

Residential Irrigation Rebate Program FAQs

1. Who is eligible for the Residential Irrigation Rebate Program?

- Applicant must be existing single-family residential customers who receive water service from Dallas Water Utilities (DWU)
- Applicant must be part of the initial group of candidates
- Applicant must have an existing, permanent and functioning in-ground irrigation system
- Applicant's water account must be in good standing
- Applicant must be the property owner

2. What is the rebate amount the program will provide?

- The lifetime maximum total rebate allowed is **\$3,000 per qualified property**.
- The rebate is applied as a **credit to your DWU water account**.
- Each applicant is allowed up to three (3) applications per qualified property, with the \$3,000 lifetime maximum rebate limit.

3. Why is DWU offering the rebate?

This program helps residents upgrade their existing irrigation systems with more water-efficient equipment, reducing water waste and increasing overall system efficiency.

4. What does the rebate program cover?

There are four rebate options, depending on your system's needs. The rebate covers basic materials (amounts listed below are per zone or per area). The rebate also covers **up to 50% of outsourced labor**, so your preferred licensed irrigator or licensed plumber can complete the work for you.

Rebate Options:

- **Up to \$150 (one-time maximum)** for upgrading to an EPA WaterSense-labeled controller
 - The rebate will not exceed the cost of the controller plus 50% of outsourced labor.
- **Up to \$200 in materials per zone** for converting a pop-up spray zone to drip irrigation or bubblers
- **Up to \$200 in materials per zone** for converting fixed spray nozzles to multi-stream rotary nozzles in turf zones
- **Up to \$600 in materials per area** for splitting an existing single irrigation zone into separate zones for bed and turf
- **PLUS: 50% of outsourced labor costs** when hiring a licensed irrigator or licensed plumber

Note: Labor completed by the homeowner is not eligible for reimbursement. The rebate does not cover taxes, shipping or delivery fees.

5. Can I do the work myself?

Yes, if you are the property owner. But please note:

- You will **not** receive reimbursement for labor if you complete the work yourself.
- If you hire a licensed irrigator or licensed plumber, the rebate will cover up to 50% of eligible labor costs.

You may locate a contractor through <https://dallasia.org/locate-a-contractor>.

6. Where can I find materials? How will I know what to purchase?

Materials may be purchased from:

- Local landscape or irrigation specialty stores
- Big-box/home improvement stores
- Online retailers

The rebate does not cover taxes, shipping or delivery fees.

For WaterSense-labeled irrigation controllers and other water- efficient products, visit the U.S. EPA WaterSense product search page at <https://lookforwatersense.epa.gov/index.html>.

7. Will materials provided by a contractor be covered?

Yes. Materials supplied and installed by a licensed irrigator or licensed plumber are eligible, provided they meet rebate requirements and proper receipts are submitted.

8. What is a mixed zone with both planter beds and turf?

A mixed zone consists of both a planter bed and turfgrass being irrigated by sprinklers operating from the same zone number on your controller.

The rebate helps offset the cost of:

- Removing or capping sprinklers in the planter bed
- Installing a valve and drip irrigation system for the planter bed
- Keeping the turf irrigated separately on its own dedicated valve

Examples of mixed zone conversion:

Before – Mixed zone (Inefficient)

EXAMPLE #1



EXAMPLE #2



After – Separate dedicated zones (Efficient)

EXAMPLE #1



EXAMPLE #2



9. How long do I have to implement the rebate requirements?

- You must apply within **90 days** of your initial irrigation system evaluation.
- Allow up to **5-7 business days** to receive notification of approval before proceeding with repairs.

After approval:

- You have **one (1) calendar year** from the test date of your initial irrigation system evaluation to complete improvements.

- You will receive instructions with next steps on how to submit receipts and schedule your final irrigation system evaluation.

10. How do I get started?

1. Request a free Irrigation System Evaluation from the DWU Water Conservation Program.
 - Call **214-670-3155** and inform staff you are interested in the **Residential Irrigation Rebate Program**.
2. Or visit:
www.savedallaswater.com
Submit a request for an irrigation system evaluation and enter “Irrigation Rebate” in the comments section.

11. I completed my approved repairs. What is my next step?

After completing the upgrades:

- Email dwuirrigationrebate@dallas.gov with all copies of receipts for parts and labor costs.
- In the subject line, please include your first and last name and the address of the property.

12. When will the rebate show on my water account?

The rebate amount will be applied as a credit to your DWU account within **2–3 billing cycles** after final approval.