



MassDEP Fact Sheet

PWS Bottled Water Rebate Program

What is a PWS bottled water rebate program?

A public water supplier (PWS) bottled water rebate program is a program to provide retroactive payment by the PWS to reduce the overall cost of using bottled water during a specific period, such as during a drinking water emergency. The PWS pays back the customers a portion of what they had spent on drinking water expenses during the specified period essentially creating a discount after purchase.



Why is it useful for a PWS to develop a bottled water rebate program?

During a drinking water emergency (e.g., boil order or other drinking water related event) or as decided by a PWS, the PWS may offer a bottled water rebate for consumers who are using an alternative source of water according to their health needs. A bottled water rebate program helps offset the cost of alternate drinking water costs experienced by families and households with a member(s) of a sensitive subgroup.

What components should a PWS include in a bottled water rebate program?

Remember, all PWSs must follow all other appropriate local, state, and federal requirements.

- PWSs offering Bottled Water Rebate Programs must follow all Massachusetts Department of Public Health requirements. For more information on Massachusetts Department of Public Health bottled water permitting requirements and program see <https://www.mass.gov/info-details/water-quality-standards-for-bottled-water-in-massachusetts> . PWSs must also follow all Consumer Protections, and Americans with Disabilities Act (ADA) requirements.
 - **Please have your legal counsel review your program to ensure compliance with all federal, state, and local requirements.**
- The PWS must determine and develop a format (or application) to collect rebate information from consumers. For an example of a program see below.
- MassDEP Drinking Water Program is interested in learning about all local Bottled Water Rebate Programs. So, if your city/town has a Bottled Water Rebate Program, please send information on your program to program.director-dwp@mass.gov Subject: Bottled Water Rebate Program.

Example of a PWS bottled water rebate program

In April of 2021, the Town of Wayland, MA implemented a bottled water rebate program for sensitive subgroups while addressing a PFAS issue. Households with residents of sensitive subgroups could apply for a credit of up to \$32 per month. More information on this application can be found on their town's website at [Bottled Water Rebate Application | Wayland MA](#).

- **Please note: If the PWS Bottled Water Rebate Program is a compliance action required by MassDEP Drinking Water Program, the PWS must submit the program to MassDEP Drinking Water Program Regional Office for review and approval.**

DWP contacts for more information

For information on PWS bottled water rebate programs email program.director-dwp@mass.gov Subject: Bottled Water Rebate

