

Dear RainWise Contractors,

Happy New Year, and welcome to the next edition of our RainWise Contractor Newsletter! The purpose of this newsletter is to provide you with important program updates and event announcements.

We have a particularly important program update to share this edition: **the end of the Invoice Cost Breakdown!** We heard from many of you that this part of the rebate package is particularly painful to complete, and we are thrilled to announce that it is no longer needed. Please read about this update, a recap of 2015's accomplishments, and more below.

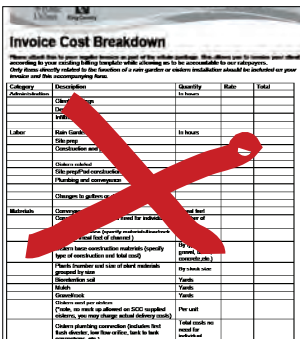
Seattle Public Utilities and King County greatly appreciate the work you are doing to help us reduce sewer overflows and keep pollutants out of our waterways. Thank you!

Best wishes in the new year,

Laura Cacho

Laura Cacho, Program Manager

Rebate Package Change: Invoice Cost Breakdown No Longer Needed



The Invoice Cost Breakdown (the rebate package-required invoice template) has long been an unpopular part of the rebate package. We are happy to announce that you no longer need to fill out and send us this form!

We have gathered enough data and have enough evidence to demonstrate the cost and value of RainWise installations to our ratepayers. Please continue to include an invoice as part of the rebate package, but you are now welcome to send the standard invoice that your company uses to bill your clients.

Contractor Dismissal Overview

RainWise relies on you to provide construction services to customers. We also rely on you to provide quality customer service. We have received multiple complaints over the last year. Let's avoid this in 2016!

When we receive a complaint about your business, here is the process we will follow:

1. Document the complaint in detail.
2. Notify you that a complaint has been

made and allow you to respond.

3. Determine the severity of the complaint and whether it has occurred before.
4. Keep a copy of the complaint and your response for our files.
5. If we receive an excessive number of complaints about your business, you may be asked leave the RainWise program.

Great customer service makes your business and the RainWise program look good to current and future customers!

ASK AN INSPECTOR



With the recent intense rain, does the infiltration test still need to be performed as written?

Won't the test produce different results in the summer versus the winter months?



The infiltration test should be performed as written year-round. The test ensures the soil is saturated, reducing the likelihood the rain garden will fail after it is built. Making seasonal qualifications would increase risk and add complexity. There can be dry spells even during the wet season.

The test results should also be the same during the summer months and the winter months. If the soil is already saturated, the test cannot saturate it more.

Remember, as a contractor, you are responsible for the infiltration rate used to design the rain garden, as well the function of the rain garden. Best to err on the side of caution!

Contact Us

- For general questions about the program: rainwise@seattle.gov
- To schedule a pre- or post-inspection: inspectionrequest@seattle.gov or call 206-684-0100
- For questions about an installation or a specific property, please contact your Seattle Public Utilities or King County RainWise inspector.

Want to Meet New Customers?

We hold multiple events each month to share the RainWise program with eligible residents. You are welcome to attend these events to meet new customers and grow your business! Visit www.700milliongallons.org/events for more information.

Details on how to sign-up will be sent to you by email or contact the organizer listed to the right.

Jan. 23 at 10am - 11am: RainWise Info Fair & Celebration

Peace Lutheran Church 8316 39th Ave Sw, Seattle, WA 98136

Organizer: Jo Sullivan, jo.sullivan@kingcounty.gov

Jan. 31 at 11am - 4pm: PNA Home Design and Remodel Fair

Phinney Neighborhood Association 6532 Phinney Avenue N, Seattle, WA 98103

Organizer: Dana West, dana.west@kingcounty.gov

Feb. 3 at 6pm - 7:30pm: RainWise 101 Workshop

Seattle Public Library - Ballard Branch 5614 22nd Avenue NW, Seattle, WA 98107

Organizer: Sustainable Ballard, 206-701-7000

Feb. 11 at 7pm - 8:30pm: RainWise 101 Workshop

Phinney Neighborhood Association 6532 Phinney Avenue N, Seattle, WA 98103

Organizer: Sustainable Ballard, 206-701-7000

Feb. 17 at 6pm - 7:30pm: RainWise 101 Workshop

Seattle Public Library - Northeast Branch 6801 35th Avenue NE, Seattle, WA 98115

Organizer: Sustainable Ballard, 206-701-7000

Feb. 23 at 7pm - 8:30pm: RainWise 101 Workshop

Keystone Congregational Church 5019 Keystone Place N, Seattle, WA 98103

Organizer: Sustainable Ballard, 206-701-7000



A special thanks to 2015's most active contractors: Garden Seasoning, Rain Dog Designs, Home Grown Organics, Stone Soup Gardens, and Forrest Gardens. Together you installed over 150 rain gardens and cisterns!

With around 50,000 eligible properties in the City, there is room for all contractors to be this productive in 2016!

If you no longer want to be part of the RainWise Program, please email rainwise@seattle.gov.

2015 Accomplishments

2015 was our most productive year to date! Just under 250 RainWise projects were installed, increasing the total number of installations for the program to nearly 850. RainWise is now managing over 12.8 million gallons of stormwater, far exceeding the 2015 goal of 8 million gallons!

The closing of East Ballard drove significant work to this basin, with over 80 RainWise installations. The next most active basin was Greenlake/University with 37 installations followed by Henderson with 35 and Ballard with 30 projects each.

The number of cistern projects this year equaled the number of rain garden projects for the first time since the program began. And in some basins, particularly South basins, cistern installations exceeded rain garden installations.

What to Expect in 2016

The Genesee and Henderson basins are now active. To date, we have been primarily working with diverse customers in these basins, but we now be mailing postcards to all customers and holding events. Expect more customer calls!

The Barton/Fauntleroy Basin will be closing in 2016. We expect this to drive significant traffic to this basin. Again, expect more customer calls!

Seattle Public Utilities would like to see more installations in North Union Bay. We will be doing more outreach in this basin and would welcome your help.

We are working with the Seattle Conservation Corps and Bushman to get on top of the cistern backlog, hopefully avoiding the cistern delays of 2015.

REMINDER! Apply for a RainWise Pilot Access Loan by 1/31/16 to have the underwriting fee waived! <http://craft3.org/RainWise>.