

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, 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 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.

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 1.6 gallons per flush (gpf) or less toilets WaterSense labeled toilets can participate in the program.

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).

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 \$25 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.

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.
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 x 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 house-hold, 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.