



## COUNTY OF MAUI DEPARTMENT OF WATER SUPPLY RAIN BARREL CATCHMENT PROGRAM

**IMPORTANT: PLEASE READ THE PROGRAM RULES AND GUIDELINES**

### Program Rules and Guidelines

1. Applicants must be a current customer with Department of Water Supply (DWS) and provide the current DWS metered service address indicated on the customer's water bill where the Ivy Rain Barrel is to be installed. Indicate both the installation address and the billing address, if they are different.
2. Tenants with an active DWS service account are eligible as long as the property owner is named and **agrees** to and acknowledges the terms of the Rain Barrel Catchment Program and rules herein.
3. Households installing a rain barrel as part of this program must be properly equipped with **rain gutters** to direct rain water runoff from the roof into the barrels.
4. A **pre-installation photo** of the installation area along with the rain gutters **must** be submitted for consideration.
5. Only single-family residential DWS customers can apply for the Rain Barrel Catchment Program.
6. DWS will verify installation of the rain barrel with the applicant and reserves the right to conduct a post-installation survey and inspection.
7. There is a **limit** of one (1) rain barrel per household and if the program continues the following year, you may reapply with no more than two (2) rain barrels **total** for the program.
8. Qualified applicants will be contacted via **email**, by the email address provided on application, with the pickup date, time, and location.
9. Pickups are by **appointment only**, no exceptions. If you schedule a pickup with DWS staff, please call or email to confirm the pickup no later than **48hrs** ahead of time. This program is on a first-come; first-served basis. We are not able to hold the rain barrel, so if you are not able to pick up the rain barrel on the scheduled date and time, please notify us by phone or email. Otherwise you will be forfeiting the rain barrel and your application will be **removed** from the list.
10. Please come prepared with someone to help you pick up and load your rain barrel into your vehicle, if necessary. DWS office staff cannot be responsible for the rain barrel once it is signed for. Please review the program rules and guidelines along with the FAQ section, "How do I get my rain barrel home?"

### Disclaimer

DWS reserves the right to deny an application of any participant who does not meet all requirements as outlined. DWS also reserves the right to change the terms of this program at its discretion. DWS cannot guarantee that the installation of the incentives (rain barrels) will result in lower water utility costs. The number of rain barrels is dependent upon the availability of program funds. Applications will be processed on a first-come, first-served basis.

I have read and understand the program rules, information, and disclaimer as stated in the Rain Barrel Catchment Program Application. I agree to install the 50-gallon Ivy Rain Barrel system identified in this application at the subject property. I also understand that by signing here I agree to have an official DWS employee verify the installation of the rain barrel at said property. I agree to indemnify and hold the Maui County Department of Water Supply (DWS), including their officers, and employees, harmless from any and all liability or claims for any damages, quality of work and performance resulting from or alleged to result from the installation of the offered rain barrel incentives, any pre-installation and post-installation surveys or inspections of the premises, and any other activity related to this program, and I hereby release any and all such claims.

# DWS RAIN BARREL CATCHMENT PROGRAM

**IMPORTANT: PLEASE READ THE PROGRAM RULES AND GUIDELINES**

THE FOLLOWING PAGE CONTAINS COMMON QUESTIONS AND ANSWERS FOR THE APPLICATION PROCESS.

## Questions and Answers

<p>How do I submit my application?</p>	<p>Please use the following link to submit your <a href="#">application</a> online Or deliver a signed print-out in person. Department of Water Supply Water Resources and Planning Division One Main Plaza 2200 Main Street, Suite 102 Wailuku, HI 96793</p> <p>For help or questions with the application process, please reach out to a DWS staff. Email: <a href="mailto:Water.Resources@mauicounty.gov">Water.Resources@mauicounty.gov</a> Phone: (808) 463-3110</p>
<p>What do I need to complete a Rain Barrel application?</p>	<p>A <b>computer, tablet, or cell phone</b> is required to complete the application online. This will enable you to <b>photograph</b> and <b>upload pictures</b> of the installation area and gutter system you plan on using for the rain barrel.</p>
<p>What must be included in your application?</p>	<ol style="list-style-type: none"><li>1. A <b>complete, signed, and dated</b> Rain Barrel Catchment Program <a href="#">application</a> with pre-installation <b>location photos uploaded</b> with the application.</li><li>2. A current DWS metered service address indicated on the customer's water bill where the rain barrel is to be installed. Also provide the billing address if different from the metered service address.</li></ol>
<p>How do I know if I qualify?</p>	<p>Please see Program Rules and Guidelines</p>
<p>How will I know when my application is processed?</p>	<p>A representative from DWS will contact you via email or phone once we process your application, which can take up to 30 days or more. We will remove you from the process at your discretion or if we are unable to contact you from any of the contact information you provided.</p>

When can I pick up my rain barrel?	Once the rain barrels are available, we will contact you by phone or email to setup a <b>date, time, and location</b> for pickup. Pickups are by appointment only. No exceptions. If there is a scheduled pickup with DWS staff, you must call or email to confirm the pickup <b>48hrs</b> ahead of time. Our program is on a first-come; first served basis. Failure to follow schedule and pickup rules will result in removal of your application.
How would I install the Rain Barrel?	This <a href="#">link</a> will take you to a video for instructions.
How do I learn more about conservation and ways I can save on my water bill?	Please visit our DWS website on conservation to learn more about what you can do to conserve water and save here: <a href="http://www.mauicounty.gov/227/Water-Conservation">www.mauicounty.gov/227/Water-Conservation</a>
How do I get my rain barrel home?	The rain barrels are sturdy, stackable, AND easy to get home. It measures 43”H x 22”D they do nest and we can get 2 to 4 in the backseat of a mid-sized 4 door sedan Please come prepared and with help for the pickup and loading of the rain barrel. DWS cannot be responsible for the rain barrel once it is signed for. Please review the program rules and guidelines along with the FAQ section.
Questions?	Email <a href="mailto:Water.Resources@mauicounty.gov">Water.Resources@mauicounty.gov</a> call (808) 463-3110