



Allotment Management Program (AMP)  
Application for Excess Water Use Surcharge Waiver

## Application Frequently Asked Questions

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*Additional Questions? Email or call amp at [amp@fcgov.com](mailto:amp@fcgov.com) or 970-221-6219.*

## General Questions

### 1. **How do I apply for an Excess Water Use surcharge waiver?**

The first step in applying for an Excess Water Use surcharge waiver is completing a Pre-Application to determine if your property and project qualify. The pre-application and main application are maintained through ZoomGrants. You can access the application [here](#), or copy and paste the following address into your browser:

<https://www.zoomgrants.com/rhome2.asp>.

The Pre-Application requires you to set up an account in ZoomGrants. Once you have set up your account, you can preview and fill out the applicant Information and pre-application questions. Once you submit your pre-application, Water Conservation staff will review your answers within one week of submission to determine if you meet the eligibility requirements.

### 2. **How are Pre-Applications reviewed? What do I need to be approved?**

Water Conservation staff review Pre-Applications to determine if the following eligibility requirements are met:

- 1) The application is for a City of Fort Collins Utilities commercial customer.
- 2) The customer demonstrates a plan for long-term outdoor water reduction.
- 3) The customer demonstrates they are likely to exceed their allotment given their current landscaping, even when implementing best practices to reduce waste.

Pre-Applications that meet these requirements will be approved, allowing applicants to move on to filling out the more detailed full Application.

### 3. **How long will it take you to review my Pre-Application or Application?**

Water Conservation staff will review the Pre-Applications within one week of submittal. If the Pre-Application is approved, the applicants will be notified and will then be able to complete the full Application and upload required Documents by logging on to their ZoomGrants account. If your Pre-Application is not approved, Water Conservation staff will contact you to discuss next steps.

Full Applications will be reviewed within 3 weeks of submittal. If approved Water Conservation staff will contact you with your waiver period and next steps. If your

Application is not approved, Water Conservation staff will contact you explaining why you were not approved.

**4. *I am a property manager and want to submit Excess Water Use Surcharge Waiver applications for multiple properties. How do I do this?***

Separate applications should be submitted for each property. A single individual may submit multiple applications using his or her ZoomGrants account. All applications associated with a ZoomGrants account will be listed on the “My Account Home / My Applications” page when you log into ZoomGrants.

- Login at the top of the page with the ZoomGrants account information you set up previously (See Figure 1 below).
- Under “Open Programs”, select the application you want to work on under the AMP Excess Water Use Waiver header (See Figure 4 below). Note that ZoomGrants allows applicants to create multiple applications for the same program. If you are working on more than one application (for example, one applicant is filling out separate applications for two different properties), all applications will be listed under the AMP Excess Water Use Waiver header.
- On the “Applicant Information” page, enter the contact information for the person primarily responsible for the application. Information about the property will be entered on the Pre-Application page.

**5. *I have a property with multiple taps. How should I apply?***

One application can be submitted for a property with multiple taps, however water savings and qualification will be evaluated on a tap per tap basis. Water Conservation Staff will therefore need to know what areas are watered by a specific tap.

## ZoomGrants Questions

**1. *What is ZoomGrants? Do I have to use it?***

ZoomGrants is a secure online application management system. Applicants can log on to their account at any time to fill out application materials, upload documents, and check the status of their application. All AMP applications must be submitted through the ZoomGrants system.

**2. *How do I set up a ZoomGrants account?***

To set up your account, access the AMP Excess Water Use Surcharge Waiver page [here](#), or copy and paste the following address into your browser:

<https://www.zoomgrants.com/rhome2.asp>.

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Look for the box on the right side of the page titled “New ZoomGrants Account” (Figure 1). Enter the email address, password, and name for the primary contact who will fill out the application. Select the “Individual” Account Type, then click the “New Account” button. You will be asked a series of security questions. Please save your login, password, and security questions in a safe place.

