

## **Residential Toilet Rebate Program Frequently Asked Questions**

**Q. Why is Tucson Water offering toilet rebates?**

A. Tucson Water is offering this program to its customers as an incentive to replace older, inefficient toilets. With recent drought conditions, residents can do their part to reduce water usage by installing high efficiency toilets (HET).

**Q. Who qualifies for the program?**

A. Customers who receive water service from Tucson Water who own a single-family residential home that have existing high flow toilets that use 3.5 gallons per flush (gpf) or more and were manufactured before 1991 can qualify. Customers must submit an application with their original toilet purchase receipt. To ensure you receive your rebate, please include the model number of the toilet, removed from the box, if it is not listed on the toilet purchase receipt.

**Q. How long do I have to apply for my rebate?**

A. If you meet all the requirements, you may be eligible for a maximum household rebate of \$200 if your toilets were purchased after July 7, 2008 and if funding is available at the time of your application. Continued funding for the HET rebate program is provided by a \$0.04/Ccf conservation fee, which appears on your water statements as of July 6, 2009. Rebates may be available, depending on revenues from this fee and the amount of rebates given, until June 30, 2010 or until funding is no longer available.

**Q. After funding for toilets for this fiscal year is exhausted, will you maintain a waiting list for the following year?**

A. We will not maintain a waiting list. However, interested applicants should check the webpage frequently because funding may become available at a later time.

**Q. How do I get an application?**

A. You can download and print an application from the webpage at [www.tucsonaz.gov/water/rebate.htm](http://www.tucsonaz.gov/water/rebate.htm) or by calling (520) 791-4331 to receive an application by mail.

**Q. Do I qualify for the rebate if I receive a sewer bill from Tucson Water?**

A. Only customers who receive their water service from Tucson Water are eligible for the rebate program.

**Q. Do I qualify for the rebate if I rent my home?**

A. Renters must have the home owner's approval to participate in the program.

**Q. Are homebuilders eligible?**

A. No, only homes with toilets manufactured before 1991 and use 3.5 gallons per flush (gpf), or more, are eligible.

**Q. Can apartment residents apply?**

A. No. However, ask your apartment/property manager if they have plans to replace older fixtures in your complex. If so, they may be eligible for our multifamily rebate program. Details can be downloaded at [www.tucsonaz.gov/water/docs/rebate-multifamily.pdf](http://www.tucsonaz.gov/water/docs/rebate-multifamily.pdf).

**Q. I live in a condo/townhome. I do not pay a water bill to a water utility, I pay my condo association. Can I participate in the rebate program?**

A. Yes! Master metered condo and townhome associations are considered multifamily accounts by Tucson Water, however if you own your condo/townhome and are interested in replacing your older fixture, you may be eligible for a residential rebate. Customers must submit an application with their original toilet purchase receipt. To ensure you receive your rebate, please include the model number of the toilet, removed from the box, if it is not listed on the toilet purchase receipt. Please also indicate your condo/townhome association's name and primary address on your application to facilitate the application process.

**Q. I pump my water from a well, am I eligible?**

A. No. Tucson Water is offering this program to its customers to reduce water demands on the system. Because households on wells do not receive water service from Tucson Water, the household is not eligible for a rebate.

**Q. Can I email my application to you?**

A. No. We must have an original signed application and the original toilet purchase receipt.

**Q. Can I keep my original receipt?**

A. No. We must have the original toilet purchase receipt to process your application. If you indicate on your application that you would like your receipt to be returned, we can send it back to you after your application has been processed.

**Q. Can I receive a rebate for more than one toilet that I purchase?**

A. As long as the toilets purchased are approved toilets for the program, you may be eligible for a rebate of up to \$200 per household.

**Q. May I apply for each of my toilet rebates separately?**

A. Yes. If you decide to purchase one toilet now and the next toilet at a later date, and funding is still available, you may apply for the second toilet within the \$200 household limit.

**Q. Why were only WaterSense toilets chosen for the rebate toilet list?**

A. WaterSense toilets were chosen for the rebate list (1.3 gallons per flush) because WaterSense is the U.S. Environmental Protection Agency's new labeling program for water efficiency. The WaterSense labeled toilets use an average of 1.28 gallons of water per flush and have passed rigorous testing standards. A list of the eligible toilets can be found at [www.epa.gov/watersense/pp/find\\_het.htm](http://www.epa.gov/watersense/pp/find_het.htm).

**Q. I want to make sure that I get the most for my money. Where can I find more information about toilet performance?**

A. Maximum Performance (MaP) testing of popular toilet models can be found at [http://www.allianceforwaterefficiency.org/Maximum\\_Performance\\_\(MaP\)\\_Testing.aspx](http://www.allianceforwaterefficiency.org/Maximum_Performance_(MaP)_Testing.aspx). Initiated in 2003 by municipalities and other interested organizations in Canada, the Maximum Performance (MaP) Testing program was a cooperative effort among Canadian and American partners to identify how well popular toilet models perform bulk removal using a realistic test media, and to grade each toilet model based on this performance.

