

## **Metropolitan North Georgia Water Planning District**

### **Multi-Family Toilet Rebate Program Frequently Asked Questions**

#### **1. Who is eligible to receive rebates?**

Multi-family properties built before 1994 that receive a water bill from a participating water utility. Eligible multi-family properties may include apartments, townhomes, or condominiums that are master metered. The property owner/manager must replace 30 or more toilets. Rebates will be issued to the water account as a bill credit, and will not be issued through a third-party billing system. If you live in a single-family home [click here](#).

#### **2. What is required to receive a rebate?**

To receive a rebate, you must complete the following steps:

1. Complete and submit the online application. A confirmation number and a copy of your application will be emailed to you.
2. If eligible, you will receive notification via e-mail requesting required documentation of the old toilets and a copy of your most recent water bill. After required documentation is reviewed, you will be notified of eligibility and rebate funds will be reserved. *\*Only after you receive Metropolitan North Georgia Water Planning District's approval should you purchase and install the new toilets.\**
3. After approval, purchase and install eligible toilets during the Purchase and Installation Period (varies by utility, but at least 90 days). Please note, some water utilities require recycling of old toilets.
4. Submit proof of purchase and post-installation toilet information using the provided form. Please note, all properties are subject to a physical or virtual inspection (using video chat) upon request of your water utility with reasonable advanced notice.

#### **3. I recently replaced toilets on my property but have not submitted a rebate application. Can I still receive a rebate?**

No. You must wait until you are approved by the Metropolitan North Georgia Water Planning District before purchasing and installing new toilets.

#### **4. How may I check the status of my rebate application?**

You will receive an email advising you of the status once the application has been processed (please allow 2-4 weeks for processing after applying). You may check the status of your application by contacting us at 404-463-3845 or [toiletrebate@northgeorgiawater.org](mailto:toiletrebate@northgeorgiawater.org).

#### **5. I am not receiving emails from the program, what can I do?**

If you are having difficulty receiving or viewing emails from the rebate program, you may try the following:

1. Check your spam or quarantine folders for emails. If found, please mark "not spam" for future communications to be routed to your inbox.
2. Add our program email address to your address book, or add to your "allowed" list. The program email address is [ToiletRebate@NorthGeorgiaWater.com](mailto:ToiletRebate@NorthGeorgiaWater.com).
3. Contact your email service provider and request that they allow emails from our email address or organization. Your email provider may be able to assist you in adjusting your email settings.

**6. How much is my rebate?**

Rebate amounts offered through our program vary based on toilet type. High-Efficiency toilets use 1.28 gallons per flush, and qualify for the \$50 rebate option. Ultra High-Efficiency toilets use 1.1 gallons per flush or less, and qualify for the \$75 rebate option. You may determine the exact amount you are eligible for by using our Rebate Calculator on the webpage.

**7. Can the rebate bill credit be different than the estimated rebate amount provided in my pre-approval notification?**

Yes. If you install fewer toilets than you applied for, your rebate will be lower. Please note, you must install a minimum of thirty toilets to participate in the program. Also note, if you install more toilets than you applied for, your rebate will not increase.

**8. Is there a limit on how many rebates I can receive?**

Yes. Each water utility determines the total number of rebates available, and the maximum number of rebates granted per property. Your pre-approval notification will include the number of rebates available for your property. *\*Please note, you will only be eligible to apply one time and cannot reapply for additional toilets in the future.\**

**9. I have already claimed a rebate for toilets, but it has been a long time. Can I apply again for other units being retrofitted?**

No. This is a one-time rebate per property address. If a property has already received a rebate, it is not eligible for additional rebates.

**10. Why do you need a copy of my water bill?**

A copy of your water bill is used to determine eligibility. We verify your name, account number, service address and the type of service listed. We must see active water service to approve your rebate.

**11. Can my rebate be used to pay a past due balance on my water bill?**

No. Your account must be up to date to qualify for a rebate. The rebate will apply a credit to your account for future bills.