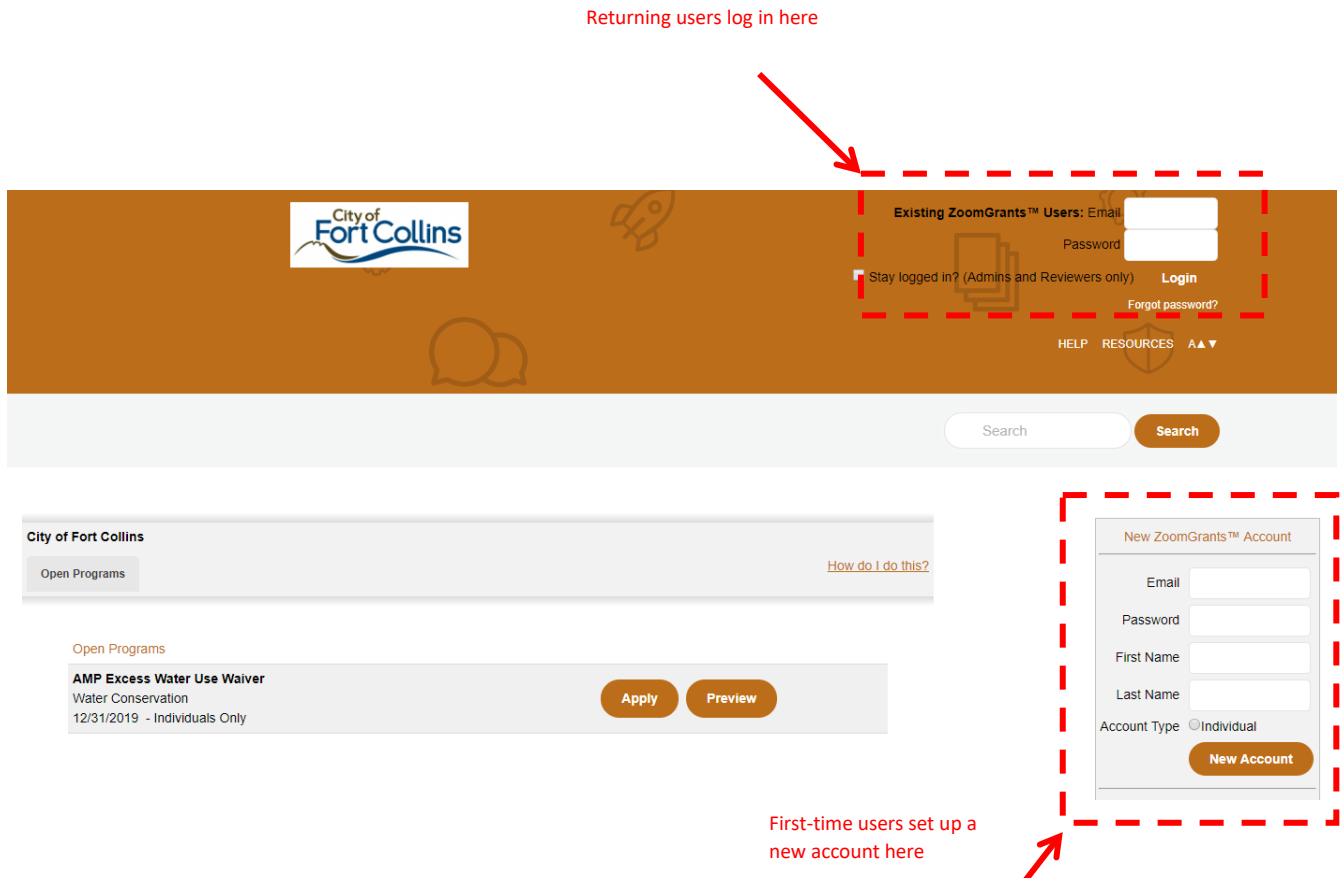
