

WHAT IS THE WATER SMART IRRIGATION PROGRAM

This program encourages and incentivizes water irrigation efficiency and conservation. The program provides a water rate incentive when a smart irrigation controller, backflow assembly and separate irrigation meter are installed and maintained on an irrigation system in accordance with Charlotte Water requirements.

Program Eligibility

Charlotte Water customers who use potable water to irrigate landscape on a continual basis and meet the following requirements:

- The customer or the party legally responsible for paying the water bill
- Has a dedicated service connection with Charlotte Water serving only irrigation
- Irrigation service connection compliant with backflow prevention requirements mandated by Charlotte City Code. As long as the customer has the backflow assembly certified annually and irrigation system with a smart controller certified annually, the incentive rate will continue.

Program Incentives

- During times of drought, if irrigation restrictions are mandated, all Smart Irrigation customers are exempt from the mandates during stages two and three.
- For customers installing a separate irrigation meter, the connection fees associated with the meter installation can be spread over 12 monthly installments and would be included on the monthly water bill. There are two options for connections – a single split service line and a dedicated service line.
- Capacity fees for split service residential irrigation meters have been eliminated as an incentive to participate.
- Customers enrolled in the smart irrigation program would have all irrigation use capped at tier three. Currently, irrigation meters are charged at tier 3 and tier 4

Program Requirements

The following is a listing of requirements that must be met in order to be in the incentive program.

- The Smart Irrigation Controller meets EPA WaterSense® Specifications for Weather-Based Irrigation Controllers. An approved list is available on the *EPA WaterSense® List for Weather-Based Irrigation Controllers*.
- The Smart Controller is connected with an active rain shut off device.
- The Smart Controller operates with an On-Site Weather Monitor or requires a Weather Data Subscription which must be maintained and current.
- The manufacturers' smart controller site profile worksheet is used to setup the controller and stored on-site.
- The irrigation system is in good condition, free from leaks, malfunctioning valves or emitters. Issues with water pressure, poor design, soil compaction, slopes and basins, or mixed sprinkler heads, etc., will influence irrigation efficiency.

Enrollment Process

- The property owner, landscape professional and/or HOA Board agree to participate in training by NC Licensed Irrigation Contractor to operate the controller.
- A Smart Controller Program Application/Annual Certification must be filled out and submitted by applicant. Annually the Smart Controller Program Application/Annual Certification must be completed and submitted to maintain the incentive rate on irrigation use.
- A Smart Controller Site Conditions Review is required, as part of the certification to be performed by a NC Licensed Irrigation Contractor after initial installation, and annually thereafter.
- Applicants are eligible to receive one (1) Smart Controller rate per (1) irrigation meter. If multiple controllers are needed for one irrigation system, then each of the multiple controllers will need to be compliant in order to receive the rate.
- The controller may be inspected by Charlotte Water, or its designee, after installation, to confirm the requirements of this program are met.
- The Backflow Assembly Testing Certification and the Smart Irrigation Program Certification should be submitted together to avoid any mix-up in maintaining the incentive water rate.
- Charlotte Water will respond to applications within 5 business days. Any rate changes will be made based on the date that all information is submitted and approved and will become effective on the next billing cycle for the specified account

Getting Started

Go to charlottewater.org select My Home, then Irrigation

Contact Charlotte Water with any questions by calling 311 or via email using: watersmart@charlottenc.gov . Attn: Smart Irrigation.

All submissions of documents should be emailed to: watersmart@charlottenc.gov or faxed to: 704-632-8351