



City of Chandler Water Conservation
Water Efficient Technology Rebate Program
(Policy)
Authorized by Resolution No. 5951

ABOUT THE PROGRAM

Rebates of up to \$10,000 are available to Chandler Multi-Family, Homeowners' Associations (HOA), and Commercial water utility customers that install qualifying technologies that improve water efficiency. The rebate is limited to 50% of the cost up to \$10,000, including installation (excluding taxes). These devices must provide high-resolution data and real-time alerts that improve water management, reduce water loss, and increase overall water savings; or technology proven to result in a permanent reduction in water use. Effective January 1, 2026.

WHO IS ELIGIBLE

Chandler water utility customers with a Multi-family, HOA, or Commercial account. Applicant must be the property owner or the party legally responsible for the utility bill.

QUALIFYING TECHNOLOGY

1. **Remote read cooling tower controllers.** These should integrate with software that show proof of real-time usage alert capabilities to appropriate caretaker(s).
2. **Water usage and leak monitoring and associated technology.** May include hardware or software for a water usage and/or leak monitoring service but will not include ongoing monitoring subscription fees or software costs.
3. **Submeters and associated technology.** The size and number of qualifying submeters will be based on the scope of the project (e.g. number of residential units on the property or number of specialized water-using equipment such as cooling towers).
 - a. Submetering projects must have a centralized monitoring component with real-time reads and usage alert capabilities. Systems that rely on occasional or non-automated monitoring are not eligible (e.g. manual reads).
 - b. Permanent (in-line) submeters must meet or exceed American Water Works Association and National Sanitation Foundation/American National Standards Institute (NSF/ANSI 61) standards.
 - c. Chandler recommends customers interested in submeters to interview submetering companies and/or find an appropriate software to read and manage the submetering network. Chandler does not have a recommended provider list.
4. Irrigation control system with controller, master valve, and flow sensor. Controller must have automated leak shut-off capabilities, flow monitoring, alerts, and associated technology.
5. Unlisted/other water management and efficiency technology may qualify if it incorporates the following elements:
 - a. Must be a piece of technology or part of a technological system that is designed to track or monitor water use for a specific piece of equipment or unit that is part of a commercial facility.
 - b. Must incorporate a platform to view water consumption and usage alerts or the ability to tie into an existing building management or similar system as appropriate.

REQUIREMENTS

- Water Efficient Technology applicants are eligible to receive no more than two rebates in a single calendar year.
- Purchase and installation must occur within 90 days of the Notice to Proceed being issued.
- Rebate applications must be completed and submitted by the property owner or a legally responsible party. A designated representative may apply for the rebate with written permission from the property owner or HOA Board President.
- Complete and submit the "Water Efficient Technology Application for Notice to Proceed" with the following required documents uploaded: completed and signed W-9; written statement of intent including expected water savings; scope of work; and project cost estimate/bid.
- Once the application and required documents are received, Water Conservation staff will evaluate the project which may require on-site, phone, or virtual meetings depending on the scope of the project. The project must show a reasonable water savings/efficiency benefits and is subject to Conservation's approval.
- Upon completion, the following required documents must be provided: two photos of the installation; itemized receipt of purchase, and proof of payment (copy of the check or credit card statement).
- Conservation will schedule and final inspection of the installed device(s) and/or building management system setup, device dashboards, or monitoring process(es) to confirm the device(s) is active.
- Applicants agree to participate in Chandler's Large Landscape Water Efficiency Program if applicable. Contact the Water Conservation Office at conserve@chandleraz.gov or **480-782-3580** for assistance. Rebate applications and information available at www.chandleraz.gov/rebates.

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.

Note: 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 each year. Please contact a qualified tax professional for additional information.