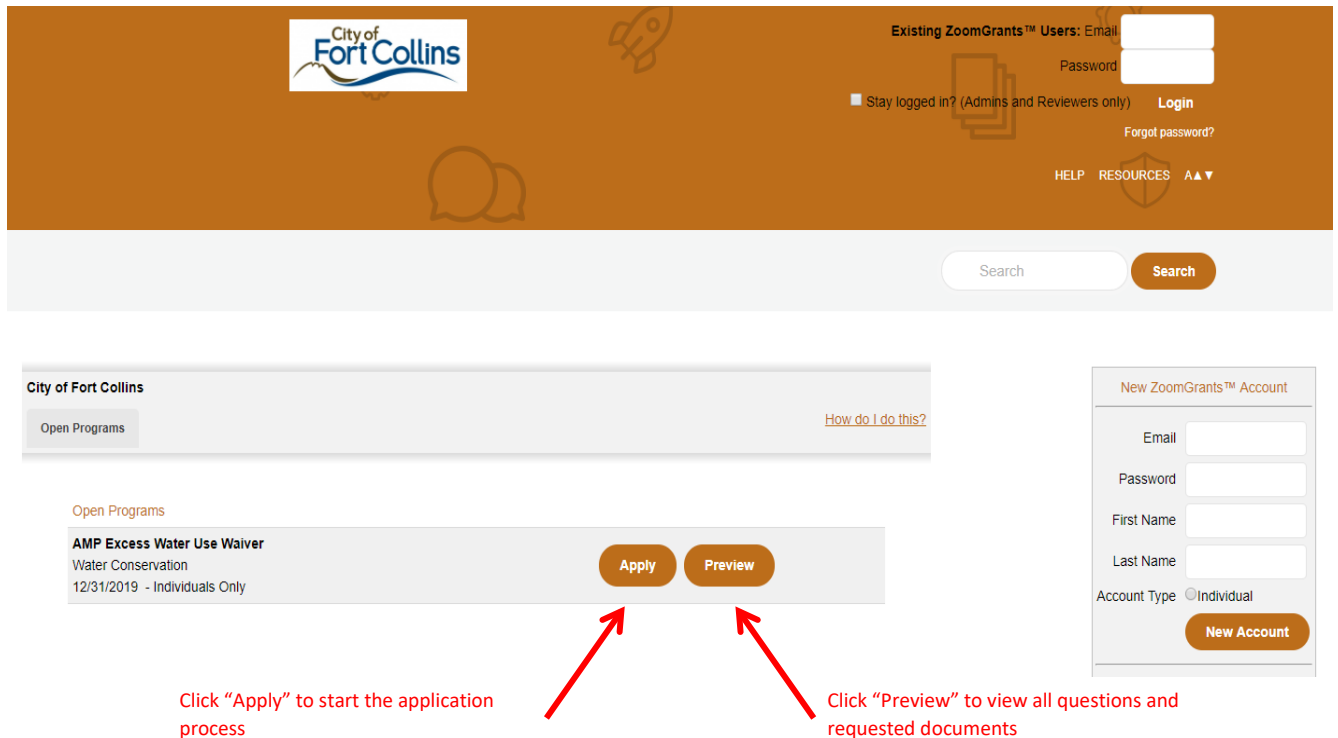


