



City of Madera High Efficiency Clothes Washer Rebate Program (HEW)

Utility customers of the City of Madera who wish to receive a \$100 rebate (a \$100 credit to their City utility bill) for replacing their water-guzzling clothes washer that has a water factor ≤ 7.5 or more to a high efficiency clothes washer that uses a water factor of ≤ 6.0 or less are eligible to sign up for this service. Applications will be processed on a **first come first served basis** until 500 rebates have been processed.

How do I begin the rebate process?

Begin by filling out the following application and returning it to the Public Works Office located at 1030 S. Gateway Drive, Madera, CA 93637. You may also return your completed application by FAX to: 661-0760 or by email at: www.cityofmadera.com.

How the HEW Rebate Program Works

- The HEW Rebate Program begins on November 2, 2009
- You must obtain a high efficiency clothes washer rebate application from Public Works Department Office, from Finance Department at City Hall, download from the Internet, or call 661-5466 for a copy to be mailed
- Fill out and return the completed application to Public Works Department for processing by either dropping it off, mailing it, return by email, or send by FAX
- **Do not purchase a HEW until given approval by City Inspector**
- The City will schedule a pre-inspection visit to determine your eligibility for the program (that you are going to replace a clothes washing machine that has a water factor of ≤ 7.5 or more to a high efficiency clothes washer with a water factor of ≤ 6.0 or less **and** that you are a City utility customer)
- Once determined eligible for the program, you purchase the high efficiency replacement clothes washer at the address listed on the rebate application
- Once installed (within **60-days** of notice of eligibility and first inspection) contact Public Works Department at 661-5466 to schedule your second/final inspection
- At the second/final inspection please present the original sales purchase receipt to City Inspector as proof of purchase and show the inspector the installed HEW unit.
- Once the second/final inspection is completed you will receive a \$100 credit to your City utility bill within **45-days subject to availability of funds.**

High Efficiency Clothes Washer Rebate Program Guidelines & Conditions

Who Qualifies?

- Any current City of Madera utility customer who pay a water utility bill to the City of Madera.
- Has water-guzzling clothes washer with a water factor of ≤ 7.5 or more

What do I do first?

- Determine if you have an eligible water-guzzling clothes washer that uses ≤ 7.5 or more.
- Fill out an application completely and return the application to the Public Works Department.
- Agree once the City calls you for an on-site inspection to determine your eligibility.

Then what happens?

- City inspectors will call you to set up your eligibility inspection.
- **Do not purchase a HEW until given approval by City Inspector**
- If approved for the program by a City inspector, purchase and have installed a high efficiency clothes washer approved by the City inspector within **60-days of your eligibility** inspection.

How do I claim my high efficiency clothes washer rebate?

- Call for your final inspection by City inspector within **60-days** of your eligibility date.
- Present your original sales receipt of purchase of a HEW, show the City inspector your installed HEW, and have City inspector sign off that you have been approved for a \$100 rebate for eligible units by complying with the program guidelines.

When do I receive my \$100 HEW rebate?

- Within **45-days** of your final inspection by City staff that you have complied with the program guidelines, your City of Madera utility bill will be credited for \$100 for the number of approved HEW units installed. All rebates subject to availability of funds.

Other Considerations?

- The HEW Rebate Program is not responsible for applications lost by mail.
- **Rebates are processed on a first come first served basis** until 500 rebates are processed.
- Rebates are limited to available resources established by City Council.
- Clothes washers installed that do not meet a water factor of ≤ 6.0 or less does not qualify for rebate.
- Rebate must be approved by City inspector prior to HEW installation.
- HEW's must be installed within **60-days** of approval from City inspector
- Rebate program shall at all times be subject to change or termination without prior notice.

- Questions about the program can be addressed by contacting the Public Works Office at 661-5466.
- Customer is responsible for disposal of old clothes washer.
- Since clothes washers also use electricity, if you replace your old clothes washer with an Energy Star qualified clothes washer, you may also be eligible to apply for an additional rebate through PG&E. To find out more about the PG&E rebate program go to their web site at: www.pge.com or call 1-800-933-9555.

HEW Rebate Application

Residential Customer Water Account

Date of Application: _____ Utility Bill Account # _____

Name on Utility Bill Account: _____

Address of Account: _____

Contact Information: Telephone: _____ Email: _____

Current Clothes Washer Information & Contact Information

Number of units to be replaced: _____

Best time to call you for inspection: Day of week _____ Time to call _____

Agreement of Terms and Conditions

City of Madera may deny any application that does not meet program requirements. The undersigned expressly agrees that the City may inspect all properties participating in the HEW Rebate Program; that the City does not guarantee the performance of any clothes washer; and the City does not warrant any clothes washer or installation to be free of defects, the quality of the workmanship, or the suitability of the premises or the clothes washer for installation. The undersigned further agrees to hold harmless the City of Madera against all loss, damage, expense and liability resulting from the loss, destruction or damage to property arising out of or in any way connected with installation of a HEW. The City reserves the right to alter this program at any time. Funding for this rebate program is limited to available resources. Rebates are processed on a first come, first served basis.

I have read, understand, and agree to the terms and condition of this rebate program.

Signature of Applicant: _____ Date: _____

Mail to: Public Works Department
HEW Rebate Program
1030 S. Gateway Drive
Madera, CA 93637
Telephone: 661-5466
FAX: 661-0760
Email: www.cityofmadera.com