



## **Direct Install Gardens Customer Terms and Conditions**

### **Definitions**

- “LBUD” refers to the Long Beach Utilities Department.
- “City” refers to the City of Long Beach.
- “Program” refers to the Long Beach Direct Install Gardens Program.
- “Property Owner” is the owner of the property (the lawn) that qualifies for re-landscaping under the Program.
- “Re-landscaped area” refers to the front yard and parkway areas, which qualify for and re-landscaped under the Program.
- “LIHEAP” is the Low-Income Home Energy Assistance Program
- “LIHWAP” is the Low-Income Household Water Assistance Program

### **General Terms**

- Property owner must submit a Program application, agree to the Program terms and conditions and submit necessary income eligibility forms.
- Only one Program application shall be submitted per Property owner (LBUD reserves the right to verify property ownership).
- Properties must be occupied by the Property owner to be eligible for the Program.
- Re-landscaped areas must be:
  - A front yard and an eligible parkway.
  - Areas covered by living turf grass (which must be alive at the time of application).
  - Areas that have not received funding from a previous LBUD turf removal program.
  - Active LBUD accounts receiving potable water to the area.
  - Re-landscaped area must have existing irrigation.
  - Ability to provide maintenance on completed DIG project for up to 5 years.

### **Customer Responsibility**

- Property Owner has sole responsibility for the quality, appearance, and maintenance of the Re-landscaped Area for a period of 5 years following the date of installation. If the Property Owner is having issues maintaining the Re-landscaped Area, the Property Owner must notify LBUD. LBUD reserves the right, at the discretion of its General Manager to request a payment of \$250 from the Property owner to be used towards the cost of maintenance due to neglect by Property owner.
- Property Owner has sole responsibility for complying with all applicable laws, permits, ordinances, codes, policies, covenants, and conditions that may apply to performance of the lawn removal/landscape conversion project. Those properties in historic districts may require special permits from the City and these permits are the sole responsibility of the Property Owner. Designer and LBUD will aid direction for Property Owners on permits as necessary. For City of Long Beach tree permit information call (562) 570-2770.



- Certain information related to rebate and incentive payments made by LBUD to customers and contractors may be subject to the California Public Records Act. Information such as the name and address of applicants and the amount of the rebate or incentive received will be public information should a Public Records Act request for it be made.

### **Customer Agreement**

- Property Owner agrees to release and hold harmless the City from all liability relating to the DIG Program, the Re-landscaped Area, or to contracted services or products that may be installed as a part thereof. Any claim Property Owner may have based upon any defect or failure of performance of a contracted service, device or material provided by the Program should be pursued with the contractor or manufacturer/distributor.
- Property Owner agrees to grant to the City and its departments (including without limitation the LBUD), boards, commissions, directors, officers, employees, agents, and designees (collectively, "City") non-revocable permission to capture the applicant's image and likeness and/or the image of the Re-landscaped Area and the applicant's real and personal property in photographs, videotapes, motion pictures, recordings, and any other media (collectively, "Images"). Property Owner acknowledges that the City will own such images and further grants the City permission to copyright, display, publish, distribute, use, modify, print, and reprint such Images in any manner whatsoever related to City business, including without limitation publications, advertisements, brochures, web site images, or other electronic displays and transmissions thereof.
- Property Owner further waives any right to inspect or approve the use of the images by the City prior to their use. Property Owner forever releases the City from all liability arising out of the use of the images in any manner or media whatsoever and waive all claims and causes of action relating to the use of the images, including without limitation, claims for invasion of privacy rights or publicity.
- Property Owner agrees to make the Re-landscaped Area and property, as necessary, available to LBUD and/or its agents, in order for such parties to take before and after photos and videos of the Re-landscaped Area, for promotional purposes, which such promotions may appear in print, on the internet, or in other venues, and further agrees that the Property Owner shall have no ownership interest in the design of the Re-landscaped Area or the plans or other documents evidencing such design.

