

PER ORDINANCE, WATER SOFTENER REMOVAL REBATES MUST RECEIVE A PRE-INSPECTION AND A NOTICE TO PROCEED FROM THE WATER CONSERVATION OFFICE BEFORE REMOVING SOFTENER.

HOW TO APPLY

• **The quickest and most secure way to submit is online at [ScottsdaleAZ.gov](https://www.ScottsdaleAZ.gov), search “rebates”**

– A confirmation email is sent following an online submission. If no confirmation is received within 24 hours and the spam folder was checked, assume the application was not successfully submitted and reapply. Alternatively, this application form may be printed, completed, and mailed to Water Conservation Rebates, 9312 N 94th St, Scottsdale, AZ 85258.

• When a paper application is received, it is entered into the online application system and a confirmation email is sent to the applicant. If there was no city contact after four weeks, call 480-312-5650 to verify the paper application was received.

– Submitted documentation is not returned.

• If this form is printed, scanned, and emailed to WaterConservation@ScottsdaleAZ.gov it is entered into the online application system and a confirmation email is sent to the applicant.

• Regardless of submission type, save the confirmation email as proof of application.

IMPORTANT INFORMATION

• Applications will be accepted starting May 6, 2024 with rebate fund disbursement starting July 1, 2024. Conservation will process complete applications on a first-come, first-serve basis, unless it is past the application deadline or funds are depleted.

– Add WaterConservation@ScottsdaleAZ.gov to your safe senders list.

– Applications are complete when all required information is on an application form and documents are attached, signed, and legible.

– Applications are incomplete if the required information or documentation is missing or illegible. A one-time notification will be sent to the email provided on the application. Upon submission of the missing information, the application is considered complete and eligible for processing

• Once approved, rebates are applied as a credit to the active water account within two billing cycles. Rebate credits are not applied to closed utility accounts or transferred to a different account. Applicants should verify that all rebates have been approved and applied prior to closing a utility account or transferring an account to a tenant.

IMPORTANT DATES

• Water softeners removed before the program begins on May 6, 2024 are ineligible.

• It is up to the applicant to track deadlines. The application must be submitted between May 6, 2024 and March 31, 2025 and the project **Completion and Notification Deadline is April 30, 2025**. No extensions.

RENTAL PROPERTIES

• The applicant must be the current property owner. A tenant or a designated representative, such as a property manager, may apply for a rebate with written permission from the property owner.

• Owners of multiple properties may apply for rebates for each property. However, rebates are property specific and applied as a credit to the active water account associated with the location where the removal occurred. If the owner does not live on-site or is not listed on the active water account, it is the owner’s responsibility to coordinate inspections and rebate funds with the tenant(s).

HOA INFORMATION

• If the HOA pays for the applicant’s water bill, the applicant must provide the HOA contact information.

• A HOA may be required to submit a W-9 form. If required, it is the applicant’s responsibility to solicit the W-9 form from the HOA.

• We cannot guarantee reimbursement for the rebate by the HOA, but we will email the HOA the approval.

TAX INFORMATION & IRS FORM W-9

• Applicants receiving more than \$600 for rebates in a calendar year must submit a [W-9 form](#). The W-9 must be received and dated in the same year the rebate credits are issued. An inaccurate or incomplete W-9 may result in an issued rebate being revoked. If a W-9 is required, Scottsdale will send 1099 forms to customers after December 31st each year. For more information on rebate credits, contact a tax professional.

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REBATE PURPOSE AND AMOUNT

- The intent of the program is to remove connected, functioning water softeners to reduce salinity in our wastewater.
- It is a two-phase rebate of \$125 per year for two years. Proof of removal each year is required.

WATER SOFTENER REMOVAL ELIGIBILITY

- **Water softeners already disconnected or removed are not eligible. Photos of the project, before and after the removal was completed, do not qualify if the applicant did not receive a written Notice to Proceed.**
- Property must receive water or sewer services from Scottsdale Water.
- Maximum of one water softener removal rebate per property after June 30, 2016.

