



Irrigation Efficiency Retrofit Program FAQs

1. How do I sign-up?
 - Start by signing up for a free Water Efficient Home Survey at <https://www.lvmwd.gov/irrigation-retrofit>
2. How does the program work?
 - First, sign up to complete a free Water Efficient Home Survey with our contractor, WaterWise Consulting, Inc. During the survey, a certified water surveyor will identify opportunities to improve water use efficiency indoors and outdoors. The surveyor will compile a report they will share with the homeowner and the Water District. The report will include the surveyor's recommendations for irrigation retrofits and the Water District will review the recommendations to determine if the property qualifies for the program. If the landscape qualifies, WaterWise will contact the homeowner to schedule the Irrigation Efficiency Retrofit installation.
3. How long after the survey will irrigation system retrofits be installed?
 - Retrofit installations are typically completed thirty to sixty (30-60) days from the survey date.
4. What is included in the Irrigation Efficiency Retrofit Program?
 - Las Virgenes Municipal Water District will cover up to \$1,500 in irrigation upgrades per qualifying household. Upgrades may include conversion from overhead spray to drip irrigation, installation of high efficiency rotating spray nozzles, installation of pressure regulating spray bodies, capping of unnecessary sprinkler heads, up to two (2) weather-based irrigation controllers and, if needed, controller outdoor enclosures and Wi-Fi extenders. The installation professional will also program/reprogram the home's irrigation controller(s) for retrofitted zones.
5. What products will be used?
 - The Irrigation Efficiency Retrofit Program will utilize:
 - Hunter MP Rotator nozzles,
 - Hunter Pro-Spray PRS40 pressure regulating spray bodies,
 - Rain Bird in-line dripline, and
 - Hydro-Rain HRC 400 Smart Irrigation Controllers.
6. Why consider a weather-based irrigation controller?
 - The Hydro-Rain Smart Irrigation Controller uses real-time local weather data such as sunlight, temperature, humidity, wind, and rain to automatically adjust the irrigation schedule, minimizing unnecessary use and waste. In addition to water savings, weather-based irrigation controllers (WBIC) provide convenience, reducing

the need to change irrigation schedule as seasons change or when it rains. Furthermore, the Hydro-Rain provides both an app-based interface, allowing you to view and control your controller from your mobile device, and a faceplate for basic programming and the ability to run the controller manually from the device.

7. What if I already completed a Water Efficient Home Survey?
 - If you completed a Water Efficient Home Survey prior to the implementation of the Irrigation Efficiency Retrofit Program, you will need to schedule and complete another survey. The new survey will include a more thorough audit of your irrigation system that is required for determining program eligibility.
8. If I participated in the Irrigation Efficiency Retrofit *Pilot* Program, can I participate in the updated program?
 - Funding is limited to one (1) retrofit per customer. However, you may be eligible for the installation of up to two (2) Hydro-Rain HRC 400 Smart Irrigation Controllers. You do not need to apply for another Water Efficient Home Survey. Please contact WaterWise Consulting Monday - Friday between 9 a.m. – 5 p.m. at (866) 648-2925 or email info@waterwise-consulting.com for eligibility and installation appointments.
9. If I participated in the Weather-Based Irrigation Controller rebate program, can I participate in the Irrigation Efficiency Retrofit Program?
 - Customers who participated in the WBIC rebate program, which featured the Rachio 3 Smart Sprinkler Controller, may apply for a Water Efficient Home Survey to determine eligibility for IERP. Qualifying customers may have the option to install an additional controller (limit to two [2] controllers per customer).
10. What if I need upgrades exceeding \$1,500?
 - WaterWise will prioritize and complete installations that achieve the greatest water savings. Customers will need to contact a certified irrigation professional to complete any additional work. A list of professional databases can be found on the District's website ("Find a Landscape Professional"):
<https://www.lvmwd.com/community-resources/efficient-outdoor-water-use/landscape-transformation-resources>
11. How long does the survey take?
 - The survey takes approximately one (1) hour.
12. Do I need to be present for the survey?
 - Yes, the homeowner needs to be present for the survey.
13. How long does the irrigation retrofit installation take?
 - The irrigation retrofit installation will vary depending on the upgrades required, but typically takes two (2) to four (4) hours.
14. Do I need to be present for the irrigation retrofit installation?
 - Yes, the homeowner needs to be present for the irrigation retrofit installation. They may also choose to have their groundskeeper/gardener/landscaper present at the time of installation.

15. What if I already have a WBIC? Will they reprogram it?

- Yes

16. Will they reprogram my existing “dumb” controller?

- Yes

17. How do I maintain and adjust my Smart Controller after installation?

- For general Hydro-Rain Smart Irrigation Controller troubleshooting, please refer to [Basic controller troubleshooting - HydroRain](#)

18. What doesn't qualify?

- Below are reasons that a customer may not qualify for the Irrigation Efficiency Retrofit Program:
 - Irrigation station is mixed use meaning that it covers shrubs and another plant with a different water need such as turf, trees or ground covers, or contains mixed irrigation types such as pop-ups with rotors;
 - Irrigation station to be converted has brass heads (our conversion sprinklers need to be in the ground and brass heads typically sit on top of a riser);
 - Irrigation station has a plant type with a water requirement that is too high for drip irrigation (an inspection visit may be necessary to ensure plant type if the pictures taken during the survey are too vague, but if the customer is approved, the install will take place during that inspection visit);
 - Shrub foliage is too low to ground (customers will be given 30-days to trim foliage and notify WaterWise so that a return visit can be scheduled);
 - Irrigation station is on a hillside;
 - Irrigation station is malfunctioning or has a leak connection (customers will be given 30-days to make repairs and notify WaterWise so that a return visit can be scheduled)

19. Who should I contact if I have questions or if I need to cancel or reschedule my appointment?

- Contact Waterwise Consulting Monday - Friday between 9 a.m. – 5 p.m. at (866) 648-2925 or email info@waterwise-consulting.com

20. Can commercial properties participate in the program?

- Yes, commercial properties may be eligible for an irrigation retrofit service up to \$3,000. Properties projected to exceed the budget amount must contact a certified irrigation professional to complete any additional work. A list of professional databases can be found on the District's website (“Find a Landscape Professional”): <https://www.lvmwd.com/community-resources/efficient-outdoor-water-use/landscape-transformation-resources>