### **Customer Applications**

Any application containing inaccurate or misleading information will be disqualified from the DIG Program and all commitments made by LBUD related to that application, including commitments to DIG Program installments, shall be automatically rescinded, and rendered null and void.

- Property Owner is limited to one DIG Program application per water account; if a person/company owns multiple properties, only one approved DIG Program application will be eligible.



- Property Owner acknowledges that Program funding is limited. The Program is available on a first come, first serve basis until funds have been depleted or program terminates.
- Property Owner, if submitting the DIG Program application online, may be required to sign a paper copy of the application within two (2) weeks of being notified of having been approved, provided LBUD makes that paper application available to Property Owner.

### **LBUD Responsibility**

- Shall have sole authority to resolve all disputes related to the DIG Program, approval of applications, and all other related matters relevant to the DIG Program.

### **Customer Income Eligibility**

Customers must provide proof of income eligibility by any one or more of the following statuses. (See below eligibility charts):

- Project area falls inside the mapped area set by California Environmental Protection Agency, SB 535 Disadvantaged Communities Map:  
<https://experience.arcgis.com/experience/1c21c53da8de48f1b946f3402fbae55c/page/SB-535-Disadvantaged-Communities/>
- Public assistance such as: Bureau of Indian Affairs General Assistance, CalFresh/SNAP (Food Stamps), Head Start Income Eligible (Tribal Only), Medi-Cal/Medicaid, Medi-Cal for Families (Healthy Families A&B), Supplemental Security Income (SSI), SSP, SSDI, Women, Infants, and Children (W.I.C) or CalWORKs (TANF)/Tribal TANF. (A letter from an issuing agency or bank statement verifying public assistance granted to you within the last year).
- Income eligible under LIHEAP or LIHWAP: (A letter from an issuing agency or bank statement verifying public assistance granted to you within the last year):  
[csd.ca.gov/Pages/LIHEAP-Income-Eligibility.aspx](https://csd.ca.gov/Pages/LIHEAP-Income-Eligibility.aspx)
- Federal Tax Form 1040 or State Tax Form 540 filed in the most recent tax year **AND** a copy of an employment paystub issued within the past 30 days showing year-to-date earnings. (Verified under the Housing and Urban Development FY 2023 limits for your property):  
[https://www.huduser.gov/portal/datasets/il/il2023/2023summary.odn?STATES=6.0&INP\\_UTNAME=METRO31080MM4480\\*0603799999%2BLos+Angeles+County&statelist=&stname=California&wherefrom=%24wherefrom%24&statefp=06&year=2023&ne\\_flag=&election\\_type=county&incpath=%24incpath%24&data=2023&SubmitButton=View+County+Calculations](https://www.huduser.gov/portal/datasets/il/il2023/2023summary.odn?STATES=6.0&INP_UTNAME=METRO31080MM4480*0603799999%2BLos+Angeles+County&statelist=&stname=California&wherefrom=%24wherefrom%24&statefp=06&year=2023&ne_flag=&election_type=county&incpath=%24incpath%24&data=2023&SubmitButton=View+County+Calculations)

### **Form Submission**

Once your application is received, the Long Beach Utilities Department will verify proof of income based off the Proof of Income Eligibility below. Proof must be submitted along with a signed DIG Customer Agreement form and sent to:

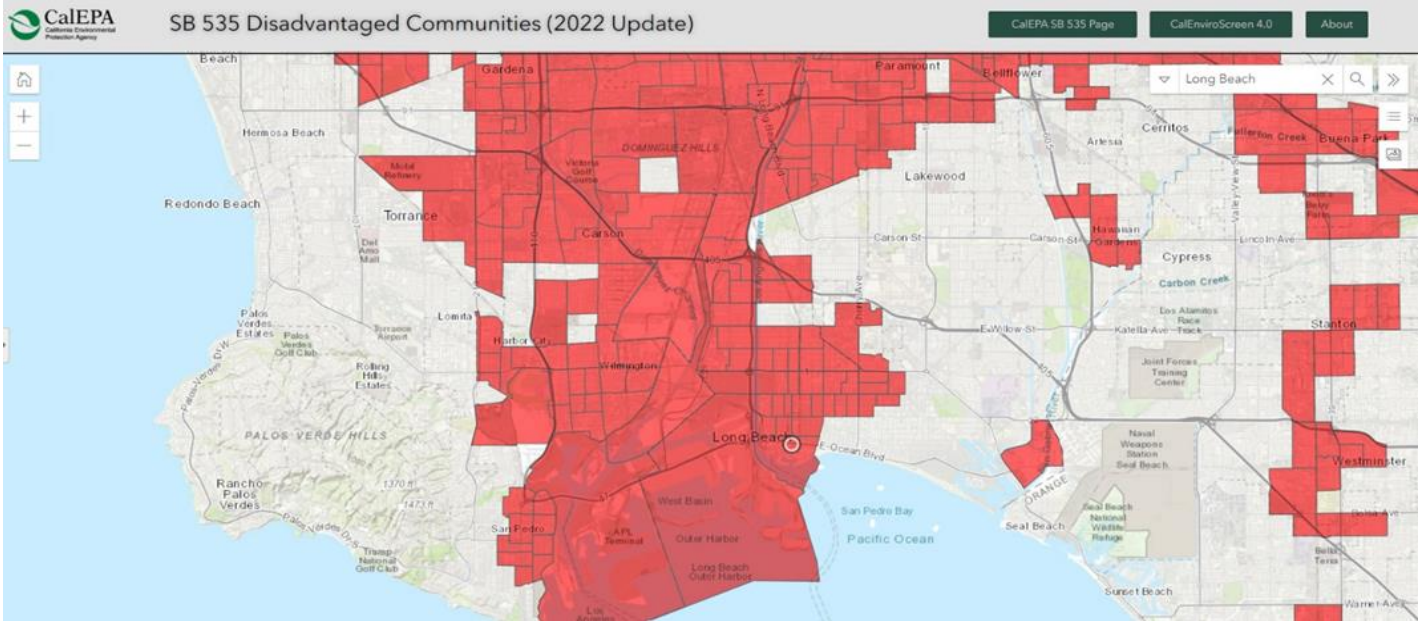
Email PDF to:

[waterconservation@lbwater.org](mailto:waterconservation@lbwater.org)



Water Conservation  
 Long Beach Water Department  
 1800 E Wardlow Rd. Long Beach, CA 90807

Mail to:



### 2023 LIHWAP & LIHEAP Household Income Eligibility\*

Persons In Household	Monthly Income
1	\$2,700.17
2	\$3,531.00
3	\$4,361.83
4	\$5,192.75
5	\$6,023.59
6	\$6,854.43
7	\$7,010.21
8	\$7,166.00
9	\$7,321.78
10*	\$7,477.56

\*Households with a CalFresh, CalWORKs, or the Low Income Home Energy Assistance Program (LIHEAP) recipient are already income-qualified for LIHWAP.  
 \*\*For families/households with more than 10 persons, add \$155.78 for each additional person.



### FY 2023 Income Limits Summary

FY 2023 Income Limit Area	Median Family Income <a href="#">Click for More Detail</a>	FY 2023 Income Limit Category	Persons in Family							
			1	2	3	4	5	6	7	8
Los Angeles-Long Beach-Glendale, CA HUD Metro FMR Area	\$98,200	Very Low (50%) Income Limits (\$) <a href="#">Click for More Detail</a>	44,150	50,450	56,750	<b>63,050</b>	68,100	73,150	78,200	83,250
		Extremely Low Income Limits (\$)*** <a href="#">Click for More Detail</a>	26,500	30,300	34,100	<b>37,850</b>	40,900	43,950	46,950	50,560
		Low (80%) Income Limits (\$) <a href="#">Click for More Detail</a>	70,650	80,750	90,850	<b>100,900</b>	109,000	117,050	125,150	133,200