REBATE SUBMITTAL REQUIREMENTS

- Photo requirements pre-removal
 - Photos must be taken within 10 days of application submission. Enable the camera’s timestamp feature (for phones, [try swiping up on the photo to show timestamp](#), take a screenshot). Altered or misrepresented photos are considered fraudulent, and the rebate will be denied.
 - Required photos must include (examples below):
 - A. One photo of the plumbing connection; and
 - B. One photo of the location in the home or garage; and
 - C. One photo of the inside of salt/brine tank (remove tank lid for photo)



PRE-INSPECTION

- From date of application, Conservation has up to three business weeks to provide a rebate status update. Time-stamped photos, when submitted, are typically used in place of an on-site inspection.
- If time-stamped photos are not available or a random inspection is occurring, an on-site inspection will take place during normal business hours. An inspector will call the phone number provided on the application.
 - On-site inspections may take an additional three business weeks when there is a high-volume of applicants. Requests for immediate inspections are not possible when other applicants are waiting for their pre-inspection. Coordinate with contractors accordingly.

RECEIVE THE NOTICE TO PROCEED (NTP) VIA EMAIL

- After photos are approved or the pre-inspection occurred, Conservation will email a NtP to the email address listed on the application. Add WaterConservation@ScottsdaleAZ.gov to your safe senders list. Post-inspection instructions will be included in the email. Save a copy of the NtP.
 - A verbal NtP is not valid. If you believe you received a verbal NtP but have not received the email, contact Conservation before beginning the project.
 - Funds are reserved for removal projects from the NtP date to the Completion and Notification deadline.

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ACCEPTABLE REPLACEMENTS

- Scottsdale Water recommends customers interested in a salt-free water conditioning unit review the information below for guidance. Scottsdale Water does not have a recommended provider list.
 - The [Santa Clarita Valley Sanitation District](#) has examined water conditioning units that are in compliance with a salt-free ordinance. Consumer ratings were submitted by Santa Clarita Valley residents and do not represent the views of the Sanitation District or Scottsdale.
- If an in-line salt-free, conditioner is not installed using the old piping then a soldered hard-pipe permanent closure or a pro-press fitting is required, see example photos. Shark bites or flexible hoses with threaded ends are not considered permanent and do not qualify.



Soldered fitting



Pro-press fitting

PHOTOS & POST-INSPECTION

- Notify Conservation of project completion by uploading the completion photos. Use the secure email link provided in the NtP email or contact Conservation.
 - Project completion is defined as having the water softener removed and either a qualifying in-line non-salt using water treatment system installed or a permanent closure installed. If a non-salt system is not installed using the previous connection, a permanent closure is still required for project completion.
 - If necessary, an on-site post-inspection will occur during normal business hours.

REBATE

- The approved rebate (\$125 each year for two years, total \$250) is applied to the active water account after one or two billing cycles. Rebate credit will be listed on the utility statement and credits stay on the account until depleted.

SECOND PHASE OF REBATE

- Timestamped photos will be requested approximately one year after project completion to confirm no new salt-using devices were installed. It is the applicant’s responsibility to email [Conservation](#) on the 13th month following project completion if no request occurred.



[CLICK HERE TO APPLY ONLINE](#)

APPLY BETWEEN	REBATE AMOUNT	COMPLETION & NOTIFICATION DEADLINE	LIMIT PER PROPERTY	REQUIRED SERVICE	REQUIRED PHOTOS	PRE-REMOVAL PHOTOS INCLUDED?
5/6/2024 – 3/31/2025	\$125 EACH YEAR FOR 2 YEARS, TOTAL \$250	4/30/2025	1	WATER OR SEWER	CONNECTION, LOCATION, & INSIDE OF BRINE TANK	<input type="checkbox"/> YES
NAME ON ACCOUNT				PROPERTY OWNER'S NAME (IF DIFFERENT)		
PROPERTY ADDRESS				ZIP	OWNER'S PHONE	
SCOTTSDALE UTILITY ACCOUNT NUMBER				OWNER'S EMAIL		

IF YOUR HOA PAYS FOR YOUR WATER/SEWER USAGE, PROVIDE YOUR HOA'S CONTACT INFORMATION

HOA NAME (IF HOA PAYS UTILITY BILL)		PROPERTY MANAGER OR HOA CONTACT	
MANAGEMENT COMPANY	EMAIL	PHONE	

I HAVE READ AND UNDERSTAND THE PROGRAM DESCRIPTION AND REQUIREMENTS ON PAGES 1, 2 & 3. I UNDERSTAND PHOTOS MAY BE ACCEPTED IN PLACE OF AN INSPECTION; HOWEVER, I AGREE TO ALLOW ON-SITE INSPECTIONS AS REQUESTED.

SIGNATURE	DATE
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