

# Residential Toilet Rebate Program

## REBATE SUMMARY

A rebate of **up to \$105** is available for the purchase of a qualifying new *WaterSense* High Efficiency Toilet that uses 1.28 gallons per flush *or less* when replacing an old toilet that was manufactured before 1992 and exceeds 1.6 gallons per flush. Up to 3 rebates are allowed per qualifying account.

Toilets are by far the main source of water use in the home, accounting for nearly 30 percent of an average home's indoor water consumption. Older, inefficient toilets that use as much as 6 gallons per flush are a major source of wasted water in many homes.

Efficiency measures such as replacing water-guzzling toilets with the latest in low-flush toilet technology help to conserve and protect the City of Fresno's water supply. Recent advancements have allowed toilets to use 1.28 gallons per flush or less while still providing equal or superior performance. This is 20 percent less water than the current federal standard of 1.6 gallons per flush.

City of Fresno residential water customers may be eligible for a rebate when replacing an old high water use toilet with a qualifying High Efficiency Toilet that displays a *WaterSense* label. *WaterSense* labeled High Efficiency Toilets are independently certified to meet rigorous criteria for both performance and efficiency and are available at a wide variety of price points and in a broad range of styles. More information about the *WaterSense* label and qualifying toilets can be found online at: [www.epa.gov/watersense/products/toilets.html](http://www.epa.gov/watersense/products/toilets.html).

## RESIDENTIAL TOILET REBATE PROCESS

1. Obtain and complete an application.
2. Submit a completed application **AND** a copy of the itemized, dated sales receipt for the new toilet **within 45 days of purchase date** to:

City of Fresno Water Division  
Water Conservation Program  
1910 E. University Avenue  
Fresno, CA 93703

or [waterconservation@fresno.gov](mailto:waterconservation@fresno.gov)

3. The Water Conservation Program will verify installation of the new toilet and the flush capacity of the old toilet(s). This may be done in one of several ways:
  - a. A Water Conservation Program Representative will arrange a brief appointment to verify the installation of the new toilet and the old toilet(s) flush capacity. **Do not dispose of old toilet prior to appointment**, unless:
  - b. Written verification by a certified plumber or contractor may be submitted with the rebate application. The City of Fresno Water Conservation Program's *Plumber Verification Form* is available online in the Supplemental Rebate forms on the Water Rebate page ([www.fresno.gov/publicutilities/water-conservation-program/water-rebates/#supplemental-rebate-forms](http://www.fresno.gov/publicutilities/water-conservation-program/water-rebates/#supplemental-rebate-forms)). Written verification must include the plumber/contractor's license number.
  - c. If a Water Conservation Representative verifies the flush capacity of the old toilet during a service call, verification may be preapproved.

- d. In lieu of an appointment with a Water Conservation Representative, photos of the old toilet and newly installed toilet will be accepted. The photos must consist of the old toilet before removal and the inner tank wall and/or tank lid with the date stamp and model number. Photos may be submitted with the application.
4. Once the Water Conservation Program verifies eligibility of the toilet(s) and final approval is granted, the rebate will be processed, and a check will be mailed within 6-9 weeks.

## **RESIDENTIAL TOILET REBATE PROGRAM GUIDELINES AND CONDITIONS:**

### **Qualifying Applicants**

Customers who pay a water utility bill to the City of Fresno and who have property with an existing single-family dwelling qualify to receive the Residential Toilet Rebate. This rebate is also available to landlords of single-family residential properties serviced by the City of Fresno Water Division where the tenant is the water customer. Renters or tenants must provide written approval from the property owner or property manager for toilet replacement. The *Permission to Participate* form is available online in the Supplemental Rebate forms on the Water Rebate page. ([www.fresno.gov/publicutilities/water-conservation-program/water-rebates/#supplemental-rebate-forms](http://www.fresno.gov/publicutilities/water-conservation-program/water-rebates/#supplemental-rebate-forms)). New construction does not qualify.

