



Town of Orangeville Water Softener Rebate Application Form

The Town of Orangeville Water Softener Rebate Program offers residents a one-time \$250 rebate for the replacement of an existing residential water softener with a more efficient model, or salt-free water conditioning alternative. The rebate is for owners of residential water softeners only. Commercial, industrial, and multi-unit residential (apartments) installations do not qualify.

To be eligible for the rebate, applicants must replace their existing water softener in accordance with one of the following two options:

- **OPTION 1:** Replace an existing “time-based” water softener with a “demand-based” softener model, certified by the National Standards Foundation to the ANSI 44 standard (NSF/ANSI 44). While time-based softeners operate on a schedule and regenerate at set increments, demand-based softeners meter water usage and only regenerate when a specified volume of water has been used. By regenerating only when needed, demand-based softeners use less water, less salt, and less energy.
- **OPTION 2:** Replace an existing water softener with an alternative salt-free NAC/TAC water conditioning unit. NAC (Nucleation Assisted Crystallization) and TAC (Template Assisted Crystallization) units do not require additional water or salt inputs to operate, resulting in significant water and energy savings. Under this option, the softener to be replaced can be a time-based or demand-based model.

For more information on softener models and alternative water conditioning units, see the **Definitions** section on **Pg.5**.

To participate in the Water Softener Rebate Program the applicant must:

- Meet and agree to the terms and conditions of the Town’s Water Softener Replacement Program. **Please review the terms and conditions prior to proceeding with this application.**
- Be connected to the municipal water and sanitary sewer system and receive a Town water bill.
- Fill out and submit this application form and all required attachments.
- **Option 1 Requirements:**
 - If you are applying for a rebate under **Option 1**, you must submit:
 - a photo of the existing softener, clearly demonstrating that it is a **time-based** unit; and
 - a specification sheet for the demand-based softener you intend to purchase. The specification sheet should clearly demonstrate that the demand-based model is certified to the NSF/ANSI 44 efficiency standard.
- **Option 2 Requirements:**
 - If you are applying for a rebate under **Option 2**, you must submit:
 - a photo or your existing softener; and
 - a specification sheet for the alternative NAC/TAC water conditioning unit you intend to purchase.

Town staff will review your application materials. If the submitted materials meet all program requirements, Town staff will contact you to confirm your **conditional** program eligibility.

- After receiving confirmation of your **conditional** program eligibility from Town staff, replace your existing softener in accordance with the conditions specified under Option 1 or 2, and contact the Town to book an on-site inspection. **Do not dispose of your old softener until Staff have completed an inspection.**
- Be available for an on-site inspection. During the inspection **Town staff will inspect both the old and new water softener, or the NAC/TAC water conditioning unit.** Have the original sales receipt for the new water softener or NAC/TAC conditioning unit available and submit it to the Town staff performing the inspection.
- Following the successful completion of an inspection and all application program requirements, the applicant will be mailed a rebate cheque for the value of \$250.

PLEASE READ THE PROGRAM TERMS AND CONDITIONS ON PG.4 BEFORE COMPLETING THIS FORM. PLEASE PRINT CLEARLY.

Section 1: Declaration Statement

To be eligible for a rebate, you must replace your existing softener in accordance with one of the options listed below. Please select one of the following program options:

OPTION 1: I will remove and replace an existing time-based water softener with a demand-based water softener certified to the NSF/ANSI 44 standard.

OPTION 2: I will remove and replace an existing water softener with a Nucleation Assisted Crystallization (NAC) or Template Assisted Crystallization (TAC) water conditioning unit.

Section 2: Applicant and Property Information

Name:	
Address:	Postal Code:
Telephone:	
Property Type (Check one): Single Family Home <input type="checkbox"/> Townhouse <input type="checkbox"/> Semi-detached/Duplex <input type="checkbox"/>	

Section 3: Information on Existing Water Softener to be Removed

Is a water softener currently installed at the residence? Yes <input type="checkbox"/> No <input type="checkbox"/> *If not currently installed, you are not eligible for a rebate. *
Make and model of existing water softener:
Age of existing water softener:
Photo of existing softener attached?: Yes <input type="checkbox"/> *Note* A photo of the existing softener must be provided. For Option 1, the photo must clearly demonstrate that the existing softener is a time-based model. To demonstrate a unit is time-based, consider submitting a photo of the display screen or setting options.

