

# ***Metropolitan North Georgia Water Planning District Single-Family Toilet Rebate Program Frequently Asked Questions***

**Please Note:** Starting January 1, 2019, the Metropolitan North Georgia Water Planning District's Single-Family Toilet Rebate Program structure will be changing based on the efficiency of the toilet purchased. Toilets using 1.28 gallons per flush (high-efficiency) will be rebated \$50, and toilets using 1.1 or fewer gallons per flush (ultra-high-efficiency) will be rebated \$100. For the list of rebates available by water utility, please visit [www.northgeorgiawater.org/toiletrebate](http://www.northgeorgiawater.org/toiletrebate).

## **1. Why are metropolitan Atlanta water providers offering toilet rebates?**

The participating water providers are offering this program to their customers as an incentive to replace older, inefficient toilets using 3.5 gallons or more per flush. Residents can do their part to reduce water usage by installing more efficient toilets.

## **2. What type of rebate is being offered?**

Eligible customers may apply for a \$50 or \$100 rebate on WaterSense certified toilets. WaterSense labeled toilets only use an average of 1.28 gallons of water per flush or less and have passed rigorous testing standards. Visit [www.epa.gov/watersense/product-search](http://www.epa.gov/watersense/product-search) for a list of eligible toilets.

## **3. Who qualifies for the program?**

Customers of [participating water providers](#) in the Metropolitan North Georgia Water Planning District who own or rent a single-family residential home that was built in or before 1993 and have existing high flow toilets using 3.5 gallons or more per flush can qualify.

## **4. Who are the participating water providers?**

Water providers in the Metro Water District may join the program or run out of funding at any time. An updated list of the participating water providers is available at [www.northgeorgiawater.org/toiletrebate](http://www.northgeorgiawater.org/toiletrebate).

## **5. How do I get an application?**

Customers can download and print an application from the webpage at [www.northgeorgiawater.org/toiletrebate](http://www.northgeorgiawater.org/toiletrebate) or call 404-463-8645 to receive an application by mail.

## **6. Why are only homes built before 1994 eligible?**

The National Environmental Policy Act of 1992 required that all plumbing fixtures sold meet the low-flow standards. For toilets, the gallons per flush could not exceed 1.6 gallons. These fixtures were installed in homes starting January 1, 1994.

## **7. Are homebuilders eligible?**

No, new homes are not eligible. Only homes built in or before 1993 are eligible.

## **8. Are single-family residential rental properties eligible for a rebate?**

Yes. Single-family residential rental properties that were built in or before 1993 and receive a water bill from a participating water provider are eligible for the program. The water bill account holder for the rental property must apply for the rebate and the rebate will be issued to the water bill account where the toilet was installed. Landlords that are replacing a toilet for a tenant that is the water bill account holder should work with the tenant to apply for the rebate program.

## **9. Can multi-family residents apply?**

This program is only available for customers living in a single-family residential home with an individual residential account. If you are an owner of a multi-family property, please [click here for the Multi-Family Rebate Program](#).

**10. I live in a condo/townhome and do not pay my water bill to a water provider. If I pay my water bill to my condo association, can I participate in the rebate program?**

Master metered condo and townhome associations are considered commercial accounts by the water providers. This residential toilet rebate program is only available to individual residential accounts because the rebate is a credit to an individual water bill. However, your water provider may offer a multi-family rebate program. Please contact your water provider for more information.

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

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

**12. Do you have an online application?**

Yes. Customers must submit an application on our website. We will need you to upload the original receipt for the newly purchased toilet, a copy of their most recent water bill, and agree to an installation verification check by water provider staff. If you prefer to apply via mail, please call us at 404.463.8645.

**13. Do we need to provide any documentation of the old toilets?**

Yes. You must provide the gallons per flush of the old toilets. When you sign the bottom of the application, you agree to an installation verification visit by a water provider staff person and that you are obeying all the guidelines of the program. If randomly selected, you will be contacted by your water provider to schedule your installation verification.

**14. Why is an original receipt required?**

We need the original register receipt to determine which toilet(s) you bought and to collect store information. You may obtain a duplicate receipt at check-out or request one from your plumber for your records. If you apply using our online application form, then we will only need an uploaded photo of the receipt.

**15. Will I receive my original receipt back after my rebate is approved?**

No. We keep all documentation with your rebate application, including your receipt and water bill. It is recommended that you make a copy of your receipt for your records.

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

If the toilets purchased are approved toilets for the program, you can receive up to two (2) toilet rebates per property (including previous owners). If you have already participated in an existing program, you will not be eligible for any rebates.

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

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.

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

If you meet all the requirements and your water provider has available funding, you may apply for a rebate for up to two (2) eligible toilets as long as they were purchased after September 28, 2007.

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

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.

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

Depending on the number of applications being processed and the completeness of your application, you should receive a confirmation letter or email 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 or email, please contact your water provider to inquire about your rebate.

**21. After the allotted number of toilets for this year are gone, will you maintain a waiting list for the following year?**

We will not maintain a waiting list. However, interested applicants should check the webpage frequently because water providers may add funding to the program at anytime.

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

Yes, however, we will need the packing slip from the package you received your toilet and a copy of the emailed receipt. We will contact the company to verify your order.

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

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. We will contact the plumber to verify your toilet was installed.

**24. Who pays for installation?**

Customers are responsible for the installation.

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

No, the rebate will have a value of \$50 for an approved WaterSense certified high-efficiency toilet (HET) and \$100 for an approved WaterSense certified ultra-high-efficiency toilet (UHET).

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

Any warranty or defects will be the responsibility of the manufacturer and/or the retailer. The Metropolitan North Georgia Water Planning District and the participating water providers assume no responsibility for defects or performance problems.

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

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. Customers interested in recycling their old toilets may contact Patterson Services in Mableton, GA at 404-505-1449, CHaRM (Center for Hard to Recycle Materials) in Atlanta, GA at 404-600-6383, or other porcelain recyclers listed in the telephone directory. Gwinnett County residents may recycle old toilets at the Gwinnett County Water Resources Central Facility located at 684 Winder Highway in Lawrenceville. Customers must remove the toilet seat and plastic parts located inside the toilet tank before placing the toilet in the recycling container. Customers may contact Gwinnett County Water Resources for more information on recycling at 678-376-6700.

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

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

**29. The application asks for the gallons per flush of my old toilet, how do I know what the old size is?**

There are a few ways to determine the capacity of your toilet tank, which is measured in gallons per flush (gpf). If you have any questions about determining the gallons per flush of your old toilet, please contact our office at 404-463-8645.

- I. 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.
- II. Look for a stamp inside the toilet tank stating the gallons per flush or the year the toilet was made.
- II. 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!

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

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 5 to 8 gallons per flush (gpf); installing a more efficient toilet will save between 3.72 to 6.72 gpf. Typical homes built between 1981 and 1993 use 3.5 to 4.5 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.

**Other Questions**

**31. How do I get my water provider to participate in the program?**

If your water provider is a member of the Metro Water District, you should contact them and let them know you would like them to offer a rebate program for toilets.

**32. I live in the City of Atlanta and I am a City of Atlanta Watershed Department customer, are there any additional programs available for me?**

The City of Atlanta and the Watershed Department offer additional programs. Low-income City of Atlanta Watershed customers may qualify for water bill payment assistance and plumbing assistance through the Care and Conserve program (404-546-3620).

**33. How do get my water/sewer service connected or disconnected?**

We are not a water provider. You need to contact the water service provider in your area.