



**Ventura Water's  
Instant Hot Water Recirculating Systems Program  
Terms and Conditions and Release Form**

The customer named below is interested in reducing water consumption on the property located at the address below (Property), and hereby requests the assistance of Ventura Water, City of San Buenaventura (Ventura) by participating in the Instant Hot Water Recirculating Systems Program (Program). It is the customer's option to participate in the Program. It is the customer's responsibility to maintain a properly working hot water system after the installation has occurred. The customer is required to keep the installed instant hot water recirculating devices (devices) for a minimum of 5 years or replace them with similar devices. A post inspection performed by Ventura staff may be required.

In exchange for the anticipated benefit from participation in the program, this agreement gives trained device inspectors from WaterWise Consulting, Inc. (WaterWise), on behalf of (Ventura) permission to enter the customer's property for the purpose of conducting the inspection. The customer understands that the Instant Hot Water Recirculating System selected by Ventura, for this program, functions by use of an existing hot water heater and sensor(s). Customer hereby agrees to fully cooperate with the inspector, which includes confirming the hot water heater presence and function.

Award of devices will be at the inspector's discretion, based on the existing condition of the hot water system. The existing system must be in good condition, with no leaks, breaks, or malfunctioning parts, and the existing hot water system must be compatible with the provided recirculating hot water system. The existing water heater must be accessible, with a working power source that can be utilized for the new controller. The existing hot water heater must not be a tankless water heater. Customers can be eligible for one system per home, and one additional sensor as needed. A manufacturer's warranty covers the materials and workmanship of the device for one year.

Upon award of the device and appropriate sensor(s), the customer will have 45 days to install the device and sensor(s) and submit proof of installation to WaterWise. The program recommends hiring a licensed plumber to install the device and sensor, though customers are allowed to self-install. If the installation is not complete and/or proof is not submitted, the customer will be subject to a \$250 charge through their water bill.

The customer hereby agrees to release, defend, indemnify, protect, and hold harmless Ventura, and WaterWise, and their respective board members, directors, officers and employees, collectively, (the "Indemnitee") from, and against, any and all claims asserted or liability established for damages or injuries to any person or property arising out of or resulting from the acts or omissions of the Indemnitee, or the condition of the Property; provided, however, that the customer's duty to indemnify and hold harmless shall not include any claims or liability arising from the sole negligence or willful misconduct of the Indemnitee in performing the work. WaterWise will provide a 30 day exchange only policy for the device.

The customer recognizes that participation in the program does not constitute any representation or promise of any cost savings or results of any nature whatsoever and the customer hereby fully releases the Indemnitee from any and all claims or liability in connection with the program or the acts of the Indemnitee relating to the program.

Furthermore, Indemnitee is not responsible for controller data corruption or its security, therefore it recommends that customer reset his router password soon after installation. Any issues with data privacy should be addressed with the controller manufacturer.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Customer Name

\_\_\_\_\_  
Property Address