Section 4: Information on New Water Softener or NAC/TAC Conditioning Unit to be Installed

New Water Softener or NAC/TAC Water Conditioning Unit Make and Model:

Specification sheet for new water softener or NAC/TAC water conditioning unit attached?: Yes

Note a specification sheet for the new demand- based softener or alternative NAC/TAC water conditioning unit must be provided.
For Option 1, please ensure the specification sheet clearly demonstrates that the new softener is a demand-based model certified to the NSF/ANSI 44 standard.
For Option 2, please ensure the specification sheet clearly demonstrates that unit uses NAC/TAC technology and does not require any additional water or salt inputs to operate.

If you have met the requirements as specified in this application, Town staff will contact you to confirm your **conditional eligibility** to participate in the rebate program. Following staff confirmation of conditional program eligibility, replace your existing softener in accordance with the information submitted in this application and contact the Town to book an on-site inspection. Staff will schedule an on-site inspection to verify that all program terms and conditions have been met. **Please do not dispose of your old water softener before the inspection is complete.** Staff will need to inspect both the old and new units to confirm program requirements have been met. Following the completion of a successful inspection, as determined by Staff, the Town will mail you a check for the value of \$250. Please allow 3 weeks for processing of the rebate payment.

Section 5: Applicant Signature

I HAVE READ, UNDERSTAND, AND AGREE TO THE TERMS AND CONDITIONS OF THE TOWN'S WATER SOFTENER REBATE PROGRAM. I CERTIFY THAT THE INFORMATION I HAVE PROVIDED IN THIS APPLICATION FORM IS TRUE AND CORRECT.

Applicant Name (print):

Applicant Signature:

Date:

Return this application form and all required attachments to the Infrastructure Service Department via email to publicworksinfo@orangeville.ca. You may also submit the form in person or via post to the attention of Infrastructure Services, Water Softener Rebate Program, 87 Broadway, Orangeville, ON, L9W 1K1

This Section for Office Use Only

Date of Inspection:

Inspector:

All term and conditions met? Yes No

If no, explain why:

Town of Orangeville Water Softener Rebate Program Terms and Conditions

- 1) Eligibility for participation in the water softener rebate program is contingent on the removal of an existing residential water softener unit. Units that have already been removed will not qualify for the rebate. Commercial, industrial, and multi-unit residential (apartment) installations do not qualify.
- 2) To be eligible for a rebate the water softener that is to be removed must currently be installed at a residence located within the Town of Orangeville and served by the Town's water and sewer system. Please note that residences not served by the Town are not eligible for the rebate.
- 3) Eligibility for participation in the program is conditional upon the applicant replacing an existing water softener in accordance with one of the following two options:
 - **Option 1:** Replacement of an existing "time-based" water softener with a "demand-based" softener certified to the NSF/ANSI 44 standard. For a description of time based and demand based softener models, see the **Definitions** section on Pg. 5.
 - **Option 2:** Replacement of an existing water softener with an alternative salt-free NAC/TAC water conditioning unit that does not require salt or additional water inputs to operate. Under this option, the existing softener to be replaced can be any type of softener model, including time-based or demand-based units. For a definition on alternative NAC/TAC water conditioning units, see the Definitions section on Pg. 5.
- 4) The program is limited to one rebate per residential dwelling address.
- 5) A maximum of 100 rebates are available per year. Applications are processed on a first come, first served basis. Submission of an application does not guarantee a rebate.
- 6) As a condition of participating in this program, the applicant will allow a Town of Orangeville representative reasonable access to the dwelling at which the water softener or NAC/TAC water conditioning unit is installed. During the inspection, the Town representative will confirm the information provided in the application form and verify that the old and new softener/ water conditioning units meet the program requirements. A rebate will not be paid if the applicant refuses to allow the Town representative access to verify program requirements have been met.
- 7) The program is subject to cancellation at any time, without notice, and is limited to available funds.
- 8) By submitting an application, the applicant agrees to release, waive and forever discharge the Corporation of the Town of Orangeville of and from all claims, actions, causes of action, losses, damages, expenses and costs of any nature whatsoever arising out of or related to the applicant's participation in the program. The applicant further acknowledges that the Town is not responsible for the selection of and does not warrant the performance of or accept any liability for the operation or non-operation or manner or form of installation of any water softener or water conditioning equipment under this program.
- 9) The applicant is responsible for the proper disposal of the old water softener unit following receipt of the rebate.
- 10) The applicant is responsible for meeting all rebate program requirements, terms, and conditions, and complying with all applicable municipal, provincial, and federal legislative requirements, restrictions, codes, by-laws, rules, and regulations concerning actions taken under this rebate program.

