



## LVMWD Irrigation Efficiency Retrofit Program

### FAQs

1. Who should I contact if I have Irrigation Retrofit Program questions or to cancel or reschedule my appointment?
  - Contact Waterwise Consulting Monday - Friday between 9 a.m. – 5 p.m. at (626) 335-7888 or email [info@waterwise-consulting.com](mailto:info@waterwise-consulting.com)
2. How do I get started to see if I qualify for the irrigation retrofit program?
  - Start by signing up for a free Water Efficient Home Survey at <https://www.waterefficiencysurvey.com/> The program applies only to residential accounts. Commercial accounts do not qualify but are still encouraged to apply for a FREE survey!
3. How does the program work?
  - First, sign up to qualify and schedule a free Water Efficient Home Survey with LVMWD's contractor, WaterWise. During the survey, a certified water auditor will identify opportunities to improve water use efficiency indoors and outdoors. The auditor will compile findings in a report and share with the homeowner and the Water District. The report will include the auditor's recommendations for irrigation retrofits and the Water District will review the recommendations to confirm approval to commence retrofit. If the customer's landscape qualifies, WaterWise will contact the homeowner to schedule the irrigation efficiency retrofit installation and will require the terms and conditions/hold harmless form to be signed in advance of commencement of installation(s). If the customer does not qualify the customer will be notified.
4. What is included in the Irrigation Efficiency Retrofit Program?

The Water District will cover up to \$1,000 in irrigation upgrades. Upgrades may include:

  - Conversion from overhead spray to drip irrigation,
  - Installation of high-efficiency rotating nozzles,
  - Capping unnecessary sprinkler heads,
  - Reprogramming the irrigation controller for retrofitted zones.
5. What if I already completed a Water Efficient Home Survey?
  - If you completed a Water Efficient Home Survey prior to the implementation of the Irrigation Efficiency Retrofit Program, you will need to schedule and complete

another survey. The new survey will include a more thorough audit of your irrigation system that is required for determining program eligibility.

6. What if I need upgrades exceeding \$1,000?
  - WaterWise will prioritize and complete projects that achieve the greatest water savings. Customers will need to contact a certified irrigation professional to complete any additional work beyond the \$1,000 cap per property/account. In cases where WaterWise identifies required pipe repair – customers will be required to fix identified breaks or system deficiencies in advance of scheduling approved upgrades and will have 30 days to do so.
  - A list of professional databases can be found on the District’s website (“Find a Landscape Professional”): <https://www.lvmwd.com/community-resources/efficient-outdoor-water-use/landscape-transformation-resources>
7. What products will be used?
  - The Irrigation Efficiency Retrofit Program will utilize Hunter MP Rotators and Rain Bird in-line dripline.
8. How long does the survey take?
  - The survey typically takes approximately one (1)-hour depending on size of property and irrigation system.
9. Do I need to be present for the survey?
  - Yes, the homeowner needs to be present for the survey.
10. How long does the irrigation retrofit installation take?
  - The irrigation retrofit installation will vary depending on the upgrades required, but typically takes two (2) to four (4) hours.
11. Do I need to be present for the irrigation retrofit installation?
  - Yes, the homeowner needs to be present for the irrigation retrofit installation. They may also choose to have their groundskeeper/gardener/landscaper present at the time of installation.
12. If I change my irrigation components, do I need to re-program my irrigation controller?
  - Yes – WaterWise will provide this as part of the retrofit service – re-programming your controller with the proper adjustments to zones and stations.
13. Does the program include a “Smart” Weather-Based Irrigation Controller (WBIC)?
  - No, the Irrigation Efficiency Retrofit Program does not include the installation of a weather-based irrigation controller (WBIC). However, you can apply for a Rachio 3 WBIC (8 or 16 station) for \$99 plus free installation at <https://go.rachio.com/lvmwd/>
14. What if I already have a WBIC? Will they reprogram it?
  - Yes

15. Will they reprogram my existing analog controller?

- Yes

16. What doesn't qualify?

- Below are reasons that a customer may not qualify for the Irrigation Efficiency Retrofit Program
  - Irrigation station is mixed use meaning that it covers shrubs and another plant with a different water need such as turf, trees or ground covers or contains mixed irrigation types such as pop-ups with rotors;
  - Irrigation station to be converted has brass heads (our conversion sprinkler need to be in the ground and brass heads typically sit on top of a riser);
  - Irrigation station has a plant type that is too high water use for drip (a preliminary visit may be necessary to ensure plant type if the pictures are too vague but if the customer is approved the install will take place during that visit);
  - Planter has groundcover or other landscape that drip irrigation cannot be converted;
  - Shrub foliage is too low to ground (customers will be given 30 days to trim foliage and notify WaterWise so that a return visit can be done);
  - Irrigation station is on a hillside;
  - Irrigation station is malfunctioning or has a leak (customers will be given 30 days to make repairs and notify WaterWise so that a return visit can be scheduled to complete work.)