# 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]