

## Toilet Retrofit Rebate Program FAQ's

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### Q. Why is DeKalb County offering toilet rebates?

DeKalb County is offering this program to their customers as an incentive to replace older, inefficient toilets. This program continues to be one of the components of the Department's long-term water conservation efforts. Residents can do their part to reduce water usage by installing high efficiency toilets (HET) (1.28 gpf or less) and max efficiency toilets (MET) (1.1 gpf or less).

### Q. Who qualifies for the program?

Owners of individually metered residential dwellings can qualify. The dwellings must have an active DeKalb County water account. This program will assist customers in replacing their old toilets with efficient water-conserving toilets to conserve water and money. To ensure you receive your rebate, please submit original receipts within 60 days of purchase and complete the Toilet Retrofit Rebate application in its entirety.

### Q. How do I get an application?

Customers can download and print an application from the webpage at <https://www.dekalbcountyga.gov/watershed-management/toilet-retrofit-rebate-program>, by emailing [DeKalbToiletRebate@dekalbcountyga.gov](mailto:DeKalbToiletRebate@dekalbcountyga.gov), or by calling 770-414-2360 to receive an application by mail.

### Q. Are homebuilders eligible?

No, only homes with existing toilets that are 1.6 gpf or more are eligible.

### Q. Why are homes eligible for a rebate?

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 built after January 1, 1993.

### Q. Are single family, residential, rental properties eligible for a rebate?

Yes. Single family, residential, rental properties that receive a water bill from DeKalb County Department of Watershed Management are eligible for the program. If the rebate is approved the rebate will be issued to the property owner not the tenant.

### Q. Can multi-family residential properties apply?

Yes. Individually metered, multi-family residential properties are eligible for the rebate. However, each unit of the multi-family residential property must have their own water meter.

### Q. I live in a condo/townhome. I do not pay a water bill to DeKalb County Treasury and Accounting, I pay my condo association. Can I participate in the rebate program?

Unfortunately, master metered condo and townhome associations are considered commercial accounts by DeKalb County. Right now, the program is only open to individual residential accounts. **Apartments** are also considered commercial accounts and do not qualify for the toilet rebate program.

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### Q. I pump my water from a well, am I eligible?

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 DeKalb County, the household is not eligible for a rebate.

### Q. Can I email my application to you?

No. We **must have** an original signed application and the original toilet purchase receipt.

### Q. Do we need to provide any documentation of the old toilets?

When you sign the bottom of the application, you agree to a possible installation verification visit by DeKalb County Watershed Management and that you are obeying all the guidelines of the program. If randomly selected, you will be contacted by Watershed Management to schedule your installation verification.

### Q. Can I submit copies of my receipt(s)?

No. We must have the original receipt(s). Duplicates, quotes, reprints, receipt images, receipt look ups, POS (Point of Sale) journals, faxed copies or photocopies are not accepted.

### Q. Why is an original receipt required?

For auditing and compliance purposes we must have the original receipt as well as an original application.

### Q. Will I receive my original receipt back after my rebate is approved?

No. We must keep your original receipt with your application and it will not be returned to you. It is recommended to keep a copy of your receipt for your records.

### Q. Can I receive a rebate for more than one toilet that I purchase?

Yes. As long as the toilets purchased are approved toilets for the program, you can receive up to three (3) toilet rebates, per residential dwelling, depending on the number of toilets listed on the property tax record. If the property already received a rebate submitted by a previous owner, you will not be eligible for any rebates.

### Q. May I apply for each of my toilet rebates separately?

Yes. If you decide to purchase one toilet now and the other toilets at a later date and funding is still available, you may apply for the remaining toilets. All applications and receipts submitted must be within 60 days of the purchase date.

### Q. Why were the toilets on the recommended \$50.00 rebate list chosen?

The toilets on the \$50.00 rebate list (1.28 gallons per flush or less) were chosen because they received a minimum performance standard of 1,000 grams per flush or higher on the national Maximum Performance Testing.

### Q. Who pays for installation?

Customers are responsible for the installation.

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

WaterSense toilets were chosen for the \$100.00 rebate list (1.1 gallons per flush or less) 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 1.1 gallons of water per flush or less 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?**

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?**

If you meet all the requirements, you may apply for a rebate for up to three (3) eligible toilets if they are submitted within 60 days of the purchase date. *Please note: Application and supporting documents must be mailed and received in the office within the 60-day deadline.*

### **Q. How long will it take after I submit my application to receive my rebate?**

It depends on the number of applications being processed, the completeness of your application, and if you meet all qualifications. If the application is approved, rebate checks will be mailed and made payable to the property owner. If the application is not approved, it will be returned by mail with the reason(s) for the denial and further instructions, if applicable. By standard, please allow up to ninety (90) days for application processing. Rebate checks will be processed and mailed up to thirty (30) days **after** the rebate application is approved. If the rebate check is not received after this time frame, contact the Toilet Rebate office via email or phone.

