



FREQUENTLY ASKED QUESTIONS

1. How does the program work? This program goal is to assist direct customers reduce outdoor water use. The first step in the process is to fill out and submit an online application by visiting www.removeyourturf.com, click on the Casitas MWD and then click the APPLY ONLINE NOW button. First you must create a user account and then the customer portal will guide you through all necessary fields to accurately complete and officially submit your application. A customer service representative from Water Wise Consulting will notify you of receipt of your completed application and send a 'Letter to Proceed' after reviewing your materials and approving your proposed project. Do not start your project until you receive an official Notice to Proceed.

2. Who is eligible? Applicants must be a direct customer of Casitas Municipal Water District (Casitas) with their legal name on the water account.

3. How much will I save if I take advantage of this Program? The rebates are an incentive and not designed to cover the entire cost for your landscape improvements. A typical landscape conversion will cost upwards of \$5 or more per square-foot, or \$5,000 to convert 1,000 square feet.

4. How long will the program be available? This is a first come first serve program and the duration of the program depends on the how level of participation. Individuals interested in participating are encouraged to apply as soon as possible as funds are limited.

5. Aside from my application what else will I need to turn in? All participants are required to submit a plant list and a to scale site plan (including irrigation plan) before beginning their project.

6. What plants can I use when replacing my high water use lawn? This program will allow "low-water-use" plants and permeable mulches,

including low-water use lawn alternatives. Turf-like plants will not be accepted (i.e. Marathon/tall fescue, Buffalo grass). Find plant water use requirements online at:
<http://ucanr.edu/sites/WUCOLS> or
www.VenturaCountyGardening.com.

7. What is the maximum rebate amount for turf removal and replacement?

- \$3,200 for Residential customers
- \$6,400 for Commercial/Multi-Family

8. Is synthetic turf allowed? Synthetic turf, even recycled synthetic turf, is NOT allowed in the rebated portion of the converted landscape under this Program.

9. Do I need to have project receipts for final reimbursement? Yes, you must have receipts that equal or exceed the square footage payment amount for your project. Failure to provide original receipts may result in a smaller or no project reimbursement. Also ineligible for reimbursement are: receipts without proof of payment, handwritten receipts with 'Paid in Cash' handwritten, handwritten notes outlining costs, cash payment for day labor services.

10. Are plants required in my conversion area? Yes, the program requires that a minimum of 33% of the converted area include low water use plants.

11. I already took out my turf does this qualify for the program? Unfortunately, this program is not retroactive. Anyone who wants to be enrolled in the Program must be approved before starting their landscape project.

12. Is there a minimum and a maximum sq. ft. I have to take out? Yes, a minimum of 400 square-feet of turf must be replaced. Exception: will be at the discretion of the Program Administrator.
The residential max is 1600 sq. ft.
The commercial max is 3200 sq. ft.

13. Does the grass have to be alive? The grass does not have to be green and lush, but it does have to be alive, dormant (yellow in color) is fine.

14. How long before I receive payment? Program Participants should expect their rebate checks no later than 10 weeks from the time that they submit all required post-installation items.