



ALLIANCE FOR WATER EFFICIENCY


WATERWAYS® REBATE PLATFORM

LICENSING AND CUSTOMIZATION OPTIONS

Built on the industry-leading Salesforce.com Customer Relationship Management (CRM) platform, [WaterWays®](#) is a cloud-based solution for water efficiency program delivery and management. Key benefits for AWE Members of the platform include:

- Quick setup and configuration
- Easy tailoring to unique needs
- Reductions in rebate processing time
- Improvement in customer satisfaction



 Track Streamline program implementation with automated workflows & centralized dashboards	 Measure Simplify program evaluation with built-in savings calculations & customized reporting	 Engage Elevate customer experience with mobile access & automated notifications.	 Secure Boost data security & system performance with robust security protocols & feature enhancements
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WaterWays accepts online, digital applications for water efficient product rebates and irrigation audit schedule information through WaterRebates.com, a turnkey web hosting service for promoting program offerings and reaching customers.

Through your membership with AWE, you can license WaterWays® (and WaterRebates.com at your option) at a discounted annual rate of \$6,000 per year.

WaterWays and WaterRebates.com Features

The discounted annual licensing fee includes the following:

- One (1) utility user license
- Ten (10) hours of setup, configuration and training for the AWE member
- Technical support, including incident management and product updates
- Ten (10) hours per year of additional configuration support

User Licenses

Each AWE member will receive one (1) user license to the WaterWays platform. This can be a generic login accessible by multiple utility staff.

Additional user licenses can be purchased by the AWE member at an annual cost of \$360 per year.

Agency-Branded Web Page and Online Applications

Licensing includes a dedicated page on WaterRebates.com with agency logo and other information to ensure a consistent brand experience for customers. It also includes an online application form to capture customer information, product information, and supporting documents.

As an alternative, the online application form can be embedded on the AWE member's website.

Supported Programs and Savings Calculations

With this discounted pricing, AWE members have access to the following program options:

- 1) Residential product rebates (indoor and outdoor),
- 2) Non-residential product rebates (indoor and outdoor), and
- 3) Simple residential irrigation audits capturing schedule information for up to 8 zones before and after completed audits (completed through the WaterRebates.com webpage on a mobile device).

The default savings calculations derive from the Alliance for Water Efficiency's Water Calculator. Modifications to those calculations can be made within the available configuration hours.

Reports and Dashboards

WaterWays® will provide a standard set of reports quantifying the number of applications received, reviewed and approved, rebate dollars spent compared to budget, and water efficiency savings compared to goals, and will summarize this information on a single dashboard. Additional reports can be created within the available configuration or support hours.

E-Mail Notifications

WaterWays® will send separate e-mails to your customers letting them know that their application has been received, reviewed and approved, and can also send an e-mail notifying them of their upcoming bill credit or rebate check. These e-mails reduce the number of inbound calls asking about rebate application status.

Data Security

AWE members will benefit from industry-leading data security and privacy provided by Salesforce. For more information, visit [Salesforce Trust](#).

Additional Configuration and Support Available on Request

Through AWE, [AIQUEOUS](#) can provide additional configuration and support services, including:

- New water efficiency programs
- Additional data fields to capture
- New or revised reports and dashboards

Additional development, configuration and support beyond the allotted 10 hours for setup and 10 hours of support is provided at a rate of \$150 per hour.

Expanded WaterWays Platform

For AWE members whose needs go beyond the standard WaterWays and WaterRebates.com offering, AWE will help you contract directly with AIQUEOUS to create a WaterWays platform to meet your requirements. AWE members will receive discounted pricing from AIQUEOUS.