



PHXWATERSMART

NON-RESIDENTIAL GRASS INCENTIVES

FAQ GRASS REMOVAL PROGRAM



**CITY OF PHOENIX
WATER SERVICES DEPARTMENT**

**QUALITY.
RELIABILITY.
VALUE.**

**FOR THE APPLICATION PROCESS AND TO APPLY, VISIT...
PHOENIX.GOV/NONRESIDENTIALINCENTIVES**



/PHXWATER

SIMPLIFIED APPLICATION PROCESS

Blue is a step taken with the Water Services Department

Green is a customer step

Orange is a step taken with the Planning and Development Department.

1 Participate in a business or HOA water efficiency consultation.

2 Hire an Arizona licensed landscape architect for the grass removal project.

3 Register as a city vendor (businesses), or submit a W9 form through myPHX311 to ensure you receive the final incentive payment.

4 Have the registered landscape architect make a landscape plan and landscape inventory/salvage plan according to PDD requirements.

5 Have the registered landscape architect make an account with Electronic Plan Review and submit the landscape plan and landscape inventory/salvage plan online. Pay the required fee per sheet for the submitted landscape plan.

6 Get approved plans back from the Planning and Development Department OR get revisions back and resubmit until plan approval.

7 Obtain a Commercial Landscapes (CLS) permit from the Planning and Development Department and pay the required fee, including a bond for any work in the Right-of-Way

8 Employ an A, C, or K licensed contractor tied to your permit and project.

9 Submit a copy of the CLS Permit and the cost estimate to the Water Services Department.

10 WAIT for the Water Services Department to issue a Notice to Proceed (NTP) for the project.

11 Start the project AFTER you receive the NTP from the Water Services Department. You have six months to complete the project after the NTP is issued.

12 Schedule a final inspection of the project with the Planning and Development Department.

13 Submit the final cost documentation (invoice/receipt) and CofC (Certificate of Completion) to the Water Services Department via email.

14 Receive the final incentive payment after the documents are processed and approved. The incentive will be mailed to you as a check.

Scan here to access important links:



FREQUENTLY ASKED QUESTIONS



1. What does my landscape architect need to do to submit a landscape plan with the City of Phoenix?

All landscape architects must create an [Electronic Plan Review](#) account and complete the [required landscape plan checklist](#) in order to submit a landscape plan. All entities receiving final payment must [register as a vendor](#) with the city.

2. Where does my landscape architect submit the landscape plan?

Your landscape architect will make an account with [Electronic Plan Review](#) and submit the landscape plan online.

3. Does my landscape architect need an account for both the web portal and the ProjectDox system?

Yes, your landscape architect needs an account for both, but they may use the same email address and password for both.

4. What plan type should my landscape architect select for my application?

CIVIL.

5. How much does it cost to submit my landscape plan?

There is a fee per sheet for plan submission. Please see the [fee schedule](#) for the Planning and Development Department.

6. What do I put into the web portal vs. The ProjectDox system?

The landscape architect will complete the landscape plan review in the WEB portal. Drawings and supporting documentation are uploaded to the ProjectDox system.

7. How do I know if my project requires City of Phoenix maintenance in the right-of-way?

The Right-of-Way is any area outside the property line, including areas up to the sidewalk or curb. If any areas of the landscape project fall outside your property line, a bond will be required for any work done and will be credited back at the end of the project. For information on ownership of existing plant material, please contact the Planning and Development Department.

8. My plan was sent back to me for review. Do I have to pay a fee to resubmit my plan?

The first resubmission is free. The second resubmission costs 20% of the current plan review fee calculated at the current fee schedule rate. The third resubmission is free. After three attempts, a new submittal is required and payment of full plan review fees.

9. How long is my approved landscape plan valid?

All approvals are valid for one year.

10. Can I install artificial turf as part of my landscape plan?

Artificial turf is considered a hardscape by the City of Phoenix and does not count towards your open space or landscape requirements. It may not be installed in the Right-of-Way. 50% live plant coverage is required for most projects and can consist of trees, shrubs, and groundcovers. NOTE: schools are exempt from the 50% live plant coverage requirement in the specific area of athletic fields.

11. Can I remove my grass in parts?

Yes, grass can be removed and replaced on the landscape in parts. Each section of grass removal requires a landscape plan submission with the Planning and Development Department.

12. Is my landscape architect required to submit a landscape inventory/salvage plan?

Yes, all grass removal projects require an inventory/salvage plan. Your landscape architect will also be required to detail an irrigation plan as part of the general landscape plan.

13. How long is the approval of my landscape inventory/salvage plan valid?

All approvals are valid for one year.

14. What is the best time of year to salvage plants?

The majority of plants located in Phoenix have a greater chance of survival when salvaged during mild weather conditions. Salvage during the summer months should be avoided.

15. What if my plant dies during salvage or relocation?

Any trees or plant materials that are intended to be salvaged but are destroyed or die must be replaced. Please contact the [Planning and Development Department](#) for details on replacement plant requirements.

16. How much does the commercial landscapes (CLS) permit cost?

Please see the [fee schedule](#) for the Planning and Development Department.

17. How long is my CLS permit valid?

Two years.

18. Can I change what plants I want to put in after my landscape plan is approved?

Plant substitutions (type or size) require revisions to the approved landscape plan. Please coordinate this with the Planning and Development Landscape Architect. Additionally, all right-of-way and city required plant material must be compliant with the Arizona Department of Water Resources [low water use plant list](#), or more restrictive plant requirements associated with specific overlay districts.

19. I need to extend or reinstate my expired landscape plan. Will I have to pay an additional fee?

You will be charged a fee consistent with the [fee schedule](#) established by the Planning and Development Department. All extensions/reinstatements will be valid for no more than 180 days. Additionally, all plan extensions must have prior approval by completing the [Plan Review Extension Application](#).

20. My plan was approved by the Planning and Development Department and I have acquired my permit(s). What do I need to submit to the Water Services Department to move forward with my project?

Submit your landscape conversion cost estimate to the [Water Services Department](#).

21. How long do I have to complete my project after the notice to proceed is issued?

Six months. If you fail to complete the project within this time frame, the Notice to Proceed may be voided.

22. I did not pass my final planning and development department inspection. What comes next?

You must make the prescribed changes within the time period outlined by the Planning and Development Department. The department will then re-inspect your project or ask for photo evidence of changes. Additional inspections may incur fees.

23. When will I receive my final incentive money?

The final incentive will be issued as a check after the cost conversion documentation and final inspection report are processed and reviewed by the Water Services Department. This typically takes one to two billing cycles.

***Scan here to access
important links:***



ROLES AND RESPONSIBILITIES

Non-residential entity: Responsible for hiring the landscape architect to draw up plans, registering as a vendor with the City of Phoenix, and sending in final paperwork to the Water Services Department to receive incentive money.

Landscape architect: Responsible for drawing up landscape plans, submitting them to the Planning and

Development Department, and corresponding with the non-residential entity and the Planning and Development Department on any changes to the landscape plans

A, C, or K licensed contractor: Responsible for removing grass and replacing it with desert-adapted landscaping according to the approved landscape plan