



Seattle
Public
Utilities



King County

Be **RainWise**

Manage your rain water at home

RainWise Frequently Asked Questions

RAINWISE PROGRAM - HOW TO GET STARTED AND WHAT TO EXPECT

What is the RainWise Rebate Program?

RainWise is a program offered by Seattle Public Utilities (SPU) and King County Wastewater Treatment Division (WTD). RainWise helps pay for installing rainwater cisterns and/or rain gardens on properties in parts of Seattle to reduce the amount of stormwater runoff going into the combined sewer system. The rebates cover 50 to 100% of the project costs depending on site conditions and customer choices. To receive a rebate, homeowners must live in an eligible RainWise drainage basin. Check for a rain garden and/or cistern rebate at 700milliongallons.org/rainwise/eligibility.

How can I participate in the RainWise Rebates Program?

1. Check your eligibility by typing in your address at 700milliongallons.org/rainwise/eligibility or if you don't have web access, call the Garden Hotline at 206-633-0224.
2. Contact a RainWise-trained contractor from this list 700milliongallons.org/rainwise/find-a-contractor. Your contractor will handle construction and required inspections.
3. Submit your rebate request forms within 90 days after approval of the inspection and enjoy your RainWise installation.

How much is the average rebate?

The average rebate amount is about **\$4,800**. Currently the program pays \$4.00 per square foot of roof area where the rain runoff is being directed into a rain garden. For example, if there is 1,000 square feet of roof area, the rebate for a rain garden would be \$4,000. Cisterns (not connected to a rain garden) are rebated at a lower rate because they are not as efficient. The rebate for a cistern will vary depending on capacity and quantity. Your contractor will help you figure out your likely rebate amount before the project starts.

What do I need to get started?

Your address is all you need to check your eligibility at 700milliongallons.org/rainwise/eligibility. Then, you will find a RainWise-trained contractor you want to work with.

How do I hire and work with a contractor?

At rainwise.seattle.gov you will find contact information for RainWise trained contractors in the 'Find a Contractor' section. Your next step is to contact them directly. Just like with any home remodeling project, you may want to check out several contractors, see examples of their work and check references. Once you find someone you are interested in working with, they will come out, measure your roof, let you know what amount of rebate you are eligible for and you can talk about options. If you chose to move forward, the contractor creates a site plan, does a test to make sure your soil drains and schedules a free pre-inspection to get the green light to go ahead and build the system. Once built, there is a final inspection and the paperwork is sent in for the rebate to be processed.

Do I have to pay the contractor up front?

You and your contractor will work out acceptable payment arrangements. The RainWise contractors are independent businesses and all have their own business practices.

Should you go with the first contractor that you contact?

We recommended contacting multiple contractors in order to find the one that works best for you. Many offer free consultations or include the consultation into the rebate package if you end up going with them. You can also ask to see their portfolio of projects, web page, and ask for references.

If a contractor has worked in my neighborhood, can I find a list of who they are?

Yes! Just send us the addresses of installations you like and we will look up the contractor for you.

How long does it typically take for the work to be done?

The actual physical work/installation can take less than a week. Scheduling inspections, modifications to the installation and paperwork can add to the timeframe.

How long does it take to get my rebate?

It takes about 6-8 weeks to process the rebate once the post-inspection is done. We can generally issue a rebate provided the rebate package is complete and any deficiencies noted on the final inspection have been corrected. Missing items will slow down the process.

Has a rebate ever been denied?

So far, we have yet to deny a rebate. Following the program guidelines ensures you will receive a rebate.

I have a small yard. Can I fit a rain garden or cistern?

All sites are different. Find out by contacting a RainWise contractor from rainwise.seattle.gov and arranging a site visit.

What if I don't have gutters?

You must have gutters and downspouts to capture roof runoff and direct it to your rain garden(s) or cistern(s). Installation or repair of gutters is not covered by the rebate. Your contractor can recommend businesses that specialize in gutter work.

