

# Clothes Washer Rebate Program Materials for Retailers

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Water**Reliability**

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## A Welcome to Retailers

Dear Tucson-area Clothes Washer retailer,

Thank you for your willingness to promote our newest customer rebate program for high-efficiency clothes washers. We have been working on this program for many months and are excited to offer a rebate that we believe will help our residential customers choose high-efficiency models over conventional top-loaders or even baseline front-loaders.

We are planning a community marketing campaign, but our most impactful marketing will be point-of-sale promotion that happens when the customer is in the store making a purchasing decision. We want your sales team to be empowered to promote high-efficiency products to customers, knowing they are helping the customer ultimately save money and conserve our community's water resources.

We are providing you with an acrylic tabletop display and brochure holder; we can also provide a larger sign if you are interested. All of the rebate information will be available on our website. Please let me know if you run low on materials and we will deliver more brochures.

Clothes washers account for 16% of household water use and 95% of our residential customers have clothes washers. Choosing a high-efficiency model can:

- reduce water use by 85%
- save more than 7,000 gallons per year
- save as much as \$100 per year on utility bills (water, sewer & energy)

The \$200 rebate is designed to help customers recoup the additional cost of selecting a high-efficiency washer within the first year, depending on the model they choose.

If you provide your email address, I will email out the updated Qualifying Product List each month. A current list is always available on our website at <https://www.tucsonaz.gov/water/washer-rebate>.

Please contact me with questions or needs you have. We appreciate your partnership as we launch this new rebate program!

Sincerely,

Candice Rupprecht  
Water Conservation Specialist - Tucson Water

[Candice.rupprecht@tucsonaz.gov](mailto:Candice.rupprecht@tucsonaz.gov)  
520-837-2181  
<http://www.tucsonaz.gov/water/rebate>



## Rebate Program Promotional Materials

1. Brochure with application
2. Poster
  - a. Available in 8.5x11 or 22x28
3. Product tag (used to label qualifying products)



# Tucson Water Customers can receive \$200 for the purchase of a qualifying clothes washer.

See program details for qualifying models.

## Replace Your Clothes Washer Today

Tucson Water is offering a clothes washer rebate program to our residential customers to make high-efficiency clothes washers more affordable. The higher cost of high-efficiency clothes washers is recovered in less than three years by the savings you will see on your water, sewer, and energy bills. Our \$200 rebate can help you recoup the additional cost within the first year, depending on the model you choose.



Upgrading your clothes washer helps you save and helps conserve our community's water resources.



Water Reliability



(520) 791-4331  
(520) 791-2639 TDD



[tucsonaz.gov/water/washer-rebate](http://tucsonaz.gov/water/washer-rebate)



[youtube.com/tucsonwater](https://www.youtube.com/tucsonwater)



Scan



Esta información está disponible en Español. Por favor llame al (520) 791-4331.



# REBATE PROGRAM

## SINGLE-FAMILY RESIDENTIAL



**\$200**  
PER CLOTHES WASHER

USING WATER EFFICIENTLY FOR A HIGH QUALITY LIFESTYLE

CLOTHES WASHER



### Did You Know?

95% of Tucson Water single-family residential customers have clothes washers. While we can all appreciate the modern convenience of doing laundry at home, a family of four typically does nearly 300 loads of laundry each year! That's a lot of time and water spent keeping our clothes and household items clean. On average, clothes washers are responsible for 16% of the water used in homes. High-efficiency clothes washers can save you time, energy, and water.



### How Much Can You Save?

Upgrading to a high-efficiency clothes washer can reduce water use by 85%, saving more than 7,000 gallons of water and 352 kWh of energy per year over baseline models. Depending on your current clothes washer, replacing it with a high-efficiency model may save you as much as \$100 per year on your utility bills.

