



## Toilet Rebate Program

### **CUSTOMER ELIGIBILITY:**

#### QUALIFICATIONS to receive a toilet rebate:

1. Must have an individual residential water account with Etowah Water & Sewer Authority and customer is up to date/in good financial standing with the water utility.
2. Own a single family residential home built in 1999 or earlier.
3. Purchase an approved WaterSense toilet after January 31, 2018 to replace an older toilet using greater than 1.28 gallons per flush (gpf).
4. Agree to an installation verification visit to ensure your efficient toilets have been installed.

#### WHO is **NOT** eligible:

1. Customers who have already received a rebate from Etowah Water & Sewer Authority.
2. Customers of other water utilities.
3. Customers who own or rent a single-family home built after 1993.
4. Customers who purchased a toilet before January 31, 2018.
5. Customers who currently have a 1.28 gallons per flush (gpf) or less toilet.
6. Customers who did not purchase a WaterSense approved toilet.
7. Customers who live in a multi-family residence or non-residential customers.

### **REBATE Information**

This rebate program is a pilot program, funding is limited and is on a first come, first serve basis and may be cancelled at any time without notice.

Rebate is handled as a credit on approved customer's water bill. The original receipt of toilet purchase is required even if installed by a plumber.

Rebate is limited to two (2) toilet rebates per residential household. These toilets must be 1.6 gallons per flush (gpf) or 1.28 gpf or less and have the WaterSense certification.

The rebate does not pay for Georgia sales tax, accessories, installation parts or installation costs. It is only applicable to approved toilets purchased after January 31, 2018. Approved applicants will receive a confirmation letter of receipt of the toilet rebate program application within 30 days and a credit to their water bill within 2 billing cycles after their application is approved.

**Approved Toilet Lists** – The Etowah Water & Sewer Authority is currently partnering with WaterSense to help preserve water supplies for future generations, to help customers save on utility bills and protect the environment. The goal is to

share resources to encourage water-efficient behaviors and to purchase quality products that use less water. For additional information please visit [www.epa.gov/watersense](http://www.epa.gov/watersense) .

### **Application Instructions:**

1. Download the application or call 706-216-8474 to request a copy be mailed to you.
2. Mail your completed signed application, original receipt for the new toilet (s) purchased and most recent water bill to: EWSA, Toilet Rebate Program, Attn: Resource Manager, PO Box 769 Dawsonville, GA 30534
3. You should receive a letter in the mail within 30 days confirming your application was received and if your rebate is being processed.
4. If approved, you should receive your rebate within 2 billing cycles. If after 2 billing cycles, you still do not have your rebate, contact the resource manager with Etowah Water & Sewer Authority.

### **Contact Us**

For questions about the program contact us by phone at 706-216-8474 or by email at [comments@etowahwater.org](mailto:comments@etowahwater.org)

### **Frequently Asked Questions for the Toilet Rebate Program**

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

A. No. The water systems are offering this program to their customers to reduce water demands on the system. Because households on wells do not receive a water bill from the water utility, the household is not eligible for a rebate on a water bill.

#### **Q. Can I email an application to you?**

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

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

A. As long as you are the owner of the property and the toilets purchased are approved toilets for the program and funding is still available, you can receive up to two (2) toilet rebates per household. IF you have already participated in an existing program, you will not be eligible for any rebates.

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

A. Yes, if you decide to purchase one approved toilet now and the next toilet at a later date, and funding is still available, you may apply for the second toilet.

#### **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.

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

A. If you meet all the requirements, you may apply for a rebate for up to two (2) eligible toilets as long as they are purchased after July 1, 2008 and funding is still available.

#### **Q. How long will it take after I submit my application to receive my rebate on my water bill?**

A. Depending on the number of applications being processed and the completeness of your application, you should receive a confirmation letter within 30 days and your rebate within 2 billing cycles from receipt of this letter, if you meet all qualifications. If you still have not received your rebate within 2 billing cycles of receiving your confirmation letter, please contact your water provider to inquire about your rebate.