If additional work is needed by the contractor after the final inspection, will this be covered by the rebate?

This depends on the arrangement you have made with your contractor. If your contractor is basing their estimate on the labor and materials it takes to build the rain garden or install the cistern and these hours exceed the rebate amount, then you may need to pay more. When you negotiate with your contractor you may want to raise this possibility and talk through possible solutions. Corrections following inspections tend to be fairly minor and take little time.

How do I know to what type of system my house is connected to (separated or combined)?

If you are in the eligibility area, you most likely are in the combined system, assuming your house was built prior to 1980 and does not have existing green stormwater infrastructure.

Can I elect to not have a rain garden? We already have water issues on our property from neighboring run off.

Yes, just because you are eligible doesn't mean you must have a rain garden. However, a rain garden included in the design would increase your rebate amount, and many people find that a rain garden can help to solve flooding problems.

Can renters qualify?

The homeowner will need to do the paperwork. Renters can be a great catalyst to get the property a RainWise installation, especially if they are willing to maintain the installation.

I own two houses in Seattle, both in eligible areas. Can I put systems on both homes?

Absolutely! We have homeowners that have done this. Each property will go through a different rebate. Your contractor will help you with each step of the process and you may hire the same contractor for both properties.

I'm a part of an HOA - any special restrictions for condo units?

These are usually "big roof" properties, which we have a special team of staff and contractors to do this work. Contact sonja.rainwise@gmail.com for questions specific to your property, and check out 700milliongallons.org/rainwise/big-roofs.

If several neighbors wished to install RainWise cisterns and/or gardens, could they combine their separate needs into a single, larger project? Would there be any advantage to joining forces with neighbors?

It would be more complicated to have several neighbors with one project, and there would not be an additional hydraulic advantage. A group of neighbors can rally together and use one contractor to install a separate system at each of their homes. The contractor might be able to lower the price by doing multiple projects. We call these "cluster projects."

What I plan to sell a property with a RainWise installation?

During the term of the Agreement, if the Homeowner lists the Property for sale, then the Homeowner will as soon as possible, but no later than three days after listing the Property for sale, provide written notice to SPU/WTD of Homeowner's intentions to sell the Property. Homeowner will make agents and buyers aware of this agreement via MLS Form 17, Seller Disclosure Form.

All written notices or reports required under this Agreement shall be given by posting in first class mail as follows:

To SPU: Seattle Public Utilities To WTD: King County WTD Real Estate Services Real Property Agent 700 5th Avenue, Suite 4900

To King County: 201 S. Jackson Street P.O. Box 34018 KSC-NR-0512 Seattle, WA 98124-4018 Seattle, WA 98104

To Homeowner: (complete if mailing address is different than premises address)

What if I'm elderly and/or disabled and need help with maintaining my RainWise installation?

Most contractors are very happy to set up an ongoing maintenance contract during your rebate process. Maintenance is critical to keep the installations functioning properly, so please talk about maintenance with your contractor. You can also learn more here: 700milliongallons.org/rainwise/maintenance.

Where can I see completed rain gardens and rain cisterns?

Online resources include:

1. Map of RainWise projects at: 700milliongallons.org/gsi-around-you
2. "Virtual" tour of projects: 700milliongallons.org/rainwise/virtual-tour
3. Map of rain gardens all over the region, including many in Seattle neighborhoods at: 12000raingardens.org (Stewardship Partners, as part of the "12,000 Rain Gardens in Puget Sound" campaign)

We also hold periodic tours of completed installations, watch the 'Events' page at rainwise.seattle.gov for information.

WHY AND WHERE WE ARE DOING THE PROGRAM

What is the purpose of RainWise rain gardens and cisterns?

By having rain gardens and cisterns on private property, Seattle residents help soak up and filter rain rather than having it run off their property and overwhelm the sewer and storm drainage system. In RainWise eligible areas, the storm and sewer pipes are combined. In a combined system, large rains can cause sewer overflows into the nearest waterway.