### **Qualifying Toilets**

New toilets must be rated at 1.28 gallons per flush *or less* and must bear the *WaterSense* label. New dual-flush toilets may qualify but must bear the *WaterSense* label. New toilets must be installed at the location on the application. Old toilets being replaced must exceed 1.6 gallons per flush and must be manufactured before 1992.

### **Rebate Details**

The rebate amount cannot exceed the purchase price of the new toilet.

Rebates are limited to three (3) toilets per single family billing account. Planned Unit Developments (PUDs), Home Owners Associations (HOAs), mobile homes, and condominiums/townhouses under a shared utility billing account qualify as individual units and may receive up to three (3) toilets each.

Rebate checks will be mailed 6-9 weeks after completing the rebate process.

### **Rebate Requirements**

New toilets must be installed and rebate application must be submitted **within 45 days of purchase date**.

On-site compliance verification is required. Old toilets must either be inspected by a Water Conservation Program representative to verify eligibility, **OR** written verification by a certified plumber or contractor may be submitted with the rebate application. Written verification on the City of Fresno Water Conservation Program's *Plumber Verification Form* must include the plumber/contractor's license number.

A copy of the original itemized, dated sales receipt for the new toilet(s) must be submitted with the rebate application. Toilet installation costs and new construction costs are not included in the rebate. Accessories and taxes are also not included.

Old toilets that are removed from the property before verification of eligibility will **NOT** qualify for a rebate. If a plumber/contractor provides written verification of its eligibility on the City of Fresno Water Conservation Program's *Plumber Verification Form*, the old toilet may be removed.

Incomplete, incorrect, or unsigned applications cannot be processed and will be returned to the applicant. Applicants must fulfill all program guidelines to be eligible for a rebate.

**Important Notes**

- The Water Conservation Program is not responsible for materials lost by mail.
- Possession or submission of a rebate application does not guarantee a rebate approval.
- Rebates are processed on a first-come, first-served basis.
- Funding for the Residential Toilet Rebate Program is limited to available resources.
- Rebate amounts are subject to change without notification.
- The Residential Toilet Rebate Program is subject to change or termination without notice.



# Residential Toilet Rebate Application

A rebate of **up to \$105** is available for the purchase of a qualifying new *WaterSense* High Efficiency Toilet that uses 1.28 gallons per flush *or less* when replacing an old toilet that was manufactured before 1992 and exceeds 1.6 gallons per flush. Up to 3 rebates are allowed per qualifying account.

Date: \_\_\_\_\_

## ACCOUNT INFORMATION

Utility Account Number: \_\_\_\_\_

Name on Account: \_\_\_\_\_

Account Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Alt. Phone Number: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

### Renters/Tenants Only:

*Renter/Tenant participation requires written approval from Property Owner. (Attach to Application)*

Property Owner Name: \_\_\_\_\_

Property Owner Mailing Address: \_\_\_\_\_

Property Owner Phone Number: \_\_\_\_\_

Property Owner E-Mail Address: \_\_\_\_\_

\*\*\*Separate applications are required for each qualified dwelling account\*\*\*

## BUILDING INFORMATION

Complete the information below as it applies to the installation address.

**Building Type (select one):**    ☐ Single Family Residence    ☐ Mobile Home  
   ☐ Condominium/Townhouse    ☐ PUD or HOA Shared Billing Account

**Number of:**    People living in selected unit \_\_\_\_\_ Existing toilets in selected unit \_\_\_\_\_

If condominium/townhouse, selected unit #: \_\_\_\_\_

## REBATE INFORMATION

Application must be approved prior to issuance of rebate. Incomplete applications will be returned. The rebate value cannot exceed the cost of the new toilet. Limit three (3) toilets per qualifying customer account or qualifying single unit. A copy of the original itemized, dated sales receipt for the new toilet(s) must be submitted with the completed rebate application within 45 days of the purchase date. Toilet installation costs and new construction costs are not included in the rebate. Accessories and taxes are also not included.

