



Water HOT Program - Hot On Time

Receive a rebate of \$100 for the purchase of a new hot water demand recirculation system (HWDRS)

Frequently Asked Questions (FAQ)

- 1) What is a HWDRS?
 - a. A hot water demand recirculation system is a system that provides recirculating water in a continuous hot water pipe loop through the water heater so there will be less wait for the water to warm up, thus saving water that would otherwise go down the drain.
- 2) How much water will this save?
 - a. This will depend on several factors such as the flow rate of your fixtures, how frequently you use hot water and for how long. For example, if you have a wait time of 2 minutes for your hot water to reach your shower, you could potentially save 5 gallons of water per shower if you have a 2.5 gallon per minute flow rate showerhead.
- 3) How much do HWDRS cost?
 - a. Systems start at approximately \$200 and go up to around \$800.
- 4) Do I need to have a plumber install the HWDRS?
 - a. Not all systems require a plumber to install. Please review the product manual for installation instructions prior to purchase.
- 5) Where do I purchase the HWDRS?
 - a. These systems are available at local plumbing supply stores and some hardware stores. They are also available from large chain stores such as Home Depot and online at Amazon.com and other online retailers.
- 6) For the rebate program, do I have to buy a particular model or brand?
 - a. No. You may choose the model and brand that matches the features you want and your unique plumbing situation at your home. The Water Department does not endorse any specific brand, model or retailer.
- 7) For the rebate program, does the system have to be new?

- a. Yes, the system must be new in the box and the receipt of purchase must be submitted with the rebate [program application](#) form.

8) Where in my home does the system get installed?

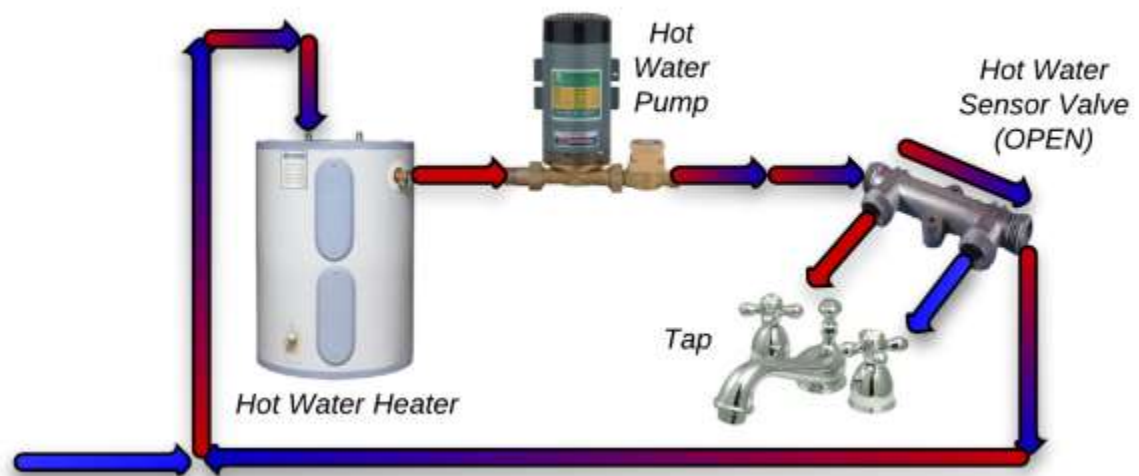
- a. Some devices get installed on top of the water heater along with a sensor valve that is installed at the sink farthest away from the water heater. Other types of systems get installed directly under the sink. Please review the product manual of the system you are interested in for installation information. Also please note that most systems require that there is a power outlet at the location of the pump installation. If you do not have a power outlet at that location you may not be able to install that particular type of system.

9) Do hot water recirculation systems work with tankless water heaters?

- a. In general, the types of systems that are installed under the sink can work with tankless water heaters. However, please check the product manuals of the system you are interested for more information. The Water Department does not make any guarantees about whether any particular system will work with your plumbing situation.

10) How do hot water recirculation systems work?

- a. These systems work in general by using a pump to constantly push hot water through your pipes to ensure that hot water is available nearly instantly at all of your taps. The stagnant cold water that is sitting in your pipes when you go to turn on a fixture is replaced by hot water that is circulated using the pump. Here is a simple diagram that shows how one type of system works ([credit: https://besthotwaterrecirculators.com/hot-water-pumps-101/](https://besthotwaterrecirculators.com/hot-water-pumps-101/)).



11) What types of HWDRS are available?

- a. Generally there are two types of systems:

- i. **Water Heater Installed System:** The most popular models are of this type and have two parts. The main part, which is the pump itself (and perhaps timer), is installed right next to or right on top of the water heater (which is usually in your garage or a utility closet). This piece needs to be plugged into a wall outlet. The second part is a piece called a Sensor Valve that is placed under the sink that is furthest away from your water heater (this is because theoretically, this faucet should be the coldest one). This piece is a non-electrical mechanical valve that opens and closes based on the water temperature trying to pass through it. This, coupled with the pump providing a constant pressure, ensures that hot water is readily available.
- ii. **Under Faucet Installed System:** These systems come in one piece rather than two. That is, both the valve and pump are located within the same unit. This type of system needs to be installed under the faucet furthest away from your heater.

12) How long do the systems last?

- a. Warranties will vary depending on the product purchased and the manufacturer. Most life spans are estimated at 10 years.

13) How do I become eligible for the rebate?

- a. You first need to make a purchase of a new HWDRS. Then, submit the receipt from purchase along with a completed [program application](#) to the Water Conservation office. You can submit by mail or in person; emailed applications are accepted but you would still need to submit the original sales receipt (by mail or in person). We will contact you if there is a problem with your application.

14) Does the rebate come in the form of a check or a credit on the water bill?

- a. The rebate will come in the form of a check from the city.

15) How long does it take to receive a rebate check?

- a. It typically takes 4-5 weeks to receive a rebate check from the city.

16) How do I check the status of my rebate?

- a. You can email conservation@cityofsantacruz.com or call (831)-420-5230.