

PRETREATMENT & SOURCE CONTROL DEPARTMENT  
 6075 Kimball Avenue, Chino, CA 91708  
 Mailing Address: P.O. Box 9020, Chino Hills, CA 91709  
 Telephone: (909) 993-1600  
[www.ieua.org](http://www.ieua.org)



OFFICE USE ONLY	
FORM NO.:	
MAIL DATE:	

**Inland Empire Utilities Agency Automatic Water Softener Rebate Program**

**APPLICATION FORM**

Please complete ALL applicable sections of this Application Form, print, sign, and mail it to:  
**IEUA, P.O. Box 9020, Chino Hills, CA 91709, Attn: Water Softener Rebate Program**

Property Type Check one:  Detached Home (single family)  Apartment  Mobile Home Space No.: \_\_\_\_\_  
 Attached Home (up to four-plex)  Condominium Mobile Home Park Name: \_\_\_\_\_  
 Townhome

**SECTION 1 - Applicant Information**

First and Last Name: \_\_\_\_\_ (Please Print) Email: \_\_\_\_\_ EMAIL address (optional)  
 Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ (Mailing Address)  
 Home Phone: \_\_\_\_\_ Daytime Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_

( FILL BELOW ONLY IF SOFTENER IS AT A DIFFERENT ADDRESS THAN SECTION 1 )

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ (Where Softener is Installed)

**SECTION 1A - Rebate check mailing address IF different from SECTION 1**

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**SECTION 2 - Information on Salt-Based Automatic Water Softener to be Removed**

Purchased & Installed Softener at this home  Softener came with home Is softener working?  Yes  No  
 Purchase Price: \_\_\_\_\_ Enclosed Receipt?  Yes  No  
 Make: \_\_\_\_\_ Model: \_\_\_\_\_  
 Serial No.: \_\_\_\_\_ Install Date: \_\_\_\_\_ If unknown, please estimate

To expedite processing of this application, please provide verification of water softener purchase by providing original sales receipt (copies will not be accepted). Sales receipt must include purchase date, brand, model number, and serial number if available.

Where did you hear about this program?

Newspaper  Television  Radio  Mail Insert  Internet  Other Please Specify: \_\_\_\_\_

This application form is for owners of residential automatic water softeners. To be eligible for a rebate, the automatic water softener must be installed and working at a residence that is served by the Inland Empire Utilities Agency. Upon verifying the application information and applicant's eligibility, an Authorization for Rebate letter will be forwarded to the applicant identifying the amount of your rebate and a list of approved and licensed plumbers to disconnect and remove the automatic water softener unit from your residence at no cost to the applicant. This form shall be mailed using the information in the upper right hand corner.

**PLEASE READ THE TERMS AND CONDITIONS ON THE FOLLOWING PAGE AND SIGN BELOW**

Questions? Call (909) 993-1550 or visit [www.ieua.org](http://www.ieua.org)

I have read and understand the terms and conditions on the following pages. I certify under penalty of perjury that the information I have provided is true and correct. **If approved, please allow 4 to 6 weeks as minimum for your rebate check.**

Executed on \_\_\_\_\_ in \_\_\_\_\_, \_\_\_\_\_  
 (Date) (City) (State)

**SIGN:** \_\_\_\_\_ **Print Name:** \_\_\_\_\_  
 (Applicant Signature)

**Inland Empire Utilities Agency  
Automatic Water Softener Rebate Program**

**TERMS AND CONDITIONS**

1. The unit for which I am applying is an automatic water softener, the kind to which rock salt (sodium chloride) or potassium chloride is added. I understand that **portable exchange tank units**, which are units where the softening tank is **exchanged periodically** by a service provider for a new softening tank, **are not eligible for a rebate**. Non-salt water conditioning equipment is also not eligible for a rebate.
2. The rebate is based on the reasonable value of the automatic water softener and the cost of disconnecting, removal, and disposal. The reasonable value of the automatic water softener will be based on the purchase price, installation date of the unit, and a 12-year life expectancy of the unit. Depending on the purchase price, age, make, and model of your automatic water softener, rebates for individual units may range from \$300 to \$2,000. A minimum rebate of \$300 will be issued for installed, working, automatic water softeners. Disconnection, removal and disposal of the automatic water softener is at no cost to the resident if a plumber on the Inland Empire Utilities Agency (IEUA's) List of Approved and Licensed Plumbers is used. **Non-working or disconnected water softener units are not eligible for the rebate.**
3. Rebate checks will be issued to the applicant identified in Section 1 of the Application Form.
4. The automatic water softener for which I am applying for a rebate is installed at a residence (house, multiplex, condominium, townhome, apartment, or mobile home) served by the IEUA. Residences not served by the IEUA **are not eligible** for the rebate.
5. I understand that this program is limited to one rebate per site address (location where the automatic water softener is installed).
6. I have not previously applied for a rebate for this automatic water softener.
7. I understand that the automatic water softener for which I am applying for the rebate must be disposed of **ONLY** by using the approved licensed plumbers on the list provided by IEUA.
8. I understand that the rebate will not be paid until the IEUA verifies that the automatic water softener has been removed from the residence pursuant to line 7 above.
9. I understand that the program may be modified or terminated at any time without prior notice.
10. As a condition of accepting this rebate, I will allow, if requested, IEUA or its representative reasonable access to my home to verify that the automatic water softener for which I am applying for a rebate is installed and in working condition.
11. As a condition of accepting this rebate, I will allow, if requested, IEUA or its representative reasonable access to my home to verify that no automatic water softeners are present before a rebate is paid. I understand that a rebate will not be paid if I refuse to allow access to IEUA or its representative to verify that the automatic water softener has been removed from the residence. The verification must be scheduled within 30 days after the applicant has been contacted by IEUA or its representative.
12. I understand that the IEUA may contact providers and/or parties to verify purchase information I have provided on the cost and age of the unit, as well as my name and/or address.
13. I certify that I own the automatic water softener to be removed.
14. I am responsible for meeting all rebate program requirements, terms, and conditions and complying with my state/county/city governments, property owner, and/or homeowners association requirements (if any) in my area regarding local conditions, restrictions, codes, ordinances, rules, and regulations concerning actions taken under this rebate program.
15. I understand that IEUA is not responsible for items lost or destroyed in mail/transit.
16. Removal of the automatic water softener must occur within 60 days of the date on the Authorization for Rebate letter or the applicant must reapply.

I understand that the plumbers named on IEUA's List of Approved and Licensed Plumbers are not employees or agents of IEUA nor do they act on behalf of IEUA. IEUA is not responsible for any loss, injury or damage caused by, or related to any activities of plumbers, contractors or other third parties, whether or not listed on IEUA's List of Approved and Licensed Plumbers, which may arise during the course of removal of my water softener or any other activity related to this agreement.

I hereby release the IEUA, their officers, agents and employees from and against any and all claims, demands, liability or loss arising out of activities conducted by or on behalf of the IEUA in connection with the Automatic Water Softener Rebate Program.

I understand that I may hereafter discover facts different from or in addition to the facts that I now know or believe to be true. I am advised that California Civil Code Section 1542 provides as follows: "A general release does not extend to claims which the creditor does not know or suspect to exist in his or her favor at the time of executing the release, which if known by him or her must have materially affected his or her settlement with the debtor."

I expressly waive and relinquish any and all rights; remedies and/or benefits I may now have or that may hereafter accrue in respect to the IEUA's Automatic Water Softener Rebate Program.

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