

Metropolitan North Georgia Water Planning District

Residential Toilet Rebate Program

Frequently Asked Questions

Q. Why are metropolitan-Atlanta water providers offering toilet rebates?

A. The participating water providers are offering this program to their customers as an incentive to replace older, inefficient toilets. Residents can do their part to reduce water usage by installing ultra low-flush toilets (ULFT) and high efficiency toilets (HET).

Q. Who qualifies for the program?

A. 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 1993 or earlier and have existing high flow toilets can qualify. Customers must submit an application, their original toilet purchase receipt, a copy of your most recent water bill, and agree to an installation verification check by water provider staff. To ensure you receive your rebate, please include the model number of the toilet from the box, if it is not listed on the toilet purchase receipt.

Q. Who are the participating water providers?

A. Water providers in the Metro Water District may join the program or run out of funding at anytime so an updated list of the participating water providers is available at www.northgeorgiawater.org/toiletrebate.

Q. How do I get an application?

A. Customers can download and print an application from the webpage at www.northgeorgiawater.org/toiletrebate or by calling 404-463-8645 to receive an application by mail.

Q. Are homebuilders eligible?

A. No, only homes built in 1993 or earlier are eligible.

Q. Can multifamily residents apply?

A. Currently there is not a program for multi-family complex managers/owners or townhome and condominium owners/renters. However, depending on the demand by water providers, this program may be implemented at a later date.

Q. I live in a condo/townhome. I do not pay a water bill to a water provider, I pay my condo association. Can I participate in the rebate program?

A. Unfortunately, master metered condo and townhome associations are considered commercial accounts by the water providers. Right now the program is only open to individual residential accounts because the rebate is a credit to an individual water bill.

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 provider, the household is not eligible for a rebate on a water bill.

Q. Can I email my 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 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. Why were the toilets on the recommended \$50.00 rebate list chosen?

A. The toilets on the \$50.00 rebate list (1.6 gallons per flush or less) were chosen because they received a minimum performance standard of 350 grams per flush or higher on the national Maximum Performance Testing. The Metropolitan North Georgia Water Planning District water providers wanted to provide a guide that would assist customers in placing quality products in their homes. [Click here](#) for a list of these toilets.

Q. Why were only WaterSense toilets chosen for the \$100.00 rebate toilet list?

A. WaterSense toilets were chosen for the \$100.00 rebate list (1.28 gallons per flush) because WaterSense is the U.S. Environmental Protection Agency's new labeling program for water efficiency. The WaterSense labeled toilets only use an average of 1.28 gallons of water per flush and have passed rigorous testing standards. [Click here](#) for a list of these eligible toilets.

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 were purchased after September 28, 2007.

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

A. 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.

Q. What stores participate in the program?

A. Any retailer that sells the approved 1.6 gallons per flush (gpf), or less, toilets or 1.28 gpf WaterSense labeled toilets can participate in the program.

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 of up to \$50.00 for an ultra-low flush toilet (ULFT) and \$100 for a high efficiency toilet (HET).

Q. Who pays for installation?

A. Customers are responsible for the installation.

Q. What is the warranty on the toilet?

A. 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.

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 this mean?

A. 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.

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).

- 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. 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.
- III. 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 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.