Stormwater also carries dirt, oil and metals from cars, lawn chemicals, cleaners and pet waste into local waterways. We can all slow the flow of runoff from our rooftops by taking simple steps that make our yards act more like a forest, with absorbent soil.

If you capture the rain water in a large cistern, it can be saved and used to water garden beds.

Why are King County and Seattle Public Utilities (SPU) providing this funding?

SPU and King County are working to control combined sewer overflows in Seattle using a combination of traditional solutions (constructing big pipes and storage tanks) and “green” infrastructure solutions like rain gardens and rain cisterns. As part of that investment, RainWise rebates are helping residents reduce stormwater runoff from their property in certain areas of Seattle where combined sewer overflows happen.

What is a combined sewer overflow (CSO)?

In Seattle, like many older cities, sewer pipes carry both wastewater (all the water that comes from toilets and down the drain in homes and businesses) and stormwater (rain or snow that washes off streets and parking lots) to a sewage treatment plant. In many parts of Seattle, the mixed wastewater and stormwater flow together in a single pipe. This is called a combined sewer system.

During a heavy rain, the pipes may fill up and start to overflow into a nearby waterway. When this happens, it's called a [Combined Sewer Overflow \(CSO\)](#). This provides a "safety valve" that prevents back-ups of untreated wastewater into homes and businesses, flooding in city streets, or bursting underground pipes.

The Combined Sewer System was built as [Seattle grew during the early 1900s](#) as an economical way to handle wastewater and stormwater. One advantage of this system is that, most of the time when rainfall is low to moderate both the stormwater and wastewater go to the treatment plant before being discharged to Puget Sound.

How are RainWise-eligible areas chosen?

RainWise rebates are available only in areas where combined sewer overflows occur and where implementing RainWise can help solve the problem cost-effectively. RainWise rain gardens and cisterns provide extra capacity in the system.

Additional eligible RainWise areas are slated to be added in the future, so check rainwise.seattle.gov periodically to check the eligibility of the area where you live.

My house is pretty new, can I still participate in the program?

New construction (anything built after 1980) should fall under the stormwater code and, as such, should be dealing with their stormwater via green stormwater to the maximum extent feasible. However, if you can show through site plans and building permits that there is not a flow control facility on-site, your property may be eligible. This documentation must be shown to an inspector at pre-inspection.

RainWise is a retrofit program, so all new construction projects requiring a building permit triggering stormwater code should be ineligible for a rebate.

Am I eligible for a reduction in my stormwater fee if I install a system?

Depending on the size of your property, you may be eligible for the Stormwater Facility Credit Program (SFCP) if you install a qualifying system. Information on the program and qualifying systems can be found by searching “Stormwater Facility Credit” on seattle.gov or go directly to seattle.gov/util/forbusinesses/drainagesewerbusinesses/stormwaterfacilitycredit.

I'm not in a target basin; can I still install a rain garden or rainwater cistern?

Yes, but you will not be eligible for a rebate. Doing this will help the environment and give you the benefits of having a rain garden (beautiful landscape, helps with drainage around house, provides habitat for birds and pollinators) or a cistern (source of irrigation water).

Can I put a rain garden on the patch between the sidewalk and the street? Also, I'm on a corner lot with a strip of city land next to me. What about that?

The parking strip is considered city property and is not eligible for RainWise Rebates. City property may be included in a roadside rain garden program.

What is the difference between a cistern to rain garden and a cistern to side sewer eligibility?

Cistern to rain garden has to go through another measure of testing in order to see if your property is eligible (soil, slope, etc) for a rain garden.

How do cisterns and rain gardens help with water quality?

They help water quality by if there is sediment or total suspended solids (TSS) in the runoff a cistern at a minimum would allow those TSS to settle out before entering the drainage/combined sewer system. A rain garden would be even better because it actually filters anything the water would be absorbed into the spongy soil and then infiltrates into the ground beneath it.

