



Water Conservation Incentives for Commercial, Institutional and Industrial Customers

Program Procedures

Tacoma Water offers financial incentives in the form of water conservation rebates to help businesses and industry use water more efficiently. Rebates are designed to offset the initial costs of installing hardware, equipment, and systems that are expected to result in predictable water savings. Rebate amounts are calculated based on estimated water savings to ensure program cost-effectiveness.

Eligibility

Only Tacoma Water customers with non-residential water service accounts are eligible for this program. Non-residential accounts are those accounts that are classified as Commercial and Industrial . General Service+, Commercial and Industrial . Large Volume Service+and Parks and Irrigation+. To be eligible for a rebate and prior to starting any improvements, customers **must** participate in an onsite water conservation survey performed by Tacoma Water staff and submit a Water Conservation Incentives for Commercial, Institutional and Industry+application form. The survey will identify water conservation measures and rebate potentials for the project.

A conservation measure must meet all of the following program criteria to be eligible:

- Water conservation measures must involve installation of proven and reliable water-saving hardware or systems.
- For complex or untested measures, feasibility must be verifiable.
- The volume of existing water use for the hardware, equipment, or process to which the conservation measure applies must be reliably estimated.
- Expected water savings from a hardware installation, retrofit, or system modification must also be reliably estimated.
- Costs associated with the measure must be reliably estimated.
- Implementation of a measure must reduce existing levels of demand and/or future demand for potable Tacoma Water water.

Conservation measures that are not eligible: measures that a) rely primarily on behavior change (e.g., education or employee awareness programs) and do not involve the installation of water-saving hardware, equipment, or systems; b) are routine maintenance procedures; or c) are installed previous to application approval (rebates are not retroactive). Only Tacoma Water staff can determine if a project is eligible.

Rebate Amount

Rebate amounts are calculated for each proposed conservation measure based on estimated water savings and a current rate of \$0.42 per billing unit (100 cubic feet or 748 gallons) of water saved. For rebates of less than \$1,000, the full rebate amount will be issued upon Tacoma Water verification of completed installation. For rebates of \$1,000 or more, one-half of the rebate amount will be issued upon Tacoma Water verification of installation and the remaining one-half will be issued six months later, provided that the estimated water savings have been achieved. The payback period for each water conservation measure must be two years or more. The rebate is strictly for the capital costs of the water conservation measure. Any labor associated with the measure is not included. The actual rebate amount may

incorporate an estimated project/measure life expectancy. Rebates will not exceed half the installed cost of an approved measure. Tacoma Water staff will calculate rebate amount.

Participation

Customers can participate in this program by following these seven steps:

- 1. Application.** Eligible customers must complete, sign, and submit an application form provided by Tacoma Water. Tacoma Water Water Conservation staff will review applications for completeness and will evaluate measures based on the above program criteria. Applications that require more information will be returned with comments attached. Application forms may be obtained by calling our Water Conservation office at (253) 502-8723. Completed applications should be submitted to: Tacoma Water Water Conservation office, 3628 South 35th Street, Tacoma, WA 98409. Completed applications will be prioritized based on water savings potential, customer sector, type of technology, and ability to complete the project within a specified time frame. Eligible applications for which funds are not available will be prioritized and placed on a waiting list. Customers will be notified in writing of their application status. When funds become available, applicants on the waiting list will be notified.
- 2. Water Conservation Surveys.** This free service is tailored to the size and nature of your business. To verify conservation measure feasibility, Tacoma Water staff must conduct a water use survey to determine estimated water savings and potential rebates. This walk through survey must occur at the beginning of the application process and prior to the installation of the new conservation measure. This is not a consultant level survey and Tacoma Water staff will review any professional engineering surveys the applicant provides.
- 3. Participation Agreement.** Approved applicants will be sent a notice of approval and a Participation Agreement prepared by Tacoma Water. The Participation Agreement will state a rebate amount and a time frame for measure completion. A signed Participation Agreement must be returned to Tacoma Water. Rebate funds will be reserved for the duration of the Participation Agreement. Extensions to the Participation Agreement may be requested in writing, and approved requests will be confirmed in writing by Tacoma Water.
- 4. Notification of completion.** Upon completed installation of a measure, it is the participant's responsibility to notify Tacoma Water and submit documentation of costs. This should include an itemized list of costs and copies of receipts for design, purchase, and installation of a measure.
- 5. Installation inspection.** A brief site visit to the facility by Tacoma Water staff will be required to verify satisfactory installation of the approved measure. For smaller rebate amounts and simple technologies, the installation inspection requirement may be waived.
- 6. Rebate issuance.** All rebates issued will be in a form of a check or credit on Tacoma Water metered account(s). Upon successful completion of items 1 through 5 and based on the rebate amount, rebates will be issued accordingly upon verifying completed installation. All rebate procedures and amounts are subject to change.
- 7. Follow up monitoring.** Water consumption will be tracked to monitor actual water savings from measure implementation. Participants may be contacted to better quantify actual savings. Follow-up site visits may be requested in some cases.