



Requirements for Cooling Tower Conductivity Controllers



Rebate amount: cost of controller (up to \$695), excluding installation/labor, shipping, tax, etc.

Important program dates:

- Program start date: January 1, 2021
- Purchase and application deadline: December 31, 2021

Eligibility Requirements:

- Applicant must be the current property owner to apply for and receive rebate. Tenants may apply for rebates with written property owner approval.
- Property must receive water services from the City of Spokane.
 - » Limited to one controller per property.
- Rebates are for the following:
 - » Installing a conductivity controller to automatically control blow down. Work with a specialist to determine the maximum cycles of concentration the cooling tower system can safely achieve and the resulting conductivity (typically measured as micro Siemens per centimeter, $\mu\text{S}/\text{cm}$). A conductivity controller can continuously measure the conductivity of the cooling tower water and discharge water only when the conductivity set point is exceeded.
- Efficiency Requirements:
 - » Controller should accurately transmit information to the valves that control the amount of blow down (water drained from the cooling tower reservoir) and subsequent makeup water.
 - » Controller should maximize the cycles of concentration with a minimum of three cycles.
- Receipts (proof of payment, not an invoice with a "balance due") are required and must include:
 - » Show a purchase date on or after October 1, 2020.
 - » List the make and model or SKU (found on the bar code on product packaging).
 - » Show the cost of each item. Rebates are for the products only (installation, parts, tax, shipping etc. excluded) with a maximum of \$695 per controller.
- Take a photo of the controller and each additional component installed at the property and attach it to the online application. Photos of the boxes/packaging or the product uninstalled do not qualify.
- Application needs to be submitted within 10 days of photos being taken - timestamps will be checked.
- Altered or misrepresentative photos will be considered fraudulent and the rebate will be denied.

Applicant Steps:

- Read program requirements.
- Purchase and install eligible device controller (verify with Water Conservation Office)
- Complete [online application](#) and supply all required documentation.

City Steps:

- Process rebates on a first-received, first-served basis until either application deadline or fund depletion occurs.
- Schedule inspection with customer, approve application and issue rebate credit.

Processing of completed applications takes approximately 2 weeks. Once processing is complete and the rebate is approved, a credit will appear on your utility bill within one to two billing cycles.

Tax information:

- Applicants receiving \$600 or more in rebates from the City in a calendar year must submit a [W-9](#) form before City issues rebate. The City will send 1099 forms to applicants after December 31 each year. All personal information provided within the W-9 is kept confidential in accordance with the Privacy Act. The determination of whether your rebate is taxable or not may depend on several variables. We recommend contacting your tax professional.
- For more information on cooling tower conductivity controller efficiency, visit this [page](#) from the office of Energy Efficiency & Renewable Energy.





2021 Water Wise Rebates for Commercial & Multi-Family Customers

Please review the general program information and rebate-specific information before applying for a rebate. For questions, email Water Conservation Office at waterwise@spokanecity.org or call 509-625-6293. All products purchased (other than conductivity controllers) must be WaterSense® certified.

WaterSense® Product Rebates

WaterSense® products make it easy to find and select water-efficient products that can help your wallet and the environment. They are backed by independent, third-party certification and tested for both efficiency and performance. Products must be WaterSense® labeled and listed on the EPA's WaterSense product search. In addition to the required installation photos, photos of the SKU or model number on the packaging can also be submitted to expedite verifying the WaterSense® label.

EQUIPMENT	REBATE AMOUNT PER UNIT	EFFICIENCY REQUIREMENTS	REQUIRES PHOTO & RECEIPT	REQUIRES INSPECTION	APPLICATION DEADLINE	LIMIT PER PROPERTY
Irrigation Controller	Cost, up to \$500	Wi-Fi enabled smart irrigation controller	YES	YES	12/31/2021	1
Efficient Nozzles	Cost, \$4/nozzle up to \$200	Matched precipitation rotary nozzles	YES	YES	12/31/2021	50
Toilet	Cost, up to \$100	1.28 gallons per flush or less	YES	YES	12/31/2021	50
Urinal	Cost, up to \$100	0.25 gallons per flush or less	YES	YES	12/31/2021	50
Cooling Tower Conductivity Controller	Cost, up to \$695	Three cycles of concentration or more	YES	YES	12/31/2021	1

General Program Information:

- Important Application Information:
 - » Application and funds will be available January 1, 2021. The Water Conservation Office will process complete applications on a first-come, first-served basis until application deadlines or until funds are depleted.
 - » Applications must be complete for processing. Applications are considered complete when all required information is filled in on an application form and all necessary documents (receipts, additional forms, W-9, etc.) are attached and legible.
 - » Applications are considered 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 regarding submission of missing or illegible information or documentation. Upon submission of the missing information, the application is considered complete and eligible for processing, unless it is past the application deadline or funds are depleted.
 - » 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.

Applications & Submittal Confirmation

- Get your rebate as soon as possible – [apply online](#) to expedite processing.
- After the rebate is submitted online, a confirmation email will be sent to the email address provided. Save this confirmation email as proof of application. If you do not receive this email within 72 hours of applying, check your spam/junk folder, then email Water Conservation Office.
- For a hard copy application call 509-625-6293, Monday through Friday 7:30 a.m. to 4:30 p.m. Return the application and all required documentation to:

Spokane Water Department
ATTN: Water Conservation Office
914 E North Foothills Dr.
Spokane, WA 99207
- When a paper application is received via post, a confirmation email will be sent to the email address provided. This may take up to two weeks. Save this confirmation email as proof of application. You should receive your rebate within two months of application.
- It is up to the applicant to make backup copies; original photos and paper documentation will not be returned.

Eligibility & Rental Properties

- Removals or purchases must occur on or after October 1, 2020. Removals or purchases occurring before October 1, 2020 are ineligible.
- The applicant must be the current property owner. Tenants may apply for rebates with written property owner written approval.
- Owners of rental properties may apply for rebates for rental properties. However, rebates are property specific and applied as a credit to the active water account. The active water account must be associated with the location where the products are installed or where the items were removed. 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 tenants.

By applying for City of Spokane Water Wise Rebates, you have read and agree to the following:

- I understand when my application is processed a representative from the City of Spokane will contact me to verify the installation of my new water efficient equipment before my rebate is issued.
- In accepting this rebate, I acknowledge that the City of Spokane is in no way responsible for the condition of the plumbing on my side of the meter, now or in the future.
- I understand that qualifying items are selected on the basis of water efficiency only. The City of Spokane does not endorse specific brands, products, or dealers; nor does it guarantee materials, workmanship, performance, or durability of the qualifying items.
- I understand I may receive reimbursements not to exceed the amount outlined in the program guidelines.

Tax Information

- If the applicant pays for the utility bill and will receive \$600 or more in total rebate credits from the City of Spokane in a calendar year, the applicant must submit a [W-9 \(PDF\)](#) form.
- All personal information provided within the W-9 is kept confidential in accordance with the Privacy Act. The determination of whether your rebate is taxable or not may depend on several variables. We recommend contacting your tax professional.