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Water Softeners



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The main source of drinking water, in the Town of Orangeville, is groundwater from aquifers. As a result, this produces “hard” water due to the high mineral content present in the water.

The minerals present in the water are healthy to drink, but can inhibit the cleaning effect of detergent and soap and cause corrosion in your plumbing system. Hard water can also result in the build-up of minerals on surfaces such as pipes causing scale build-up and reducing water flow.

Purchasing a water softener

Here are some tips to help you select and use a water softener:

- determine the right size of water softener needed for your house (This is calculated by the average daily water use and the average water hardness in your regions. In Orangeville the average hardness is 325 mg/L)
- set the water softener to the most efficient setting based on the average water hardness in your region
- consider an on-demand system that monitors the amount of water used and only regenerates when needed
- invest in an efficient water softener that is certified to the NSF/ANSI 44 Performance Standard

Try an alternative solution

If you are worried about increasing the salt levels in your local water supply, you may want to consider an alternative form of water softener. For example, the [Template Assisted Crystallization \(TAC\) or Nucleation Assisted Crystallization \(NAC\) system](#) has been shown to reduce scale buildup on water heater elements by over 90%, matching the effectiveness of salt-based water softeners. The NAC/TAC units need no salt or water to operate.

Water Softener Rebates

Are you thinking of replacing your water softener? You may qualify for the Town of Orangeville water softener rebate program.

We will give you a one-time \$250 rebate for replacing an existing residential water softener in accordance with one of the following two options:

OPTION 1: Replace an existing “time-based” water softener with a “demand-based” softener model, certified by the National Standards Foundation to the ANSI 44 standard (NSF/ANSI 44).

OPTION 2: Replace an existing water softener with an alternative salt-free NAC/TAC water conditioning unit. Under this option, the softener to be replaced can be a time-based or demand-based model.

Apply for the rebate

Please complete the [Water Softener Rebate Application](#) and [submit it by email](#) or drop it off at Town Hall, located at 87 Broadway. You will need to include a photo of the existing softener and a specification sheet of the new water softener you intend to purchase with your application.

Eligibility

Eligibility for participation in the water softener rebate program is contingent on the removal of an existing residential water softener unit. Units that have already been removed will not qualify for the rebate. Commercial, industrial, and multi-unit residential (apartments) installations do not qualify.

To participate in the Water Softener Rebate Program the applicant must:

- Meet and agree to the [terms and conditions of the Town's Water Softener Replacement Program](#).
- Be connected to the municipal water and sanitary sewer system and receive a Town water bill.
- Fill out and submit the [application form](#) and all required attachments. Town staff will review your application materials. If the submitted materials meet all program requirements, Town staff will contact you to confirm your conditional program eligibility.

Option 1 Requirements:

If you are applying for a rebate under **Option 1**, you must submit:

- a photo of the existing softener, clearly demonstrating that it is a **time-based** unit; and
- a specification sheet for the demand- based softener you intend to purchase. The specification sheet should clearly demonstrate that the demand-based model is certified to the NSF/ANSI 44 efficiency standard.

Option 2 Requirements:

If you are applying for a rebate under **Option 2**, you must submit:

- a photo or your existing softener; and
- a specification sheet for the alternative NAC/TAC water conditioning unit you intend to purchase.
- After receiving confirmation of your conditional program eligibility from Town staff, replace your existing softener in accordance with the conditions specified under Option 1 or 2, and contact the Town to book an on-site inspection. **Do not dispose of your old softener until Staff have completed an inspection.**
- Be available for an on-site inspection. During the inspection **Town staff will inspect both the old and new water softener, or the NAC/TAC water conditioning unit.** Have the original sales receipt for the new water softener or NAC/TAC conditioning unit available and submit it to the Town staff performing the inspection.
- Following the successful completion of an inspection and all application program requirements, the applicant will be mailed a rebate cheque for the value of \$250.

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