



Landscape Design Assistance

Customer Terms and Conditions

The goal of Landscape Design Assistance (Design Assistance) is to help our Residential Lawn Replacement Program participants develop ideas to transform their water-thirsty front lawns into beautiful water efficient gardens. Design Assistance provides for a two-hour consultation with a professional landscape designer for the front lawn area removed. Participants pay the designer a \$150 fee at the time of service, and are reimbursed by the Santa Clarita Valley Water Agency (SCV Water) when their lawn replacement project is successfully completed.

In Design Assistance, the designer will help you explore ideas and make recommendations on layout, plants and other features that may work for your front yard. The two-hour consultation is not enough time for the designer to draw a detailed landscape plan; however, it will be enough time to discuss site issues, uses and customer needs, and to develop general landscape layout ideas, and ideas on plant choices.

Eligibility

- Participant must be validated and participate in the SCV Water Lawn Replacement Program.
- Participants must use one of the approved Designers, listed on the website and successfully complete their Lawn Replacement Program project to receive a Landscape Design Assistance Rebate.
- Customers may only participate in the Lawn Replacement Program one time per property.

Rebate Terms

- Customer will pay the Landscape Designer the \$150 fee at the time of their consultation.
- Customer will complete and return to SCV Water the Landscape Design Assistance Application and the receipt from the landscape designer.
- SCV Water will reimburse the customer the \$150 design fee after their lawn replacement project is successfully completed and approved.
- SCV Water will not reimburse the fee if the customer does not complete their lawn replacement project.

- Any additional design services outside of the two-hour consultation contracted between the Customer and Designer are beyond the scope of Design Assistance.

What you should expect

In a two-hour consultation the designer will help you explore ideas for your new front yard landscape. During the two hours, you and the designer will review the site conditions and discuss your needs and desires for the new landscape. The designer will develop some general design ideas for the site and make general plant pallet recommendations.

Preparing for your Landscape Design Consultation

To get the most value from your time with the designer, we recommend you have the following items ready prior to your design consultation:

- Complete the **Landscape Design Questionnaire**.
- Draw a basic base map, to scale, of your front yard on graph paper. Include fence lines, house location, and existing plants/ trees and hardscape that will not change.
- Consider compiling a file of photos from magazines and websites to help communicate what you would like in your new front yard.
- Read through the Lawn Replacement Program guidelines and design requirements.

Steps to Proceed

The SCV Water Landscape Design Assistance is intended to assist customers participating in the SCV Water Lawn Replacement Program.

Step 1: Validate your account information, using your water bill account number, for the Lawn Replacement Program at conservation.clwa.org.

Step 2: Review the list of SCV Water Professional Landscape Designers and choose one that meets your needs. List is available at conservation.clwa.org under the resources tab.

Step 3: Schedule your two-hour landscape design consultation. We recommend you complete the **Landscape Design Questionnaire** in advance to get the most out of your consultation.

Step 4: Pay the Landscape Designer the \$150 fee and ensure you get a receipt.

Step 5: Print and complete the **Design Assistance Application** and send the application along with the Landscape Designer receipt to the SCV Water Lawn Replacement Program, 27234 Bouquet Canyon Road, Santa Clarita CA 91350, or email the scanned application and receipt to sfleury@clwa.org.

Step 6: SCV Water will reimburse the customer the \$150 design fee after their lawn replacement project is successfully completed.

Hold Harmless

Customer shall defend, indemnify, and hold harmless SCV Water, its Directors, officers, employees and agents from any and all claims, costs and liability for any damages, injuries or deaths arising directly or indirectly from, or connected with, participation in the Landscape Design Assistance and due to, or claimed or alleged to be due to negligence or willful misconduct of Customer, and will make good and reimburse SCV Water for any expenditure, including reasonable attorney's fees SCV Water may make by reason of such matters and, if requested by SCV Water, will defend any such suits at the sole cost and expense of Customer.