

Public Works – Clean Water Plant

600 Sentry Dr
Waukesha, Wisconsin 53186

Alex Damien, P.E.,
Director

City of Waukesha Clean Water Plant

tyoung@waukesha-wi.gov

262-524-3628

\$200 Water Softener Removal Rebate Program

In October of 2023, the City of Waukesha switched its drinking water source to 100% Lake Michigan water. Lake Michigan water is 60% softer than the previous groundwater supply and most Lake Michigan water users do not use water softeners. If you remove your water softener, not only will you eliminate the handling and cost of salt, but you will also save money by not having to pay for the water used when the softener regenerates. As part of the City's water conservation requirements, the Clean Water Plant and the Waukesha Water Utility are offering a rebate to qualified customers who remove and dispose of their water softener.

Qualifications to Receive Rebate:

1. Rebates are available on a first-come, first-served basis until funds are exhausted.
2. The service address, where the water softener is installed, must be linked with a Waukesha Water Utility account. Multiple softener removals from a single account will require pre- and post-removal inspections.
3. The applicant listed on the rebate application must be the owner of the softener(s). Rental softeners are not eligible for rebates.
4. The rebate application must be submitted with the required attachments.
5. The applicant understands that the city may withhold the rebate until all conditions are met.

How to Dispose of Your Water Softener:

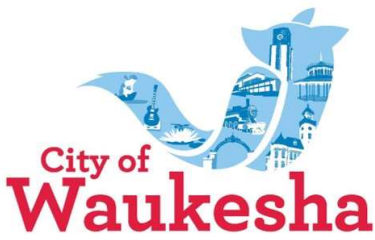
Most plumbers will dispose of softeners after they remove them. Softeners (minus the salt) can also be disposed of by a pickup at your household by calling the city's current trash service vendor.

Visit www.waukesha-wi.gov/softenerdisposal for more information.

If you decide to keep your water softener, it must be fully optimized. City code required all softeners to be optimized by January 1, 2025. This means having an approved optimizer adjust the settings for hardness, salt dosage, and reserve capacity. If you had your softener optimized before October 2023, you must still have the hardness setting adjusted to 8 grains per gallon for Lake Michigan water. Without this adjustment (or if your softener has ONLY had the hardness adjusted), the softener has not received a full optimization. The reason your water softener must be optimized is because Waukesha, like many other communities, is mandated by the Wisconsin Department of Natural Resources (DNR) to meet federal chloride standards. Chlorides can be harmful to fish and other aquatic life. Much of the chloride comes from water softener salt, which is discharged to the sanitary sewer and ultimately the city's treatment plant. Chloride cannot be removed by normal treatment processes. For more information on water softeners or softener optimization, visit www.waukesha-wi.gov/watersoftener or call the Clean Water Plant at (262) 524-3628.

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Please Print & Read All Program Qualifications and Terms Prior to Submitting

(PLEASE PRINT)

SERVICE ADDRESS where softener is located: _____

(Service address must be the same as that of the WWU account. Include Unit/Apt. #)

WAUKESHA WATER UTILITY ACCOUNT #: _____

PROPERTY OWNER NAME ON WATER ACCOUNT: _____

SOFTENER OWNER OR COMPANY NAME: _____

I AM THE: Property Owner or Owner's Representative Tenant

CONTACT NAME IF COMPANY: _____

NUMBER OF SOFTENERS REMOVED AT SERVICE ADDRESS ABOVE: _____

(Multiple softener removals from a single account will require pre- and post-removal inspections)

SOFTENER BRAND: _____ SERIAL NO.: _____

REBATE CHECK PAYABLE TO: _____

ADDRESS TO MAIL REBATE CHECK: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE: _____ EMAIL: _____

Preferred Method of Contact: Phone Email

I attest that I am the owner or owner's representative for the water softener located at this service address:

_____ Initial

Attach:

- A date-stamped photo of the installed water softener clearly showing the connected plumbing
- A date-stamped photo of the new plumbing clearly showing where the disconnected water softener was previously located

Terms:

1. I understand that the water softener removal rebate for which I am applying must be disconnected following all applicable state/county/local plumbing codes, ordinances, rules, and regulations.
2. I understand that the proper disposal of the water softener and any unused salt is solely my responsibility.
3. I understand that the program may be modified or terminated without prior notice.
4. As a condition of accepting this rebate, I will allow, if requested, WWU or its representative access to my property to verify that the water softeners have been removed.
5. I certify that I own the water softener at this property.
6. Disposal of the water softener has been completed prior to submittal of this application.
7. Applications must be received or postmarked **by June 30, 2025**.
8. Rebate checks may take up to eight weeks to receive.

Certification:

I certify that I have read and understand the qualifications as stated in the program guidelines and understand that I am responsible for meeting all rebate program requirements, terms, and conditions regarding this rebate program. I agree to a possible site visit by Waukesha Clean Water Plant staff or their representative for removal verification.

Property Owner or Owner's Representative Signature

Date