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

A. Any retailer that sells the approved 1.28 gallons per flush (gpf) or less WaterSense labeled toilets can participate in the program. Just look for the WaterSense label to find products at retailers nationwide.

**Q. After the allotted funding for the toilet rebate program is gone, will EWSA maintain a waiting list for the following year?**

A. EWSA will maintain a waiting list, but interested applicants should check the website or contact EWSA frequently as the Authority may add funding to the program at any time or may stop the program without notice.

**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 your toilet (s). It must be an approved toilet and meet all the necessary qualifications.

**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. Send the original work order along with a copy of your water bill and your completed application.

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

A. No, the rebate will have a value up to \$75 for an ultra-low flush toilet (ULFT) or a high efficiency toilet (HET) and can only be used towards the purchase price of the toilet (tank and bowl) and not for Georgia sales tax or other materials. WaterSense labeled products are suggested to promote water efficiency.

**Q. Who pays for installation?**

A. Customers are responsible for installation.

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

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

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

A. Customers should call their local public works department or garbage service provider for locations of drop-off sites or to inquire about curbside pick-up services.

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

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

**Q. The application asks for the gallons per flush of my old toilet, 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).

**1. Look for a stamp near the hinge of the toilet seat stating the size of the toilet tank. Older toilets may not have this stamp.**

2. 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.

c. If your home was built from 1994-2004, the gpf is estimated between 3.5 – 1.6 gpf.

d. If your home was built from 2005-present, the gpf is estimated at 1.6-1.28 gpf or less.

3. 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  $\times 0.0625 =$  gpf.
6. Don't forget to re-open the valve under the toilet.

**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.



**TOILET RETROFIT REBATE PROGRAM**

By submittal hereof, customer acknowledges that the rebate shall be paid by a one-time credit applied to customers' of Etowah Water & Sewer Authority water bill. Customer also acknowledges that the credit (s) shall be determined as follows: \$75 each for approved 1.6 or 1.2 gallons per flush WaterSense labeled High Efficiency toilets. There is a limit of two (2) toilet rebates per household/. Customer further acknowledges that the rebate program is subject to available funds, is on a first come-first serve basis and may be cancelled at any time without notice. Credit is available only for qualifying toilets as determined by Etowah Water & Sewer Authority.

How did you hear about this program: bill insert/mailer \_\_\_\_\_ newspaper \_\_\_\_\_ website \_\_\_\_\_ Other \_\_\_\_\_

Date:	Water Account Number:
Customer Name:	
Installation Address:	
Home Telephone Number:	Work Number
Cell Phone Number or other contact number:	

**HOUSEHOLD INFORMATION (House must be built prior to 1993 to qualify)**

Year Home Built:		Number of Fixtures Replaced: 1, 2 or _____
Number of People Living in Home: _____	Gallon Size of Current Toilet-Maximum of Two (2) Toilet 1 - _____ Toilet 2 - _____	Circle Number of Bathrooms in Home: 1 1.5 2 2.5 3 3.5 4 4.5 5 More than 5

**REPLACEMENT TOILET**

	Purchase Date	Installation Date	Installed by	Make/Model	Price
Toilet 1					
Toilet 2					

I have read and understand the toilet credit policy as stated above. I understand to receive this credit, I must be the owner of the property and install a certifying toilet and dispose of my current toilet so that it may not be reused. I also understand a site visit may be conducted to verify toilet replacement. The original receipt must be attached to this application for approval. I certify by signing below that I will comply with all of the requirements of the rebate program, that this application is true and correct, and that any failure on my part to provide true and correct information, may subject me to criminal penalties under O.C.G.A 16-10-20 up to and including a fine of \$1,000 and imprisonment for five (5) years.

Applicant Signature:		Date:		
<b>OFFICE USE ONLY</b>	Application Number _____	Date Application Received:	Status: Approved _____ Declined _____	Credit amount applied \$ _____  Date applied _____
	Copy of completed application given to resource manager: Date: _____		Reasons for decline/ action taken: _____ _____	Billing clerk: /CSR _____