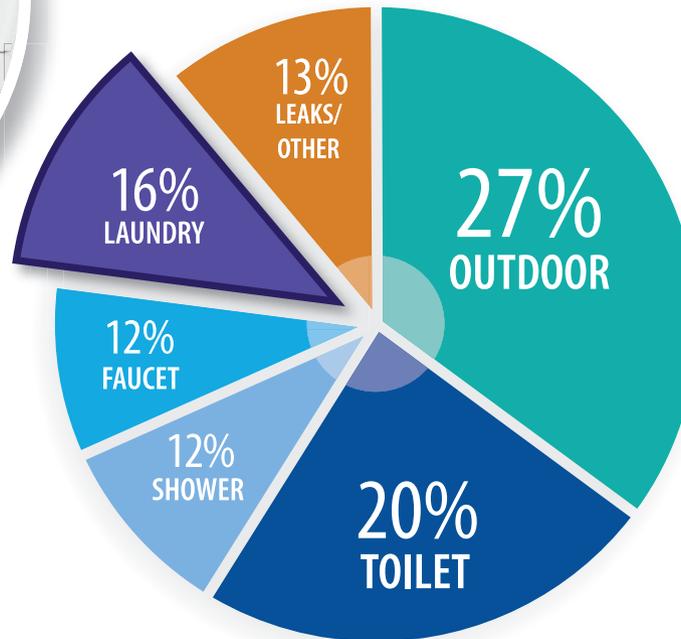
### Do You Qualify?

The clothes washer rebate program is for Tucson Water single-family residential customers who purchase a clothes washer on Tucson Water's Qualifying Product List and have their old machine removed and not used again. See the back of the rebate application for additional requirements and information. One rebate per customer, per household is allowed.

### Which Machines Qualify?

The Consortium for Energy Efficiency (CEE) evaluates the efficiency of appliances for both water and energy use so that rebate programs and manufacturers can work together to offer efficient products. Tucson Water provides a Clothes Washer Qualifying Product List of models that are water efficient based on CEE criteria. Tucson Water will rebate any washing machine on this list at the time of purchase.

### HOUSEHOLD WATER USE



### Before You Buy, Make Sure You Qualify

**You must be a Tucson Water customer with water service turned on at your address, at the time of purchase.** To ensure your machine qualifies, refer to the most recent Qualifying Product List available at [tucsonaz.gov/water/washer-rebate](https://tucsonaz.gov/water/washer-rebate).



# High-Efficiency Clothes Washer Rebate Application for Single-Family Residential

**MUST be a customer at the time of purchase with water service at your address.** The clothes washer rebate applies to new high-efficiency clothes washers from Tucson Water's Qualifying Product List purchased after 8/1/2015. Please ensure you have read the Rebate Program Policy on the back before you complete the application below.

## Applicant details: (please print clearly)

Tucson Water acct no:

Name:

Phone:

E-mail:

## Address of property where machine is installed:

Address:

## Mailing address:

Address:

City:

State:

Zip code:

## Your new clothes washer details:

Brand:

Model #:

Serial #:

Purchase date:

Installation date:

Purchase price (individual price with no tax): \$

## Your old clothes washer details:

Type of machine replaced:

Top load     Front load

Brand:

Model #:

Serial #:

## I Confirm:

- The clothes washer is on the Clothes Washer Qualifying Product List ([tucsonaz.gov/water/washer-rebate](http://tucsonaz.gov/water/washer-rebate))
- I was a Tucson Water Customer the day I purchased the clothes washer
- I have included **original receipt(s)** with the application; not a photocopy

*I have read and accept the policy requirements as stated on the **back of this application**. I hereby certify that I am the customer authorized to replace the clothes washer at the address listed above, and my old clothes washer has been recycled and is no longer in service.*