What else can I do to help protect our waterways and Puget Sound?

Besides slowing the flow of storm runoff with RainWise rain gardens and cisterns, it's also important to keep it clean, to protect our streams, lakes and Puget Sound. Here are some ways you can help:

1. Don't use pesticides
2. Fertilize moderately
3. Clean up pet waste
4. Keep soap, cleaners, paints etc. out of storm drains.
5. Fix oil and fluid leaks in cars

For more, visit seattle.gov/util/EnvironmentConservation/OurWatersheds/ProtectOurWaters/index.htm.

ALL ABOUT RAIN GARDENS

What is a rain garden?

A rain garden is a shallow depression containing spongy soil and a variety of plants that thrive in northwest sun, soil and moisture conditions. A RainWise rain garden collects water from your roof downspout(s) and allows it to safely soak into the ground.

How do I maintain my rain garden?

1. The RainWise Program requires that contractors put down three inches of mulch to hold in moisture, prevent weeds and better absorb stormwater. You will want to replenish the mulch when needed to maintain a mulch depth of 2-4 inches. The best mulch is "arborist wood chips" – you can get them free if a tree service is working in your neighborhood. Wood chip or coarse bark mulch from a garden store works well too, or shredded leaves (but watch for weed seeds that might come with the leaves).
2. Water your plants for the first one to two summers. Soaker hoses can make this easier.
3. Weed by hand or with a long-handled weed puller. Get weeds early in the spring before they go to seed or make deep roots, to save more work later. Weed again in late spring, and again in early and late fall. Watch for invasive weeds that spread by roots (like ivy or morning glory) – be sure to dig out the entire root! Do not use any chemicals to remove weeds.

For more information and videos on RainWise maintenance, visit: 700milliongallons.org/rainwise/maintenance.

How big is an average RainWise rain garden?

The size of your rain garden will be in proportion to the amount of runoff from the roof that you choose to divert to the garden. To be eligible for a RainWise rebate, the rain garden must control a minimum of 400 square feet of water from your roof. In a rain garden with good soil ("good" rain garden soil soaks up rain water well) that controls the minimum 400 sq. ft. roof area can be as small as 28 square feet. If space is a consideration, adding a cistern can reduce the size of a rain garden. Additionally, different roof areas can be directed into separate rain garden.

What types of plants are in rain gardens? Are there required types of plants?

You will work with your contractor on plant selection based on what you like and the conditions found on your property (sun or shade). Compared to other types of gardens, plants in rain gardens have unique requirements. You will choose

For more information, please visit: rainwise.seattle.gov

plants for the garden's base that like wet conditions, plants on the sides that can take wet or dry soil and plants on the top that are drought-tolerant in the summertime. RainWise does require a mix of deciduous and evergreen plants to provide four-season coverage. (Having evergreen plants in the winter help rain water soak in).

Native plants are not required, but they do work well in rain gardens as they evolved here to our climate and usually have habitat value for birds and pollinators. The Rain Garden Handbook (<https://fortress.wa.gov/ecy/publications/documents/1310027.pdf>) has lists of well adapted plants that provide good examples. Also see our RainWise Planting Plans:

700milliongallons.org/wp-content/uploads/2015/06/RainWise_PlantingPlan_16.pdf

How much control does the property owner have over the placement of the rain garden(s)?

You will work with your contractor to decide this. Placement of the rain garden can be anywhere in your yard if it meets program requirements such as setback from buildings, property lines and the availability of an appropriate discharge point.

Should I be concerned about moss in my rain garden?

No. Having moss in the garden is just part of living in the northwest. Moss is a healthy addition to the other plants that will help soak up and filter the stormwater flowing into your rain garden. Please don't use any chemical that kills or removes moss in your rain garden.