Figure 1. ZoomGrants Log-in and New Account Features

**3. I created an account in ZoomGrants. How do I apply?**

Once you have set up your ZoomGrants account, you can begin the application process. Access the AMP Excess Water Use Surcharge Waiver page [here](#), or copy and paste the following address into your browser: <https://www.zoomgrants.com/zgf/AMP>.

Select “Preview” to view all the information that will be requested through the process (Figure 2). When you are ready to begin, click on the “Apply” button. Begin with the Applicant Information tab and click “Next” when complete to move on to the Pre-Application. **There is no save button. ZoomGrants will automatically save your responses each time you click on a new answer field.** If you need to take a break, you may log in to ZoomGrants later to continue working on your application.

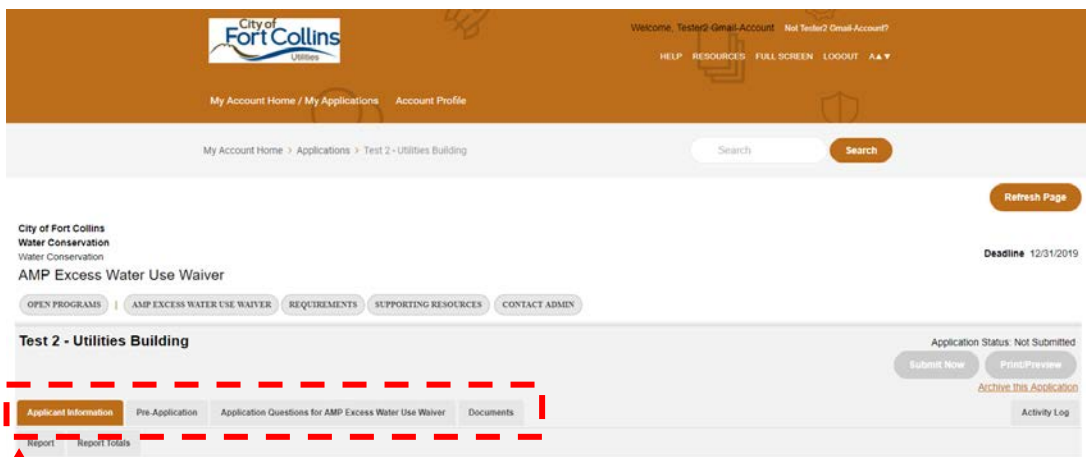


**Figure 2.** Starting an Application and Previewing Questions

**4. So, I am in ZoomGrants. What are the steps in the application process?**

Once you have started your application, you can access each of the application sections by clicking on the tabs near the middle of the page (Figure 3). **Note - you will be able to view, but not enter information, for all parts of the full Application prior to being approved.** The application process involves the following steps:

- 1) Complete the Applicant Information page
- 2) Complete and submit the Pre-Application (all questions must be completed in order to submit). You will receive an email confirming that your Pre-Application has been received.
- 3) Your Pre-Application will be reviewed within approximately **1 week of submittal**.
- 4) If the Pre-Application is approved, Water Conservation will contact you and the main Application will be made available in ZoomGrants. If your Pre-Application is not approved, Water Conservation staff will contact you to discuss next steps.
- 5) Complete the main Application.
- 6) Upload all required documents to the Documents page.
- 7) Submit your Application and Documents. You will receive an email confirming that your Application has been received.
- 8) Your Application and Documents will be reviewed within approximately **3 weeks of submittal**. Water Conservation staff will contact you to let you know if your Application has been approved. If your Application is not approved, Water Conservation staff will contact you to discuss questions, additional information requests, or other options.



Click on a tab to access instructions and questions for each component of the application. The tab will be highlighted in orange when you are working on a section.

**Figure 3.** Select Sections of the Application by Clicking on a Tab

**5. How do I return to work on my unfinished application?**

ZoomGrants auto-saves answers when the applicant moves to the next question field. To return to your application at a later time, access the AMP Excess Water Use Surcharge Waiver page [here](#), or copy and paste the following address into your browser: <https://www.zoomgrants.com/rhome2.asp>.

Login at the top of the page with the ZoomGrants account information you set up previously (Figure 1). This will take you to your My Account page. Select the application you want to work on. The application file will be listed in different areas of the My Account page depending on the application status (Figure 4). Some applicants may create multiple applications for the same grant (for example, a property manager who fills out separate applications for two different properties). All applications for a single user will be listed on your My Account page.