**12. If I live in a community that requires me to pay my water bill through my HOA dues, or it is included in my rent, can I still apply?**

No. If you are a condo or townhome owner, and you receive your water bill from a third-party billing company, you are not eligible for a rebate. Your property may be eligible for a rebate if the management company receives a water bill from a participating water utility, the property was built before 1994, and 30 or more toilets will be replaced. If eligible, the rebate would be issued by the water provider to the account holder. It is the responsibility of the property management company to disburse rebates to individual property owners. The Metro Water District will not be involved with HOA/management company disputes with property owners.

**13. If I have just signed up for water service or I receive bills infrequently, and I do not have a current water bill, can I still receive a rebate?**

Yes. If you do not have a bill, or have not yet received your first bill, your account will be confirmed by the Program Representative during the approval process. If you receive bills infrequently, your most recent water bill will be acceptable.

**14. If I represent a small residential multi-family community, am I eligible for a rebate?**

Maybe. If you are applying for less than 30 toilets, please contact us at 404-463-8645 or [toiletrebate@northgeorgiawater.com](mailto:toiletrebate@northgeorgiawater.com). You may be eligible under the Single-Family Residential Toilet Rebate Program.

**15. What is the difference between a WaterSense High-Efficiency Toilet and a WaterSense Ultra High-Efficiency Toilet?**

WaterSense is the Environmental Protection Agency's labeling program for water efficiency, modeled after the ENERGY STAR labeling program for energy efficiency. Toilets receiving the WaterSense label have passed rigorous third-party testing standards. WaterSense labeled High-Efficiency toilets use 1.28 gallons per flush, and qualify for the \$50 rebate option. WaterSense labeled Ultra High-Efficiency toilets use 1.1 gallons or less per flush, and qualify for the \$75 rebate option. The [Product Eligibility](#) webpage will allow you to search the WaterSense labeled toilet list based on gallons per flush. Your rebate will be determined based on the gallons per flush displayed on the WaterSense website.

**16. If the model number for the toilet I purchased is not on your qualified products list, can I still get a rebate?**

No. Only products that meet the stated eligibility criteria qualify for a rebate. Many products have similar model numbers, but only the exact models on the Environmental Protection Agency's WaterSense list will qualify. There may be instances where new products are not yet on the list. These models may qualify, but there could be delays in processing until the product list has been updated by the EPA to include the new model. We recommend that applicants check the [Product Eligibility](#) webpage prior to applying to confirm eligibility.

**17. Do toilets purchased through a third-party website such as Amazon or eBay qualify for rebates?**

Toilets purchased through Amazon or eBay may qualify, only if it can be confirmed that the item sold was in new condition. If you purchased a new toilet through one of these websites, you must include the proof of purchase with the condition clearly stated. If the proof of purchase indicates the toilet's condition is anything other than new ("like new" or "used"), the toilet is ineligible for a rebate. If you have questions, please contact us at 404-463-8645 or [toiletrebate@northgeorgiawater.com](mailto:toiletrebate@northgeorgiawater.com).

**18. Can I receive a rebate if I purchase qualified toilets through a contractor?**

Yes. If a contractor purchases the toilets for you they must provide you with a paid receipt or invoice, including the toilet model numbers, for you to submit with your rebate application. Please ensure your contractor purchases a qualified toilet listed on the [Product Eligibility](#) webpage.

**19. If my water utility runs out of funding, will I be placed on a waiting list for next year?**

No, we will not keep a funding waiting list. Funding is available on a first come, first served basis by utility. Once a utility's funding is depleted, a notice will be placed on our website. Applicants may call our office with questions regarding funding availability. If/When a utility's funding is renewed, applicants may re-apply on a first come, first served basis.

**20. How do I know if my water utility requires recycling, and how do I recycle old toilets?**

When you receive your email stating your eligibility, recycling requirements (varies by *utility*) and directions will be provided (a recycling loading ticket will be required).