Is it safe to eat food plants that are grown in my rain garden? Can I water my food garden with my cistern?

Customers are often interested in growing food plants in their rain garden or watering food gardens with their cistern water, but is water collected from a roof safe? It depends on the roofing material. Do not water edibles with runoff and eat rain garden plants from treated wood-shake roofs or others treated with toxic agents. Other suggestions include:

1. Do not collect water from the first heavy rains after a dry spell
2. Water the soil instead of pouring it on to the plant leaves
3. Clean cisterns to remove collected sediment

For more information, read: sightline.org/2015/01/07/a-green-lightfor-using-rain-barrel-water-on-gardenedibles.

What is the life expectancy of a rain garden?

Rain gardens just get better with age! As the plants get larger and microbes in the soil multiply, your rain garden will absorb and filter stormwater more and more effectively. To keep your rain garden working at its best, be sure to follow maintenance practices (mulching, weeding and watering (for the first year or two)). The PVC pipes are the only part of the installation that may need replacement if they are not painted. These pipes take your stormwater from the roof or cistern and may become brittle if they're not painted for protection against UV rays. All contractors are responsible for informing the homeowner that the pipes should be painted to last longer.

Will the rebates cover the cost of removing a tree if it's in the way of a rain garden?

No. A tree has stormwater value as well. It is far better to keep the tree to catch and absorb the rain and locate your rain garden in a different place to achieve additional stormwater management.

Will the rebate cover the cost of removing impervious paving/asphalt?

The rebate will cover the cost of removal for only the area that will be replaced by a rain garden. If the patio or other impervious surface is far bigger than a rain garden, the full cost will not be covered.

Can a rain garden be used to capture spring water that is a problem on my property or in my alley?

No, rebates are only for capturing stormwater off of your roof. While you might be able to direct spring water to a rain garden, you should be careful to avoid installing it in an area that is continually moist. Rain gardens should only be installed in areas that drain well.

Do rain gardens attract mosquitoes?

A rain garden is not a pond, which tends to attract mosquitoes. The rain garden will hold standing water for 1-2 days, which is less than the time it takes mosquito eggs larvae to hatch. Also, mosquitoes generally show up during the summer when there isn't much rain.

Can my kids play in the rain garden?

No, children should not play in a rain garden, as the soils need to be loose so they stay absorbent and walking on them will cause soil compaction.

ALL ABOUT CISTERNS

What is a rainwater cistern (also called a rain tank)?

A cistern is a large above-ground container used to collect roof water. It is like a huge rain barrel and can hold 200 or more gallons of water. For RainWise, your cistern capacity is determined in relation to the surface area of the roof. During the winter months, cisterns store rain to reduce the amount stormwater runoff entering the sewer system, and have a special valve is open so it will empty to allow all the captured rain to **slowly** pass through it. This water slowly goes into either a rain garden, into the landscape, or to a side sewer connection. In April, the valve can be closed and the rain can be collected for watering your landscape during the summer.

How does a rainwater cistern work? What about maintenance?

1. Check cistern screen for debris each month.
2. Check the inside of your cistern once a year (August-September before rains return) to remove any sediment that passed through the screen.
3. Keep the overflow (or release) valve open during the fall-winter months. This will allow excess water to safely and slowly exit the cistern.
4. Close the overflow valve in mid-April to start saving for summer watering.

It is easy to open and close the release valve. Your contractor will show you how. For more information on RainWise maintenance and to watch our cistern care video, visit: 700milliongallons.org/rainwise/maintenance.

Will my cistern get algae in it?

The cisterns approved for use in RainWise are opaque and won't allow light in for algae to grow. Cisterns still require minimal maintenance (see cistern maintenance) but algae will not be a problem to control.

What is the life expectancy of a cistern installation?

The cisterns have a life expectancy of at least 20 years.

Can a rainwater cistern be used for in-home water uses, such as flushing toilets and doing laundry?