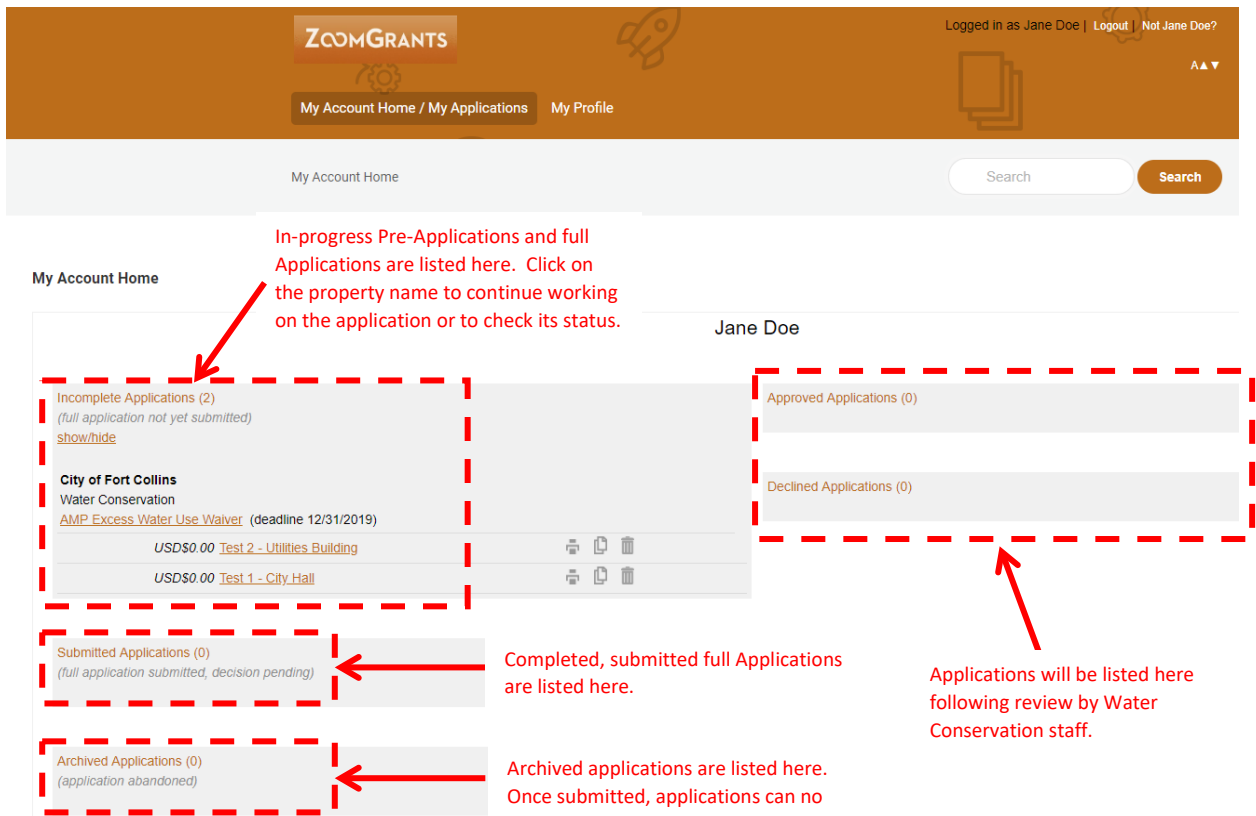


Figure 4. ZoomGrants My Account page.

**6. How do I save my unfinished application to work on later?**



ZoomGrants **auto-saves** answers when the applicant moves to the next question field. You will not need to click on a “Save” button, however, as you click through fields, the system automatically saves your changes. You may see a quick flash of a “Saving” screen as you move between fields.

**7. How do I upload documents with my Pre-Application or Application?**

Documents requested for submittal with the Pre-Application are listed below the questions (Figure 5). Documents required for the Application are found under the “Documents” Tab (Figure 6).

Required documents are labeled as “Required” with yellow highlighting. Note that the Pre-Application and Application cannot be submitted until all required documents have been uploaded. For some documents, we provide templates, guidelines, or examples. These can be viewed by clicking the “Download template” link below the document description. Please make sure to carefully review the materials provided so that your uploads meet the application requirements.

To upload a document, click the “Upload” button to the right of the document description. A pop-up window will appear (Figure 7). Follow the prompts to name and browse to your document, then click “Upload Now”. Close the pop-up window after the upload completes. On the ZoomGrants page, click “Refresh Page” and look for a link to your document under the Uploaded Documents header. Applicants may repeat this process to upload more than one document for each document request.

Documents Requested *	Required?	Uploaded Documents *
Satellite or aerial image (for example, from Google Earth) of the property that indicates the area(s) proposed for renovation. <a href="#">Download template: Aerial Image Example</a>	Required	
Existing Landscape Plan: Existing Landscape Plan: (Applicants can search for existing plans at citydocs.fcgov.com.) Existing Landscape Plans must follow the "Guidelines for Existing Landscape Plan" template. <a href="#">Download template: Existing Landscape Plan Guidelines</a>	-none-	

\* ZoomGrants™ is not responsible for the content of uploaded documents.



Figure 5. Pre-Application Documents requested are listed at the bottom of the Pre-Application page.