Applicant's signature: **X** \_\_\_\_\_

Date: \_\_\_\_\_

# High-Efficiency Single-Family Residential Clothes Washer Rebate Program Policy

## To qualify for a rebate:

- At time of purchase, applicant must be a single-family residential water customer of Tucson Water with an account in their name and water turned on at the service address where the clothes washer is installed.
- Purchase and install a new, qualifying high-efficiency clothes washer on or after August 1, 2015.
- The clothes washer must be on the Tucson Water Clothes Washer Qualifying Product List on the date of purchase. Visit [tucsonaz.gov/water/washer-rebate](http://tucsonaz.gov/water/washer-rebate) for the Clothes Washer Qualifying Product List.
- Used or reconditioned clothes washers do not qualify for a rebate.
- The clothes washer must be purchased for domestic use and not for resale or rent-to-own options; traditional in-store financing and layaway are acceptable as long as consumer is a Tucson Water customer at the time of initial purchase.
- The old machine must not be used again, must be rendered inoperable, and disposed of properly. The model and serial number of the old machine must be included on the application.
- Applicant is not eligible for the rebate if he/she received a previous clothes washer rebate from Tucson Water.
- To receive the rebate, Tucson Water requires an **original receipt** and/or **invoice**. Tucson Water does not accept scanned documents or photocopies. Submitted documents must include:
  - make and model of the clothes washer purchased and purchase price
  - purchaser name and installation address
- The completed application must be received no later than 90 days after purchase date.

## Please note:

- Rebate applications must be complete and are subject to verification and availability of funds.
- Tucson Water reserves the right to verify and inspect clothes washer installation.
- Tucson Water does not warrant, endorse, or assume liability for the quality or performance of the installed equipment related to purchase under this program.
- Tucson Water reserves the right, at its sole and absolute discretion and at any time, to change any or all of the Rebate Program Policy or to cancel the rebate program without prior notice.
- Incomplete applications will not be processed. Do not mail application with utility payment.

## Rebate details:

- The high-efficiency clothes washer rebate is \$200.
- Rebate payments will be issued as a credit on your utility bill.
- A check may be issued to customers with rental properties and community meter accounts.
- Allow up to eight weeks for your completed application to be processed and receive a credit.

## How did you find out about this program? (check all that apply)

- |                                    |  |  |
|------------------------------------|--|--|
| <input type="checkbox"/> friend    | <input type="checkbox"/> social media  | <input type="checkbox"/> water company bill insert |
| <input type="checkbox"/> newspaper | <input type="checkbox"/> store display | <input type="checkbox"/> website                   |
| <input type="checkbox"/> radio     | <input type="checkbox"/> television    | <input type="checkbox"/> other: _____              |

**Submit to:** City of Tucson Water Department  
PICO - Clothes Washer  
PO Box 27210  
Tucson, AZ 85726-7210



### Office use only:

- |   |                                   |
|---|-----------------------------------|
| <input type="checkbox"/> Account verification     | <input type="checkbox"/> Approved |
| <input type="checkbox"/> Application verification | <input type="checkbox"/> Declined |

Customer start date:

Ward:

Reason:

Application #:

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



**TUCSON WATER CUSTOMERS**

# High-Efficiency Clothes Washer



The Clothes Washer must be on the Tucson Water **Qualifying Product List**.

\* Rebate will appear as a credit on your Utility Services bill.

**\$200\***  
**REBATE**



For more information, visit  
[tucsonaz.gov/water/rebate](http://tucsonaz.gov/water/rebate) or call (520) 791-4331



CLIENTES DE TUCSON WATER

# Lavadoras de ropa de Alta eficiencia



Las lavadoras deben de estar en la **lista de productos que reúnen** los requisitos para el reembolso.

\*El reembolso aparecerá como crédito en su recibo de Agua.

**\$200\***  
**DE**  
**REEMBOLSO**



Para más información visite  
[tucsonaz.gov/water/rebate](http://tucsonaz.gov/water/rebate) o llame al (520) 791-4331

