



Customer Agreement for Tampa Bay Water Wise's Customizable Rebate

1. Rebates are offered on new products, technologies or treatments only. Used or refurbished items are not eligible for a rebate.
2. To receive a rebate, applicants must meet all rebate criteria as defined on the pre-approval document.
3. Rebate amounts are determined at the sole discretion of Tampa Bay Water Wise. Rebate amounts cannot exceed project costs. Tampa Bay Water Wise does not guarantee water savings.
4. Rebate processing begins once all required documents are submitted, including the final inspection documents. If the inspector is unable to conduct a scheduled inspection to verify the upgrade, the rebate check may not be issued.
5. Rebate approval is at the sole discretion of Tampa Bay Water Wise. Rebate applications may take up to 30 days to be processed. Fraudulent requests for rebates or duplicate submissions will be denied. Any paid rebates will be subject to repayment to Tampa Bay Water Wise if fraudulent activity is determined.
6. Tampa Bay Water Wise may request access to equipment and or data for up five years post-rebate, to track savings.
7. Applicants agree that the rebated items will remain in use for up to five years after installation. If the item does not remain in use on the property, the customer shall notify Tampa Bay Water Wise who may elect to recover a pro-rated reimbursement from the customer.
8. Rebate(s) will be issued as a check made payable to the account holder or property owner. Checks will not be issued to third parties or contractors, unless designated by the property owner with a general release form [here](#).

By signing this agreement, the person signing it can confirm that he or she is authorized to do so on behalf of the rebate recipient.

Signing this document confirms this individual agrees to the pre-approval document and accepts the terms of this customer agreement.

Customer Name (printed): _____

Customer Signature: _____

Date: _____