
 - f) Proceed with installation of project and inform City staff of project start date
 - g) Retain/obtain receipt(s) or invoice(s) itemizing the materials used in the project area. *
 - h) Inform City staff when project has been completed and schedule a virtual visit to review installation
 - i) If approved, customer will sign Certificate of Participation and Approval agreeing to terms of rebate
 - ii) Commercial accounts only: Up to 50% of estimated rebate will be issued upon approved review of project installation
 - i) Staff will monitor water account for 12 months or more, as needed, based on monthly usage pattern
 - j) Once actual water savings is determined, rebate will be issued.
 - i) Commercial accounts only: Balance of rebate amount will be issued based on actual sustained water savings.
- 3) Rebates are processed within 4 to 8 weeks after issuing amounts are determined.