# AMP Application FAQs

Documents

Instructions [Show/Hide](#)

Documents Requested *	Required?	Uploaded Documents *
Aerial image: A satellite or aerial image (for example, from Google Earth) of the property that indicates the area(s) proposed for renovation. (This aerial image is REQUIRED if different from the aerial image submitted with the Pre-Application.) <a href="#">Download template: Example Aerial Photo</a>		-none- <span>Upload</span>
Site Photos: A minimum two wide-view, eye-level photos of each area undergoing change. Photos must be in color and include a comprehensive view of each area being renovated, as well as the date and time of capture.	Required	-none- <span>Upload</span>
Project Participants Table: Table of all contractors/others involved in the project. Use the "Project Participant List" template included with this Application and include Contact Name, Organization Name, Role, Phone Number, Email, and Address. <a href="#">Download template: Project Participants List Template</a>	Required	-none- <span>Upload</span>
Evidence of Community/Business Approval: Provide document(s) that demonstrate support for the project. Examples of accepted documentation include board meeting notes/minutes, community surveys, and letters from business management and/or HOA board.	Required	-none- <span>Upload</span>
Project Budget: Budget must identify Funding Sources and Project Expenses including design cost, materials cost (irrigation, equipment, plant materials), installation/labor costs, other (please explain). Use the "Project Budget Summary" template. <a href="#">Download template: Project Budget Table Template</a>	Required	-none- <span>Upload</span>

If available, downloadable templates and guidelines are shown in orange under the document description.

Figure 6. Application Documents page.

File Upload Window - Google Chrome

ZoomGRANTS

File Upload Window

Document Requested

Satellite or aerial image (for example, from Google Earth) of the property that indicates the area(s) proposed for renovation.

1 File description (e.g. IRS Letter, Financials, etc.)

2 Type of attachment  File Upload (file size limited to 4MB each)  Link to File (YouTube, Dropbox, cloud storage, webservice, etc.)

3 Select a file to upload

Choose File No file chosen

No T or J allowed in filenames. Be sure to include the file extension. File size is limited to 4MB.

Supported file extensions:

.DOC, .XLS, .XLSM, .DOCX, .XLSX, .TXT, .RTF, .WPS, .SXW, .ODT, .TAB, .CSV, .WKS, .SXC, .ODS, .PPT, .PPTX, .PPS, .SXI, .ODP, .PDF, .GIF, .JPG, .PNG, .MWM, .WAV, .AIF, .MP3, .MP4, .MID, .MPG, .MOV, .WMV, .RM, .JPEG, .SHP, .SHX, .DBF, .KML, .KMZ, .TIF, .TIFF

Document type: PROPOSAL DOCUMENT

Upload Now

Be sure to verify that your upload was successful by testing the link to download your file after this page reloads.

\* ZoomGrants™ is not responsible for the content of uploaded or linked documents.

Uploaded Document \*

Add Last Delete Upload

Enter file description

Browse to the file location on your computer.

Click "Upload Now"

Successfully uploaded documents are listed here

Figure 7. A pop-up window will guide you through the document upload process.

### 8. I can't submit my Pre-Application. What is going on?

In order to submit your Pre-Application for review you must:

- Answer ALL questions in the “Applicant Information”
- Answer ALL questions in the “Pre-Application for AMP Excess Water Use Waiver”
- Upload all required Pre-Application documents.

If you are missing any of this information, ZoomGrants will not allow you to submit the Pre-Application. Scroll to the top of the Pre-Application page to view a list of missing information, which will be written in red font (Figure 8).

