



THE TOWNSHIP OF CENTRE WELLINGTON

WATER SOFTENER REBATE PROGRAM: TERMS AND CONDITIONS

Definitions under this Program:

1. **Time-based water softener:** The most common type of softener found in households. Time-based softeners operate on a time clock that is pre-set to carry out the regeneration cycle at set intervals. For a water softener to function properly the salt coating on the resin beads in the mineral tank needs to be regenerated. Time-based softeners regenerate the resin according to a pre-set schedule regardless of the volume of water used by the household. This often results in the execution of unnecessary regeneration cycles. Time-based technology can be wasteful of salt, water, and energy because the softener will regenerate even during periods of low household water use. Conversely, during times of high-water use, these softeners can regenerate too infrequently, leaving the homeowner with hard water.
2. **Demand-based water softener:** Demand-based softeners meter water usage over time and only regenerate when a specified volume of softened water has been used by the household, regardless of the amount of time or number of days this takes. By regenerating only when needed, demand-based water softeners use less water, less salt, and less energy. This results in reduced operating costs for owners, as well as water efficiency and environmental benefits.
3. **NSF/ANSI 44 Standard:** A performance standard that states when a water softener is set to operate efficiently, it will remove a minimum of 4,000 grains of hardness per pound of salt used. At the same time, it will not use more than 4 U.S. gallons of water per 1,000 grains of hardness removed. This should be considered a minimum standard. To meet the NSF/ANSI 44 Performance Standard, suppliers must make performance data and salt efficiency information available with the machine. This information can be found in the owner's manual, on a separate sheet of paper, or on the internet. To be eligible for a rebate under the Township of Centre Wellington Water Softener Rebate Program, applicants must ensure the new softener they intend to install is certified as meeting the NSF/ANSI 44 standard. The Township of Centre Wellington does not endorse specific brands of water softener. For a list of NSF-certified water softeners, go to www.nsfconsumer.org or call 1-800-673-8010.
4. **Alternative NAC/TAC Water Conditioning Unit:** Nucleation Assisted Crystallization (NAC) and Template Assisted Crystallization (TAC) water conditioning systems prevent scale build-up without the use of salt or additional water inputs. Unlike traditional water softeners, these systems do not remove hardness particles but change the chemical properties of the hardness particles in water to prevent scale from forming on surfaces and appliances. NAC/TAC units have minimal maintenance requirements and only require the system media to be replaced approximately every 5 years. With a NAC/TAC system, homeowners do not have to worry about the salt content of water when drinking from any tap in the house. Additional advantages of NAC/TAC systems include financial and environmental benefits resulting from using much less water, less energy, and less salt. Because NAC/TAC systems do not soften water, homeowners should not expect the same "soft water feeling" generated by water softeners. To learn more about NAC/TAC salt free water conditioning units and decide if they are right for you, visit:
<https://watersoftenerfacts.ca/wp-content/uploads/2019/11/Salt-free-Water-Conditioner-Consumer-Study-Summary-Brochure-FINAL.pdf> - A study completed by the city of Guelph.

Program Terms and Conditions:

1. The Water Softener Rebate Program will be administered by the Infrastructure Services Department of the Township of Centre Wellington effective July 27, 2026.
2. Eligibility contingent on the removal of an existing residential water softener unit. Units already removed prior to the completion of an application are not eligible for the program.
3. Applications for the rebate are processed on a first come, first served basis and capped at 75 rebates total. Application submission does not guarantee a rebate.
4. The rebate program is open to only *Residential and Institutional* applicants. Applicants who are connected to municipal water and wastewater services and receive a municipal water bill are eligible for Options 1 & 2 below.
5. Applicants who have a septic system that lies within an Issue Contributing Area (ICA) for sodium or chloride within Centre Wellington (as maintained by Wellington Source Water Protection) are eligible for Option 2 only. A map with the ICAs for Centre Wellington is available on the Township website at: www.centrewellington.ca/living-here/water-conservation/
6. Applicants who fall in the Industrial, Commercial, and Multi-unit Residential categories are advised to contact the Infrastructure Services Department for more information on future rebate programs; **(519) 846-9691 x269**.
7. Eligibility is conditional upon replacement of a softener unit with one of the two (Option 1 or Option 2) program options as laid out below:
 - Option 1: Replacement of an existing “time-based” water softener with a “demand- based” softener certified to the NSF/ANSI 44 standard.
 - Option 2: Replacement of an existing water softener with an alternative salt-free NAC/TAC water conditioning unit that does not require salt or additional water inputs to operate. Under this option, the existing softener to be replaced can be any type of softener model, including time-based or demand-based units.
8. There is a limit of one rebate per municipal address. Any exemption from this limit will need to be approved by the Managing Director of Infrastructure Services.
9. The Township reserves the right to require an inspection of the newly installed softener unit and old softener model prior to rebate payment. Refusal of entry will result in denial of rebate application.
10. The rebate program is subject to cancellation at any time, without notice.
11. Rebates under Option 1 will be **\$250.00**. Rebates under Option 2 will be **\$500.00**. The difference in rebate amounts reflects the difference in average unit cost between the two options and is subject to change at the Township’s sole discretion.
12. The following steps must be completed by the applicant to receive a rebate:
 - Review and accept the program terms and conditions;

- Complete and return the Rebate Application and attached photograph of the old softener unit (must be time-based for Option 1), and a specification sheet for the new system being installed:
 - i. For Option 1: Spec sheet must clearly demonstrate the new unit is **demand-based** and is certified to the NSF/ANSI 44 efficiency standard;
 - ii. For Option 2: Spec Sheet the alternative NAC/TAC water conditioning unit you intend to purchase and a hardness test showing your hardness test results.
 - Township staff will review the application materials. If the submitted materials meet all program requirements, Township staff will contact you to confirm your **conditional** program eligibility;
 - After confirmation, have your unit replaced in accordance with the conditions set out in Option 1 or Option 2, and arrange for a site inspection if requested by the Township – **do not dispose of your old unit prior to a completed inspection**; and
 - Subject to compliance with the Terms and Conditions, Township staff will review the encompassing application and determine if all eligibility requirements have been met.
 - If the Township deems the application successful, a rebate will be issued by mail within 4 weeks.
13. By submitting an application, the applicant agrees to release, waive and forever discharge the Township of Centre Wellington of and from all claims, actions, causes of action, losses, damages, expenses and costs of any nature whatsoever arising out of or related to the applicant's participation in the program. The applicant further acknowledges that the Township is not responsible for the selection of and does not warrant the performance of or accept any liability for the operation or non-operation or manner or form of installation of the toilet replacement equipment under this program.