

Single-Family Toilet Rebate Program

Description and Process



The metro Atlanta area began toilet rebate programs in 2008. Since then over 135,000 old, inefficient toilets have been replaced with low-flow and high-efficiency models as of January 2019. This has resulted in a savings of **2.4 million gallons** of water a day



Your utility can be in partnership with the Metropolitan North Georgia Water Planning District!

PROGRAM REQUIREMENTS



- Only single-family residential homeowners or renters with homes built in **1993 or earlier**
- **\$100 rebate: 1.1 or less WaterSense labeled UHET**
- **\$50 rebate: 1.28 gpf WaterSense labeled HET**
- Toilets must be purchased after September 28, 2007
- Maximum of **2 toilets can be rebated** per household
- Rebate does not pay for Georgia sales tax, additional installation parts, or installation.

1.1 or lower gpf

\$50 rebate

1.28 gpf

\$100 rebate

PROGRAM ADMINISTRATION

The Metro Water District will:

- Process rebate applications for water providers and charge a \$10 administrative fee per rebated toilet
- Provide weekly notifications to the utility of customers eligible for a rebate credit. The water provides is responsible for crediting the approved customers
- Annual bill the water provider for administrative fees
- Allow access to current managements reports to the water provider
- Notify water utilities when their contracts are approaching end dates or when remaining funds are less than 50%

WAYS CUSTOMERS CAN APPLY



WWW.NORTHGEORIGAWATER.COM/TOILETREBATE



toiletrebate@northgeorgiawater.com



404.463.8645

Single-Family Toilet Rebate Program

Description and Process

REBATE PROGRAM PROCESS

Water provider contracts with the Metro Water District for a designated funding amount. These funds remain with the utility and are budgeted within their own finances.

Customers can apply online or mail in:

- A completed application
- Upload a copy of their **toilet purchase receipt** and **water bill**



The Metro District determines customer eligibility verifying:

- Age of home
- Types of toilets purchased
- Water account services the property where the rebate is requested

Upon weekly notification from the Water District, water provider will respond within five (5) business days with acceptance or rejection of each eligible customer and reason for rejection.

Letter will be sent to the customer by the Metro Water District within 30 days, notifying applicants that the rebate has been processed and will appear as a credit to their water bill within 2 billing cycles.

Notification also includes a Household Water Assessment and a program survey.

If a water provider's funding becomes exhausted:

- The Metro Water District will return the customer's application, supporting documents and a letter stating that funding is expended and to re-apply at a later date.
- The Metro Water District will keep a record of these applicants.

ADMINISTRATIVE PROCEDURES AND RESPONSIBILITIES

Metro Water District

- Maintains rebate web page, forms and reporting database for water providers
- Maintains a telephone number and email address for customer questions about the program and processing applications
- Makes available or mails applications to customers
- Receives and verifies customer application
- Sends a confirmation/rejection letter to each customer
- Invoices the water provider for the \$10 administrative fee for each toilet approved. There is no charge for rejected applications
- Provides management reports for each water provider on water savings, application processing, and related materials

Water Providers

- Contracts with the Metro Water District to participate in the program for a specified funding amount
- Receives weekly notifications from the Metro Water District of rebates processed and issues rebate credits to customers in a timely manner
- Notifies the Metro Water District within 5 business days if an approved customer is not in good financial standing with the water provider
- Pays the \$10 administration fee to the Metro Water District on an annual basis
- Promotes the program through a link on the water provider web site, bill inserts, mailers and other forms of communication
- Verification of toilet installation is option and would be the responsibility of the water provider
- Contracts can be amended to add additional fundings