

Water Resources Rebate Policy

1. **Introduction:** Dependent on annual budget authorizations, the Water Resources Division (WRD) of the Department of Public Works is authorized to provide rebates to account holders for the purchase of services or goods that are to the mutual benefit of the account holder and City. WRD shall adopt forms consistent with this policy that are needed to implement the program and may amend such forms from time to time, as the WRD may deem necessary.
2. **Definitions:**
 - a. **“Account Holder”:** An “account holder” is defined as 1) a name listed on the City of Burlington’s property database as the owner of record, or 2) a name that has been approved for addition to the water account as an authorized tenant or property manager per the [Burlington Code of Ordinance § 31-19](#).
 - b. **“Good Standing”:** “Good standing” is defined as either being 1) current on all amounts due, or 2) current on any applicable payment plan.
3. **Description of Rebate:**
 - a. Rebates are reimbursement checks issued to account holders who have submitted the necessary application and documentation to WRD pursuant to §4 (Application & Approval) documenting the purchase of one of the below services or goods, conditional upon the availability of funds approved in the annual budget for these rebates:
 - i. Purchase of a WaterSense Plumbing Fixture;
 - ii. Video inspection of sewer later; and/or
 - iii. Installation of stormwater management practices as part of the Residential Stormwater Assistance Program.
 - b. Rebates may be taxable. If rebates are taxable, recipients will be notified in writing.
4. **Eligibility:**
 - a. To be eligible for a rebate under this policy, an individual or entity must be the Account Holder and any water, sewer, and/or stormwater accounts under the Account Holder’s name must be in Good Standing, as described in §2 (Definitions).
 - b. Rebate eligibility under this policy may be limited to or prioritized based on certain customer types (residential vs. commercial).
 - c. A rebate under this policy is limited to one type of rebate per Account Holder unless otherwise stated in the application material.
5. **Application & Approval:**
 - a. To participate in the discount program, interested Account Holders in Good Standing must fill out and submit an application along with any required documents as indicated on the form. Required documentation may include but are not limited to photographic evidence of installation, video submission, sewer lateral reports.
 - i. WRD shall develop an application reflecting the requirements and elements of this policy and shall post this on their website.
 - b. WRD shall either approve or deny each application received based on completion of information contained in the application and provision of all required supporting documents. Incomplete applications and applications not including the requisite documentation will be denied.
 - c. Applicants will be notified by email or regular mail if their application was approved or denied and on what grounds within sixty (60) days of WRD receiving the application.

- d.** Accounts approved for the rebate will receive their rebate within forty-five (45) days of the date of the filing of a complete application.
- e.** When applicable, recipients of rebates will be notified, by form or otherwise, that rebate is taxable.