



## Palmdale Water District FAQ for High Efficiency Clothes Washing Machine Rebate Program

### **What do the symbols in some of the model numbers on the qualifying High Efficiency Clothes Washer models list mean?**

Some of the model numbers contain symbols like \* and # in addition to numbers and letters. These symbols indicate a cosmetic code within the model number. For example, the same washer model may be available with a white, stainless steel or black finish. Because the cosmetic finish of a washer does not affect its water-use efficiency, PWD customers need only to match the model number up to the cosmetic code portion to qualify for the rebate.

### **What is a water factor?**

The water factor is the number of gallons per cycle per cubic foot that a clothes washer uses. (e.g. the lower the water factor, the more water-efficient the washer). High Efficiency Clothes Washers must have a water factor of 5.0 or less in order to be eligible for a rebate.

### **Where can I buy a High Efficiency Clothes Washer (HECW) that will qualify for a rebate?**

Many home repair stores, warehouses, discount stores, appliance dealers, specialty plumbing supply stores and irrigation suppliers sell products that qualify for our rebate programs. Remember to bring a qualifying models list with you when you shop at any of these locations to ensure that you select a model that is eligible for a rebate.

It is strongly recommended that you print out the current qualifying models list and bring it with you to ensure that you select a model that is eligible for a rebate. To find approved toilets and other fixtures go to the Environmental Protection Agency (EPA's) web site at <http://www.epa.gov/WaterSense/pp/index.htm>. Look for the water sense label.



Over 100 models of residential and commercial high-efficiency washers are offered by companies such as Continental, Dexter, GE, Huebsch, Maytag, Speed Queen, Staber, Unimac, Wascomat, and Whirlpool.

### **What do I need to send in to get the rebate?**

Please enclose the following and mail to the address indicated on the application:

- A completely filled-out application
- The most recent Palmdale Water District water bill statement
- The original invoice or receipt for the rebate item purchased (no copies).
- A self-addressed stamped envelope if you wish to have your original receipt or invoice returned after the rebate is processed

**Where do I send my application?**

Applications should be sent to:

Palmdale Water District,  
Conservation Department,  
2029 E. Avenue Q,  
Palmdale Ca. 93550,

**How long does the rebate process normally take?**

Roughly 4-6 weeks, beginning when a completed application is submitted.

**I can't view a rebate application and/or model list on the Palmdale Water District website. What should I do?**

First, please make sure your Adobe Acrobat software is up-to-date. If you are still having trouble viewing any PDF of a rebate-related document on our website, you may contact a representative in Palmdale Water District's conservation department at (661) 947-4111 x101 to request copies to pick up at office headquarters or to be mailed to you.