Number of rebates being requested: \_\_\_\_\_

How did you learn about this rebate? \_\_\_\_\_

Would you have purchased a new toilet at this time if the City of Fresno did not offer a rebate? Yes\_\_\_ No\_\_\_

### Send completed application and proof of purchase to:

City of Fresno Water Division, Water Conservation Program  
1910 E. University Avenue, Fresno, CA 93703  
or [waterconservation@fresno.gov](mailto:waterconservation@fresno.gov)

\*\*\*Incomplete applications will be returned\*\*\*

## NEW TOILET INFORMATION

Indicate below the gallons per flush (GPF) used by each new toilet (ask retailer if unsure). The new toilet must have a *WaterSense* label and must be installed within 45 days of purchase date.

Toilet 1: GPF \_\_\_\_\_ Manufacturer \_\_\_\_\_

Toilet 2: GPF \_\_\_\_\_ Manufacturer \_\_\_\_\_

Toilet 3: GPF \_\_\_\_\_ Manufacturer \_\_\_\_\_

## OLD TOILET INFORMATION

Indicate below the year of manufacture and gallons per flush (GPF) of the old toilet(s). If legible, this information is usually found under the inside of the toilet lid or inside the tank. If unknown, please leave blank and Water Conservation Program staff will verify the information during the on-site appointment.

Toilet 1: GPF \_\_\_\_\_ Year of Manufacture \_\_\_\_\_

Toilet 2: GPF \_\_\_\_\_ Year of Manufacture \_\_\_\_\_

Toilet 3: GPF \_\_\_\_\_ Year of Manufacture \_\_\_\_\_

**Unless** verified by a certified plumber or contractor, old toilets **MUST** be inspected by a Water Conservation Program representative to verify eligibility. Old toilets that are removed from the property before verification of eligibility will **NOT** qualify for a rebate.

## AGREEMENT OF TERMS AND CONDITIONS

The City of Fresno (City) may deny any application that does not meet program requirements. The undersigned expressly agrees that the City may inspect all items submitted for the Residential Toilet Rebate Program; that the City does not guarantee the performance of any toilet; and that the City does not warrant any toilet or installation to be free of defects, the quality of workmanship, or the suitability of the premises or the toilet for installation. The undersigned further agrees to hold harmless the City of Fresno against all loss, damage, expense, and liability resulting from the loss, destruction, or damage to property arising out of or in any way connected with the installation of a toilet. The City reserves the right to alter this program at any time. Funding for this rebate program is limited to available resources. Rebates are processed on a first-come, first-served basis. For further information, please contact the Water Conservation Program at (559) 621-5480.

I have read, understand, and agree to the terms and conditions of this rebate program.

Signature of Applicant: \_\_\_\_\_ Date: \_\_\_\_\_

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### FOR OFFICIAL USE ONLY

Application Status: Approved \_\_\_\_ Denied \_\_\_\_ Reason: \_\_\_\_\_

Inspection Date: \_\_\_\_\_ Tracking #: \_\_\_\_\_ Inspector: \_\_\_\_\_

Number of toilets approved for rebate: \_\_\_\_\_ Approved by: \_\_\_\_\_

Comments: \_\_\_\_\_

Information for certification date/model of new toilets: **HET 1.28 gpf or less (up to \$105 rebate)**

	Manufacturer	GPF	Purchase Date	Install Date	\$ Rebate
Toilet 1:	_____	_____	_____	_____	_____
Toilet 2:	_____	_____	_____	_____	_____
Toilet 3:	_____	_____	_____	_____	_____

Date to Accounting: \_\_\_\_\_

\_\_\_\_\_ Rebates @ \$\_\_\_\_\_ each = \$\_\_\_\_\_ Total Rebate

**ACCOUNTING:** Check mailed: \_\_\_\_\_ By: \_\_\_\_\_ Voucher No. \_\_\_\_\_