



Residential Smart Controller Rebate Program Policy

Authorized by Resolution No. 5723 9/21/2023

ABOUT THE PROGRAM

Rebates of up to \$250 are available to Chandler water utility customers that install WaterSense listed Smart Irrigation Controllers, also known as weather-based or evapotranspiration controllers. The rebate amount is limited to 50% of the cost of the controller (excluding taxes and installation) up to \$250 per unit. Smart Irrigation Controllers provide weather-based watering schedules for the landscape automatically adjusting up to 365 times a year. These controllers use weather data and site conditions such as soil moisture, rain, wind, slope, soil type, and plant type, then apply the needed amount of water to the landscape based on those factors. Studies show smart controllers can reduce landscape water use by as much as 30%. This technology does not compensate for a poorly designed or inefficient irrigation system. Therefore, the irrigation system should be in good working order prior to installation.

WHO IS ELIGIBLE

Chandler active water utility account holders in good standing and not eligible for disconnect that meet the program requirements. Applicant must be the property owner or the party legally responsible for paying the water bill.

REQUIREMENTS

- Smart Controller(s) must be WaterSense labeled and listed on the U.S. Environmental Protection Agency's WaterSense product search. Some controllers require additional plug-in components to become WaterSense labeled. Check EPA's product search for component requirements.
 - Do not rely on store websites, packaging, or product pictures for WaterSense eligibility. If unsure, call the WaterSense helpline toll free at 866-987-7367 or email conserve@chandleraz.gov.
 - Chandler strongly encourages the use of Water Sense labeled controllers that include a frequency adjustment function. This programming function is most compatible to the desert environment, soil, and rain patterns.
 - Equipment purchases made prior to October 1, 2023, are ineligible.
- A system audit is recommended prior to installation to ensure the irrigation system is in good working condition, free from leaks and malfunctions. Issues with water pressure, poor design, soil compaction, slopes and basins, or mixed sprinkler heads will influence irrigation efficiency.
- Smart Controller Enhancements that improve the controllers' water efficiency capabilities may be considered at the discretion of the Public Work & Utilities Water Conservation Office. To be eligible, all components, including the controller, must be purchased together.
- The property owner agrees to participate in training to operate the controller.
- Residential applicants are eligible to receive one (1) WaterSense Listed Smart Irrigation Controller rebate per household in a 5-year period.
- Rebate applications must be completed and submitted by the Utility Account Holder or property owner.
- Upload and submit the following required documents with your application: copy of the itemized receipt of purchase; picture of the installed controller and each individual component; and screenshot showing the controller application loaded on your phone or tablet.
- If controller is purchased in a bundle/package, the controller purchase price will be determined through the manufacturer website. Receipt must include purchase date, make and model or SKU, and cost of each item.
- An inspection may be required after installation.

GETTING STARTED

Complete and submit the Smart Controller Rebate application or contact the Water Conservation Office at conserve@chandleraz.gov or 480-782-3820 for assistance. Rebate applications and information available at www.chandleraz.gov/WaterConservationRebates.

The number of rebates awarded each year will depend on availability of funds. Rebates are awarded in the order completed applications are received, on a first come, first served basis.

Notes:

- 1. Approved rebates under \$600 are issued as a credit to the customer's Chandler utility account. Approved rebates of \$600 or more will be issued as a check. Limited exceptions may apply.*
- 2. IRS regulations require a single customer receiving rebates totaling \$600 or more within a calendar year, to submit a completed W-9 form to receive rebate payments. Applications missing the required W-9 forms will not be processed. 1099 forms will be mailed to affected customers after December 31st of the participating year. Please contact a qualified tax professional for additional information.*