# Email Templates Packet

*This packet includes customizable email templates for key stages of a Commercial, Industrial, and Institutional (CII) Turf Conversion Incentive Program. Replace bracketed placeholders with your program’s details.*

## 1. Follow-Up Email – Eligible Applicant

Subject: Scheduling Your Site Visit – [Program Name]  
  
Dear [Applicant Name],  
  
Thank you for your interest in [Your Program Name]. To schedule a site visit, please use the link below to select a time.  
  
[Insert scheduling link]  
  
During the visit, we will:

* Take photos of the site
* Confirm turf type and area
* Review irrigation system
* Discuss your plans and next steps

Please ensure your irrigation system is functional. If possible, have your landscaper or irrigation manager attend.  
  
Best,  
[Program Coordinator Name]

## 2. Follow-Up Email – Ineligible Applicant

Subject: Status of Your [Program Name] Inquiry  
  
Dear [Applicant Name],  
  
Thank you for your interest in [Program Name]. Based on your submission, you are not currently eligible. Common reasons include:

* Account not in good standing
* Ineligible customer type
* Turf area does not meet requirements
* Project began before approval
* Program funds have been exhausted

If you believe this is in error or would like info on other programs, please let us know.  
  
Best,  
[Program Coordinator Name]

## 3. Notice to Proceed

Subject: Notice to Proceed – [Program Name]  
  
Dear [Participant Name],  
  
We’re pleased to let you know your project has been approved! Your estimated reimbursement is: $[XX,XXX].  
  
\*\*Next Steps:\*\*  
- Complete installation by [Deadline]  
- Submit receipts and invoices  
- Schedule a final inspection  
- Submit a W-9 form (attached)  
  
Reimbursement will be processed 6–8 weeks after final inspection and paperwork.  
  
Thank you for helping conserve water in [Community Name]!  
  
Best,  
[Program Coordinator Name]

## 4. Post-Installation Site Visit

Subject: Schedule Your Final Inspection – [Program Name]  
  
Dear [Participant Name],  
  
Congratulations on completing your project! We now need to conduct a post-installation inspection.  
  
Use the link below to schedule:  
  
[Insert scheduling link]  
  
We'll confirm that everything matches your approved plan and review your receipts.  
  
Thanks again for your commitment to sustainable landscaping.  
  
Best,  
[Program Coordinator Name]

## 5. Reimbursement Confirmation

Subject: Your [Program Name] Reimbursement  
  
Dear [Participant Name],  
  
We’re happy to confirm your reimbursement of $[XX,XXX]. Your check will be mailed within 6–8 weeks.  
  
Thank you for participating in the program!  
  
Best,  
[Program Coordinator Name]