**Q. Are dual flush toilets eligible for the rebate program?**

A. Only if the dual flush fixture has been approved by the US EPA WaterSense program. A list of the eligible toilets can be found at [www.epa.gov/watersense/pp/find\\_het.htm](http://www.epa.gov/watersense/pp/find_het.htm).

**Q. Is there anything else I need to buy with the toilet?**

A. It may be possible that a new wax ring or additional bolts may be needed when purchasing the toilet. Please work with your retailer or licensed plumber to ensure you have all the equipment you need to have a working toilet. Please note, rebates will only be given for toilet purchases, not for the cost of installation or for additional materials that may be necessary for the installation of your new toilet.

**Q. How long will it take after I submit my application to receive a rebate?**

A. Depending on the number of applications being processed and the completeness of your application, you should receive your rebate within 4 to 6 weeks of your application, if you meet all qualifications, or a letter explaining why your application did not meet all qualifications. If you have not received your rebate within 4 to 6 weeks after submitting your application, please contact Tucson Water at (520) 837-2270 to inquire about the status of your rebate.

**Q. What stores participate in the program?**

A. Any retailer that sells the approved WaterSense labeled toilets can participate in the program.

**Q. Can I purchase my toilet online?**

A. You may purchase your toilet online and still receive a rebate. However, we will need the actual toilet purchase receipt shipped in the package you receive with your toilet(s).

**Q. Can I purchase my toilet through a plumber?**

A. Yes. Make sure the receipt from the plumber shows the toilet manufacturer, make, and model number and the price of the toilet(s) listed separately from any installation charges. Send the **original** work order along with your completed application.

**Q. Will the rebate cover the entire cost of the toilet?**

A. No, the rebate covers half the purchase price of an eligible high efficiency toilet (HET) up to \$120 per toilet and can only be used towards the purchase price of the toilet (tank and bowl) and not for sales tax or other materials. A maximum rebate of \$200 per household is allowed if multiple toilets are installed.

**Q. Who pays for installation?**

A. Customers are responsible for the installation.

**Q. What is the warranty on the toilet?**

A. Any warranty or defects will be the responsibility of the manufacturer and/or the retailer. Tucson Water assumes no responsibility for defects or performance problems.

**Q. What should customers do with their old toilets?**

A. Customers should contact their local garbage service provider for locations of drop-off sites or to inquire about curbside pick-up services, or brush and bulky service.

**Q. The application states that a site visit may be conducted to verify toilet replacement, what does this mean?**

A. In order to ensure that toilets receiving rebates have been installed, Tucson Water will randomly select houses for inspection. If your household is selected for inspection, you will be contacted by Tucson Water.

**Q. The guidelines state my old toilet must use 3.5 gpf or more. How do I know what the old size is?**

A. There are a few ways to determine the capacity of your toilet tank, which is measured in gallons per flush (gpf).

- I. Look for a stamp near the hinge of the toilet seat or inside the toilet tank stating the volume of the toilet tank. Older toilets may not have this stamp.

- II. If there is not a stamp on your toilet, you can estimate the capacity of your toilet based on the age of your home.
  - a. If your home was built from 1930 – 1980 the gpf is estimated between 8.0 – 5.0 gpf.
  - b. If your home was built from 1980 – 1993 the gpf is estimated between 4.5 – 3.5 gpf.
- III. You can also calculate its capacity by following the simple steps below.
  - 1. Carefully shut off the valve to the toilet tank supply line.
  - 2. Mark the water level in the tank reservoir.
  - 3. Flush the toilet.
  - 4. Refill the tank reservoir to the marked line using a measuring container.
  - 5. Calculate the reservoir level: \_\_\_\_\_ cups to fill tank x 0.0625 = \_\_\_\_\_ gpf
  - 6. Don't forget to re-open the valve under the toilet!

**Q. The guidelines state my old toilet must be manufactured before 1991. How do I know how old my toilet is?**

A. Look for a stamp near the hinge of the toilet seat or inside the toilet tank stating the year the toilet tank was manufactured. Older toilets may not have this stamp.

**Q. How much water is saved by changing my toilet?**

A. The amount of water savings depends on what type of toilet you are replacing, the number of persons in the household, and how often you use the fixture. Typical pre-1980 toilets use 8.0 to 5.0 gallons per flush (gpf); installing a more efficient toilet will save between 6.72 to 3.4 gpf. Typical homes built between 1981 and 1993 use 4.5 to 3.5 gpf. If a family of 3 replaces a 3.5 gpf toilet with a 1.28 gpf toilet and each person uses the toilet 5 times a day, this family could save about 33 gallons a day or 990 gallons a month.