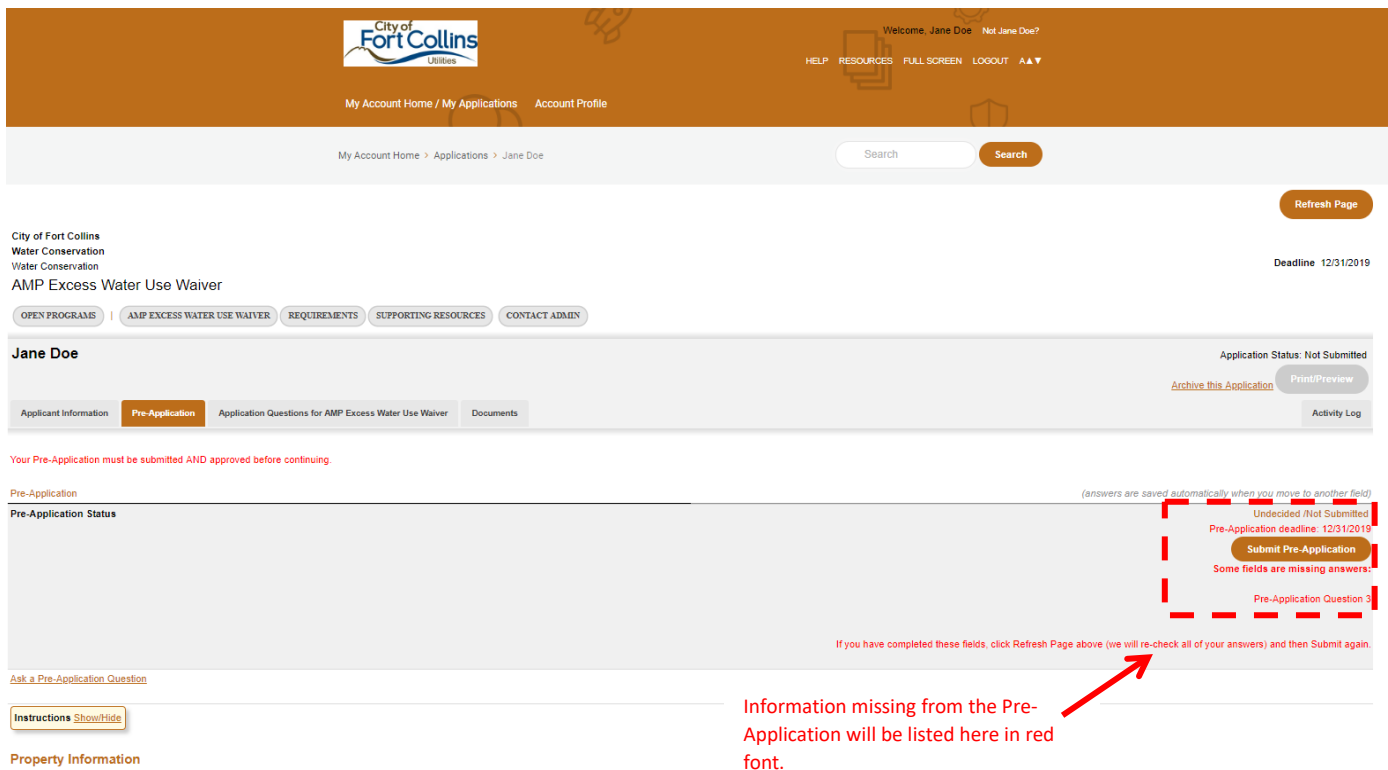


Figure 8. Information missing from the Pre-Application will be listed in the Pre-Application Status line.

### 9. How do I complete Application questions?

The main Application questions are under the “Application Questions for AMP Excess Water Use Waiver” tab (Figure 4). Note that applicants can view the Application Questions at any time; however, they may not enter their responses or upload documents until their Pre-Application has been approved.

**10. I submitted my Pre-Application, but now I want to make a change. What do I do?**

If you would like unsubmit your Pre-Application or Application, click on “Ask a Pre-Application for AMP Excess Water Use Waiver Question” at the top of the page. An email pop-up box will appear allowing you to request that your Pre-Application or Application be unsubmitted. You may also contact Water Conservation staff directly at [amp@fcgov.com](mailto:amp@fcgov.com). Please allow one to two business days for your request to process.

**11. I submitted my Pre-Application, but ZoomGrants shows my Application Status as Not Submitted. What is going on?**

Your application status will remain Not Submitted until the main Application and all required documents have been submitted. You can confirm that your Pre-Application was submitted by navigating to the “Pre-Application for AMP Excess Water Use Waiver” tab and looking at the Pre-Application status notes written above the yellow Instructions box. If the Pre-Application has been successfully submitted, these notes will indicate that your Pre-Application is under review. Additionally, you will receive an email confirmation after submitting your Pre-Application.

**12. I would like to submit another application for a different property. How do I create another application?**

To another application for a different property log-in to you Zoom Grants account. Select “OPEN PROGRAMS” on the main task bar and then select “Apply Again.” Fill out the new application with the new property’s information.

Select “OPEN PROGRAMS.”

Select “Apply Again” to start another application.