While cisterns can be used in this manner, we do not currently rebate or have any kind of incentives for these kinds of systems. In order to be eligible for a RainWise rebate, the cistern must be equipped with a low flow orifice that drains the tank from September through mid-April, because the focus of the program is to control stormwater runoff. Rain water harvesting for indoor uses requires specialized plumbing and permits. We recommend careful planning, securing required permits, and working with a contractor if you choose to pursue this.

How many clean-outs do cisterns have?

One large filter at the top - it's a filter basket that keeps debris from your gutters from getting into your cistern. There may also be a filter screen on the cistern overflow. Ask your contractor to show you how your cistern works and how to maintain it. Visit 700milliongallons.org/rainwise/maintenance to learn more.

What are cisterns made of?

The majority of them are made of molded plastic. Different cistern suppliers use different materials and you can ask your contractor about the type they use.

Is the cistern made from a non-toxic plastic?

Ask your contractor because different cistern suppliers use different materials.

Does a cistern only catch water from one section of the roof, or the whole roof?

The cistern design will be based on roof line configuration, and will include how gutters align and which downspout they connect to. Contractors can subcontract with a gutter specialist to move water where it needs to go.

Can cisterns be closer to the property line than structures that are normally allowed (5-feet)?

Cisterns can be on the property line as long as they don't exceed 5 ft tall and as long as there is 2.5 ft of grass between them and the house.

Are there attachments we can add to the cistern system to increase water pressure?

Yes, your contractor can recommend a pump (solar is available), to attach to your cistern's hose spigot. The pump is not included in the rebate package.

What happens to the excess water when the cistern fills up during a storm?

There's a valve that is open in the Winter - a slow bleed that allows the water to release out over 8-12 hours. There is an overflow that is part of the system that can go into the dispersion trench, side sewer or another cistern.

What happens if the cistern overflows, does it just swamp the area next to the foundation of your house? Does the overflow have to connect with sewer line?

No, the overflow will go into the side sewer or through a specially designed dispersion trench. Water should not go to your foundation at any time. The overflow can connect to the sewer line or go out to the street.

If gravity flow can be maintained, can cistern tanks be set below grade?

No, tanks need to be at grade or elevated to maintain positive flow away from your building.

Can I paint my cistern?

Yes, but talk with your contractor about the pros and cons of painting your cistern.

How wide are those narrow (slimline) cisterns that sit up against a wall?

Just under 24 inches in total width.

I have 4 downspouts. Are all of them required to be diverted into the cistern(s)?

Depending on your roof configuration, and what part(s) of your roof can capture stormwater, your contractor will determine how many downspouts can be diverted into a RainWise cistern and/or rain garden installation.

ELIGIBILITY

Is there an appeal process if the website says my property is not eligible or says that it's eligible for only a cistern?

Please contact us and we can double check your address. We have tried our best to identify eligible properties within distinct combined sewer overflow basins, but no system is perfect. If you are within the basin but not eligible for a rain garden, it may be because you are above, below or on a slope. We do not want to jeopardize the stability of any slopes by infiltrating more water. Or, your lot may not have soil that drains well enough for a rain garden. If you think you should be eligible and we will take another look at the technical feasibility of your property.

What other funding opportunities are available for me, if it's determined that I am not eligible?

There is a Green Stormwater Infrastructure Mini Grant that provides up to \$1,500 to homeowners that are not eligible for other incentive programs. Through this grant, you can install green roofs, create a grattix (smaller rain gardens installed in a box), or implement de-pavement projects, in addition to installing cisterns and rain gardens. The only requirement is that the installation happens within the King County Wastewater Treatment Division service area.

Additional information about this grant and other jurisdiction incentive programs can be found at:

12000raingardens.org/gsi-mini-grants.

Why am I only eligible for a cistern, but my neighbor is available for both rain garden and cistern?

Check out our eligibility page at 700milliongallons.org/rainwise/eligibility to learn more about what determines eligibility.

