

# Water Softener Rebate FAQs:



- Proof of Purchase: Application must have complete information submitted with the rebate form, invoice of purchase, labor costs, size, type, make, model, and total project cost. **Picture of installation will be required.**
- Eligible softener installations must be after January 1, 2022. Existing softeners or installs before January 1, 2022, are NOT eligible for the rebate program.
- Customers need to be connected to ALASD collection system.
- Customers need to reference ALP/ALASD billing account number when applying for rebate.
- All installations must comply with state plumbing code requirements.
- Eligible “High Efficiency” (HE) softener models must meet the NSF/ANSI standard 44 and **minimum efficiency of 4,000 grains/lb regenerated salt.**
- IF softener has the optional setting “Salt Efficiency” feature, it must be enabled with the **Efficiency icon displayed.**
- Customers may only receive one rebate per connection location. If customer(s) own multiple properties, rebates for each property are eligible, if they are separate ALASD service connections.
- Softeners must meet the specification requirements and purchased, installed, and operating prior to submitting for the rebate program.
- **Pictures of installation must be included with the rebate forms.**
- ALP (City) water has 25 grains of hardness. ALP removes all iron and manganese from distributed water.
- Well water generally has >25 grains of hardness, with iron and manganese considerations. Water testing is available through Traut Wells or MDH Certified Labs (<https://eldo.web.health.state.mn.us/public/accreditedlabs/labsearch.seam>).
- ALASD will determine, in its discretion, whether all requirements are met before issuing rebates.
- Saltless Water Conditioners are not recommended unless raw water hardness is <15 grains.
- Brine disposal systems will need to be inspected and approved through Douglas County Land and Resource Management Department.
- Brine disposal systems are not allowed in the city limits of Alexandria.



- Once completed paperwork is submitted, the rebate payments will be issued by check within 4-6 weeks.
- ALASD may conduct inspections to survey installed softeners are in working condition with correct settings activated.
- Rebates are available on a first-come, first-served basis. The Chloride Reduction Rebate Program is a Pilot program, with dedicated funds. Due to the nature of the new program, ALASD cannot forecast how long the monies will be available in 2022.
- ALASD does not endorse any particular manufacturer, product, labor or system design by offering this rebate program.
- Rebate will not exceed cost of the Installed Equipment
- Application must be postmarked within 90 days of purchase/install date.
- Incomplete information will delay or disqualify your application
- Further questions? Please call 320-762-1135.