### **Q. After the allocated funding for toilets for this year is depleted, will you maintain a waiting list for the following year?**

If funding is not available, applications will be held on file. When funding becomes available, applications will be processed in the order they were received.

### **Q. What stores participate in the program?**

Any retailer that sells the approved 1.28 gallons per flush (gpf) toilets or 1.1 (gpf) WaterSense labeled toilets can participate in the program.

### **Q. Can I purchase my toilet(s) online?**

You may purchase your toilet(s) online and still receive a rebate. However, we will need the on-line receipt as well as the toilet(s) original packing/shipping slip as proof of delivery or confirmation of proof of pick up.

### **Q. What is the warranty on the toilet?**

Any warranty or defects will be the responsibility of the manufacturer and/or the retailer. DeKalb County Department of Watershed Management will assume no responsibility for defects or performance problems.

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### Q. Can I purchase my toilet(s) through a plumber/handyman?

Yes. Make sure the receipt from the plumber to you, shows the date of purchase, toilet manufacturer, make, model number, and payment in full. Send the **original** work order along with your completed application. Please note, DWM will not accept hand or typewritten receipts that do not possess a company logo or letterhead. If your plumber/handyman is unable to produce an acceptable receipt, please have them also complete the DeKalb County [Low Flow Toilet Sale Certification Form](#).

### Q. Will the rebate cover the entire cost of the toilet?

It all depends on the cost and type of toilet that is purchased. There are some toilets on the market that cost less than the rebate amount. The rebate will have a value of up to \$50.00 for a high efficiency toilet (HET) (1.28 gpf) and up to \$100 for a max efficiency toilet (MET) (1.1 gpf or less).

### Q. How much water is saved by changing my toilet(s)?

The amount of water savings depends on what type of toilet(s) 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.

### Q. How can I calculate the gallons per flush on my current toilet?

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 to be 5.0 gpf.
  - b. If your home was built from 1980 – 1992 the gpf is estimated to be 3.5 gpf.
- III. You can also calculate its capacity by following the simple steps below.
  - a. Carefully shut off the valve to the toilet tank supply line.
  - b. Mark the water level in the tank reservoir.
  - c. Flush the toilet.
  - d. Refill the tank reservoir to the marked line using a measuring container.
  - e. Calculate the reservoir level: \_\_\_\_\_ cups to fill tank x 0.0625 = \_\_\_\_\_ gpf
  - f. Don't forget to re-open the valve under the toilet!

### Q. What should customers do with their old toilet(s)?

Customers should contact DeKalb County's Sanitation division at 404-294-2900 to receive instructions on how you should dispose of your old toilets.

### Q. 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, DeKalb County reserves the right to an on-site inspection.

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### **Q. Is there a recycling program available?**

If the citizens of DeKalb County are interested in recycling their toilets, Patterson Services, a subsidiary of Packer2000 will accommodate them. The citizen must first remove all plastic materials from their toilets and then transport them to Patterson Services located at 6330 Riverview Road, Mableton, GA 30126. There is a recycling fee of \$5 per toilet. The phone number for Patterson Services is 404.505.1449.

### **Other Questions**

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

If you are not a DeKalb County resident, your water provider may be a member of the Metropolitan North Georgia Water Planning District. You can visit their website at <http://www.northgeorgiawater.org/supply-conservation/residential-toilet-rebate-program>. If not, contact your local water provider and let them know you would like for them to offer a rebate program for toilets.

#### **Q. How do I find information on the outdoor watering restrictions in my area?**

For information regarding DeKalb County's watering restrictions, please follow on the link below.  
<https://www.dekalbcountyga.gov/watershed-management/dekalb-county-drought-restrictions>

#### **Q. Where do I find information about the Inefficient Plumbing Ordinance and Certificate of Compliance?**

For detailed information regarding the Inefficient Plumbing Ordinance and to acquire a copy of the Certificate of Compliance, please call 404.378.4475 or follow on the link below.  
<https://www.dekalbcountyga.gov/watershed-management/payment-information>.

***\*Note: DeKalb County reserves the right to modify this program at any time.***