

Dear RainWise Contractors,

Welcome to the November 2016 edition of our RainWise Contractor Newsletter! The purpose of this newsletter is to provide you with important program updates and events.

Autumn is here, and the rains have begun! Be sure to remind your customers to keep the low flow valve on their cistern open until May. We want to make sure the cisterns fill and empty again with each rain storm.

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. We recently reached a milestone: over 1,000 Seattleites are now RainWise! We couldn't have done this without you. Thank you!

Wishing you a wonderful holiday season,



Laura Cacho, Program Manager

Cistern Delays and Frustrations

It has been a frustrating few months for many of you as you wait for the latest Bushman orders to arrive at the Seattle



Conservation Corps. RainWise has been working with the Conservation Corps to secure additional space to store cisterns, and the Conservation Corps has ordered more cisterns to increase supply. Unfortunately, the issues seem to have been on Bushman's end as the orders have been significantly delayed.

We sincerely apologize for the frustrations you and your customers have experienced. We have yet to come up with an easy or clear way to address this issue when it arises. If you have any suggestions, please contact Laura Cacho at laura.cacho@seattle.gov.

Barton/Fauntleroy Basin Closing Soon!

Rebates will end in the King County's Barton/Fauntleroy basin next month (December 31, 2016)! Please note the following up-coming deadlines:

12/15/16 – Post-inspections must be complete. Please schedule well ahead of this deadline.

12/30/16 – Rebate packages must be complete and submitted.

If you have any questions or comments, please contact John Phillips at john.phillips@kingcounty.gov.

ASK AN INSPECTOR ?

Q One of my projects was approved over 4 months ago, and my customer still hasn't submitted the rebate package. Is there a deadline for submitting the rebate paperwork?

A The official RainWise policy is that rebate packages must be submitted within 90 days of the final post-inspection. We may pay rebates submitted after this deadline, but it is best not to take this chance. The sooner rebate packages are submitted, the sooner your customer (and likely you!) can be paid.

Q I took the contractor training last year, but I have yet to do a RainWise project. Can I still participate in the program?

A At the end of 2016, we will compile a list of all contractors who did not complete a RainWise project in the last year, and we will remove those businesses from our website and rosters. If any of those businesses would like to continue with RainWise, they will need to contact us to stay on the list.

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.

Final Outreach Events of 2016!

You are welcome to attend these events to meet new customers.

To sign-up, visit: <http://www.signupgenius.com/go/30e0b4daaaf2fa5fc1-rainwise>

Nov 12 at 9am – 2pm: West Seattle Nursery Open House

West Seattle Nursery, 5275
California Ave SW, Seattle, WA
98136

Nov 19 at 9am – 2pm: University District Farmers' Market

U District Farmers' Market,
University Way NE @ NE 50th St,
Seattle, WA 98105

The Who and What of the RainWise Outreach Consultants

We are about to wrap up a busy outreach season. Thanks to everyone who attended one of our events to meet new customers!

You may have noticed there are a number of different consultants that lead activities for RainWise, along with SPU and King County staff. SPU and King County have each hired outreach teams to help RainWise customers connect with contractors. Here is a brief overview of who these outreach consultants are and their role for RainWise:

- **Sustainable Ballard** is our outreach lead in North Seattle. Sustainable Ballard leads our "RainWise 101" workshops across the north end neighborhoods and also staffs tables at multiple local events each year. Sustainable Ballard also supports the program in multiple ways, such as delivering maintenance workshops, maintaining our north end contractor rosters, writing customer stories, and more.

- **Environmental Coalition of South Seattle (ECOSS)** outreach staff work with customers in South Park and Highland Park and have staff who speak multiple languages and experience working with diverse communities. ECOSS also leads our work to bring bilingual contractors into the RainWise program.
- The **Urban Systems Design (USD)** team specializes in working with big roof properties (>2000 sf) in all basins. In Montlake-Capitol Hill and Greenlake-University, they also lead our work in creating residential clusters.
- **The Garden Hotline (Seattle Tilth)** answers questions about RainWise by phone six days a week and also staffs tables with RainWise information at multiple events.

If you have questions about working with our outreach teams, please email Laura Cacho at laura.cacho@seattle.gov.



Results from the Annual Customer Survey

We recently completed our annual RainWise Participant survey for customers who received a rebate between April 2015 and April 2016. The survey was sent out to 257 people and about 50% responded. Here are some key takeaways:

- 59% of customers selected their contractor based on recommendations from friends/neighbors or after seeing examples of work done by their contractor;
- 88% either strongly agreed or somewhat agreed that they would recommend their contractor to a neighbor or friend;
- 21% did not receive a maintenance guide for their installation;
- 98% were either very satisfied or somewhat satisfied with the overall result of their RainWise installation.

Our final survey report will be completed by the end of the year. If you are interested in seeing this report, please email jackie.marshall@seattle.gov. The survey also included an opportunity to give feedback for individual contractors. If you would like to view your feedback, you may request that information as well.

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

Check out our Cistern Maintenance Video!

Please share this link with customers to learn more about cistern maintenance steps: <https://www.youtube.com/watch?v=Rji1BCsB90s>