## Clothes Washer Rebate Program Policies

### To qualify for a rebate:

- At time of purchase, applicant must be a single-family residential water customer of Tucson Water with an account in their name and water turned on at the service address where the clothes washer is installed.
- Purchase and install a new, qualifying high-efficiency clothes washer on or after August 1, 2015.
- The clothes washer must be on the Tucson Water Clothes Washer Qualifying Product List on the date of purchase. Visit [tucsonaz.gov/water/washer-rebate](http://tucsonaz.gov/water/washer-rebate) for the Clothes Washer Qualifying Product List.
- Used or reconditioned clothes washers do not qualify for a rebate.
- The clothes washer must be purchased for domestic use and not for resale or rent-to-own options; traditional in-store financing and layaway are acceptable as long as consumer is a Tucson Water customer at the time of initial purchase.
- The old machine must not be used again, must be rendered inoperable, and disposed of properly. The model and serial number of the old machine must be included on the application.
- Applicant is not eligible for the rebate if he/she received a previous clothes washer rebate from Tucson Water.
- To receive the rebate, Tucson Water requires an **original receipt** and/or **invoice**. Tucson Water does not accept scanned documents or photocopies. Submitted documents must include:
  - make and model of the clothes washer purchased and purchase price
  - purchaser name and installation address
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- Rebate payments will be issued as a credit on your utility bill.
- A check may be issued to customers with rental properties and community meter accounts.
- Allow up to eight weeks for your completed application to be processed and receive a credit.

### Submit to:

City of Tucson Water Department  
Public Information/Conservation Office – Clothes Washer  
PO Box 27210  
Tucson, AZ 85726-7210



## Tucson Water Qualifying Product List for Clothes Washers

This list is updated by Tucson Water monthly, based on information received from the Consortium for Energy Efficiency. To qualify, a clothes washer model must be on the Qualifying Product List at the time of purchase. Occasionally there are no new machines to add, so the list may not be updated in a given month. The most current list is in effect until Tucson Water publishes a new list and is always available at <https://www.tucsonaz.gov/water/washer-rebate>.



**Tucson Water**  
**Clothes Washer Qualifying Product List**  
**as of July 15, 2016**

**Symbols:** An asterisk (\*), plus sign (+), or pound sign (#) indicate that one or more coding variables may be used in place of the symbol to indicate a color or feature that does not affect washer efficiency.

**Notes:** This list is based on the Consortium for Energy Efficiency (CEE) Residential Clothes Washer Specifications. Model must be on this list at the time of purchase to qualify for the \$200 rebate.

Brand	Model	Front or Top Loading?	Brand	Model	Front or Top Loading?
Amana	NFW5800D*+	Front	Maytag	MHW3500F**	Front
Electrolux	EFLS517****	Front	Maytag	MHW3505F**	Front
Electrolux	EFLS617****	Front	Maytag	MHW5100D*+	Front
Electrolux	EFLW417****	Front	Maytag	MHW5500F**	Front
GE	GFWS2600F***	Front	Maytag	MHW7100D*+	Front
GE	GFWR2700H***	Front	Maytag	MHW8100D*+	Front
GE	GFWR2705H***	Front	Maytag	MHW8150E**	Front
GE	GFWR4800F***	Front	Maytag	MHW8200F**	Front
GE	GFWR4805F***	Front	Samsung	WF42H50**A*	Front
Kenmore	4107#	Front	Samsung	WF45H61**A*	Front
Kenmore	4116#	Front	Samsung	WF45H63**A*	Front
Kenmore	4126#	Front	Samsung	WF45K62**A*	Front
Kenmore	4130#	Front	Samsung	WF45K65**A*	Front
Kenmore^	4138#	Front	Samsung	WF50K75**A*	Front
Kenmore	4139#	Front	Samsung	WF56H91**A*	Front
Kenmore^	4148#	Front	Samsung	WF56H91**C*	Front
Kenmore	4158#	Front	Whirlpool	WFW72HED*+	Front
Kenmore	4168#	Front	Whirlpool	WFW7540F**	Front
Kenmore	4196#	Front	Whirlpool	WFW7590F**	Front
Kenmore	4198#####	Front	Whirlpool	WFW75HEF**	Front
LG	WM3075C*	Front	Whirlpool	WFW81HED*+	Front
LG	WM3170C*	Front	Whirlpool	WFW8540F**	Front
LG	WM3175C*	Front	Whirlpool	WFW85HEF**	Front
LG	WM3270H*A/C*	Front	Whirlpool	WFW87HED*+	Front
LG	WM3275C*	Front	Whirlpool	WFW90HEF**	Front
LG^	WM3370H*A	Front	Whirlpool	WFW9290F**	Front
LG^	WM3570H*A	Front	Whirlpool	WFW92HEF**	Front
LG^	WM3575C*	Front	Whirlpool	WFW95HED*+	Front
LG	WM3670H*A	Front	Whirlpool	WFW97HED*+	Front
LG	WM3770H*A	Front			
LG	WM4270H*A	Front			
LG	WM4370H*A	Front			
LG	WM5000H*A	Front			
LG	WM8000H**	Front			
LG	WM8100H*A	Front			
LG	WM8500H**	Front			
LG	WM9000H*A	Front			
LG	WT7700H*A	Top			
LG	WT7710H*A	Top			
LG	WT9000H*A	Top			
LG	WM9500H*A	Front			