How do I get a RainWise program in my area?

Talk with your City Council/Mayor, or your Public Works Director about proposing the program.

For those of us who aren't eligible, do you have any helpful resources for planting a rain garden?

12000raingardens.org/resources

I am not eligible for a cistern. I currently use rain barrels but would like a better system. Do the contractors you mention do that sort of thing?

You can buy larger rain tanks (cisterns) from Seattle Public Utilities (205-530 gallon), and then hire a RainWise contractor to install them (but there is no rebate): seattle.gov/parks/about-us/do-business-with-us/supplies-for-sale.

I live across the street from an eligible area, but my house is not eligible for a rebate. Does your program offer assistance with equipment sourcing for ineligible customers? Can we buy a cistern through you?

Please contact rainwise@seattle.gov and ask them to check your specific address. It is possible that a property adjacent to the eligible area may be eligible. If not, the city is planning to open additional areas in the future. We do not offer support with equipment sourcing, but you can buy rain tanks (cisterns) from Seattle Parks through the Seattle Conservation Corps (206-684-0190).

Will currently ineligible areas potentially be eligible in the future?

Yes, A small area in University just became eligible in 2018. The city is planning to open creek basins in the near future.

If I'm not eligible does that typically mean I'm in a separated sewer area rather than a combined sewer area?

It's possible that you are in a separated area, or in a creek basin where roof water flows off your property and into the street and nearest storm drain. It is possible that you are in an area that just has not opened up for rebates yet. Check out our eligibility page at 700milliongallons.org/rainwise/eligibility to learn more about what determines eligibility.

I have some downspouts that seem like they're connected to my side sewer, but they don't show up on my side sewer card. What are some options to disconnect if I'm not eligible for RainWise?

You are able to disconnect your downspouts from your side sewer, but be very careful to move the water away from your foundation, away from your neighbors' properties, and other structures. Make sure there is enough space in your yard to accommodate the water flowing off your roof. If you can install a large rain tank (205-530 gallon), you can store the water to use for irrigation. Visit seattle.gov/parks/about-us/do-business-with-us/supplies-for-sale to learn more about buying your own cisterns.

Is there any options on the east side (Issaquah, Woodinville, etc.) for these?

Check out 12000raingardens.org/resources for grants, programs outside of Seattle and resources to build your own.

MISCELLANEOUS

Do my roof drain pipes just flow into the ground? How can there be a drainage pipe for all the roof drains?

On most houses in a combined sewer area, the roof downspouts go into pipes that connect up with your sanitary sewer line (sinks, toilets, shower, etc.) and leave your property in the side sewer that meets the main line under your street and flows to the sewage treatment plant.

If my downspout is not flowing to a pipe, can I have a cistern? A contractor dug up the side of the house and could not find a pipe.

Some homeowners disconnect their downspout lines from sewer connections or some older downspouts can become inoperable, but there is generally a set of pipes underground that take your roof water and deliver it to the city sewer system. This system must be located to create a cistern to side-sewer connection.

I have several downspouts around the house and they go down separately, how will that affect the area of the roof that will be considered for the rebate percentage?

Some combination of your downspouts will probably need to be combined into a single downspout that manages at least 300 sq ft of roof in order to be eligible for the rebate. The contractor would have to design a piping system to get the water where it has to go. The more roof area collected, the bigger your rebate.

How big is the overflow line that goes into the sewer line? 3"? 4"? Smaller?

Typical one is 4", if it is coming from a cistern it can be 3".

Is a side sewer the house sewer or the street?

The side sewer is the pipes underground on your property that take water from your house to under the street.

Can water collected be used as grey water for flushing toilets or other uses inside the home?

The collection mechanism (cisterns) can be implemented through a RainWise rebate. As far as getting water from the cistern/collection vessel into the house, it is not available through RainWise. You would need to explore that option with Department of Health and get a plumbing permit.