Definitions

Time-based water softener: The most common type of softener found in households. Time-based softeners operate on a time clock that is pre-set to carry out the regeneration cycle at set intervals. For a water softener to function properly the salt coating on the resin beads in the mineral tank needs to be regenerated. Time-based softeners regenerate the resin according to a pre-set schedule regardless of the volume of water used by the household. This often results in the execution of unnecessary regeneration cycles. Time-based technology can be wasteful of salt, water, and energy because the softener will regenerate even during periods of low household water use. Conversely, during times of high-water use, these softeners can regenerate too infrequently, leaving the homeowner with hard water. Replacing a time-based softener model with a more efficient unit can save the owner operating costs, while achieving environmental benefits.

Demand-based water softener: Demand-based softeners meter water usage over time and only regenerate when a specified volume of softened water has been used by the household, regardless of the amount of time or number of days this takes. By regenerating only when needed, demand-based water softeners use less water, less salt, and less energy. This results in reduced operating costs for owners, as well as environmental benefits.

NSF/ANSI 44 Standard: A performance standard that states when a water softener is set to operate efficiently, it will remove a minimum of 4,000 grains of hardness per pound of salt used. At the same time, it will not use more than 4 U.S. gallons of water per 1,000 grains of hardness removed. This should be considered a minimum standard. To meet the NSF/ANSI 44 Performance Standard, suppliers must make performance data and salt efficiency information available with the machine. This information can be found in the owner's manual, on a separate sheet of paper, or on the internet. To be eligible for a rebate under the Town of Orangeville Water Softener Rebate Program, applicants must ensure the new softener they intend to install is certified as meeting the NSF/ANSI 44 standard. The Town of Orangeville does not endorse specific brands of water softener. For a list of NSF-certified water softeners, go to www.nsfconsumer.org or call 1-800-673-8010.

Alternative NAC/TAC Water Conditioning Unit: Nucleation Assisted Crystallization (NAC) and Template Assisted Crystallization (TAC) water conditioning systems prevent scale build-up without the use of salt or additional water inputs. Unlike traditional water softeners, these systems do not remove hardness particles but change the chemical properties of the hardness particles in water to prevent scale from forming on surfaces and appliances. NAC/TAC units have minimal maintenance requirements and only require the system media to be replaced approximately every 4 years. With a NAC/TAC system, homeowners do not have to worry about the salt content of water when drinking from any tap in the house. Additional advantages of NAC/TAC systems include financial and environmental benefits resulting from using less water, less energy, and less salt. Because NAC/TAC systems do not soften water, homeowners should not expect the same "soft water feeling" generated by water softeners. To learn more about NAC/TAC salt free water conditioning units and decide if they are right for you, visit: <https://watersoftenerfacts.ca/wp-content/uploads/2019/11/Salt-free-Water-Conditioner-Consumer-Study-Summary-Brochure-FINAL.pdf>

In 2018 the Region of Waterloo and City of Guelph completed a market research study that involved installing salt-free units in 18 volunteer households. The goals of the study were to determine how well the salt free alternatives performed under real world conditions and how people felt about them after a year of use. To learn more about the study and see the results visit: <https://watersoftenerfacts.ca/how-softeners-work/>