^ must be manufactured after 12/1/2015 to qualify



## Most Requested Information

### Who is considered a single-family customer?

Tucson Water customers who own their own home, townhome or condo and receive water service. Usually, they will receive a bill directly from Tucson Water. Occasionally, a neighborhood or complex may just have master metered service and each unit will pay a portion of this master meter bill. In these cases, customers will usually still qualify for the rebate since they are still considered a single-family Tucson Water customer. If a customer is unsure, please have them call our office at 520-791-4331.

### How are the models chosen for the Qualifying Product List?

Tucson Water bases our Qualifying Product List off of the Consortium for Energy Efficiency (CEE) Residential Clothes Washer list. CEE specifies tiers of efficiency based on both water and energy use so that rebate programs and manufacturers can work together to offer efficient products. Tier 2 and 3 machines are the most water efficient and Tier 3 machines are the most energy efficient. The CEE list is updated monthly and usually published around the 15<sup>th</sup> of each month. Tucson Water updates our list monthly after the updated CEE list is published. The most current list is in effect until Tucson Water publishes a new Qualifying Product List. For additional information on CEE, please visit [www.cee1.org](http://www.cee1.org), under "CEE Program Resources."

### When does the program end?

There is no end date to this rebate program. Funding for this program comes from the Conservation Fund. All water customers pay into this fund through the Conservation Fee of \$0.08/ccf on their water bill. (Tucson Water has a residential toilet rebate program that has been active since 2008.)

### Do customers really need to submit their original receipt?

Yes, they do. We've found that most retailers keep electronic records for warranty purposes anyway, but we are happy to return the receipt to the customer after the rebate has been processed.

### When am I considered a Tucson Water customer?

A customer is considered an active customer on the date their water service is turned on, not when they call to request service. If customers are new to our service area, they should wait to buy a clothes washer until their water has been turned on, otherwise they will likely not qualify for a rebate.

### Will Tucson Water conduct home inspections before approving rebates?

As stated in the Program Policies, "Tucson Water reserves the right to verify and inspect installation of clothes washer." In cases there is missing or inconsistent information on the application Tucson Water will likely conduct a home inspection.



**The brochure states “One rebate per customer, per household.” How does this apply for individuals that own multiple homes and renters?**

Tucson Water wants to encourage as many single-family residential customers as possible to choose high-efficiency models when they are considering replacing or buying a new clothes washer. Below are some specific, unique cases that may arise and generally how they will be handled.

***For individuals that own multiple homes/condos/townhomes in our service area and pay the water bill at all of these locations:***

These individuals will qualify to receive one rebate at each location. The receipts/invoices need to list delivery addresses for the washers that match Tucson Water account records.

***For individuals that own multiple homes/condos/townhomes in our service area and DO NOT pay the water bill at all of these locations:***

These individuals will qualify to receive one rebate at each location. The receipts/invoices need to list delivery addresses for the washers that match Tucson Water account records.

***For individuals that own rent a home/condo/townhome in our service area and pay the water bill:***

These individuals will qualify to receive a rebate. The receipt/invoice delivery address for the washer must match Tucson Water account records.

