

Application # \_\_\_\_\_

Date Received \_\_\_\_\_

Approved  
 Yes  No

# Approved \_\_\_\_\_

Rebate  
Amount \_\_\_\_\_

Verified by \_\_\_\_\_

### Durham Department of Water Management WaterSense® Toilet Rebate Application

The City of Durham is offering rebates valued at up to \$100 per toilet when qualified water users replace existing high water using toilets with EPA WaterSense® rated high efficiency toilet (HET) models.



**IMPORTANT: Please allow 8 – 12 weeks for processing**

**APPLICANT INFORMATION** (New toilets must be installed prior to submitting the application. Read all program rules on page 2.)

Name of Applicant: \_\_\_\_\_  
Service Address (Street Address where toilet(s) are installed): \_\_\_\_\_  
Mailing Address (if different than above): \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Daytime Phone #: \_\_\_\_\_ Evening Phone #: \_\_\_\_\_  
Email Address: \_\_\_\_\_

**PROPERTY AND ACCOUNT INFORMATION** (Important – Please mark the box that applies to you. Mark only ONE box.)

- 1. **Property owner/occupant** of service address noted above. My water account # is \_\_\_\_\_
- 2. **Property owner/non-occupant** of service address noted above **with** any active Durham water account.  
*Property owners with any active Durham water account, please enter an account # \_\_\_\_\_*
- 3. **Tenant** (Water account must be for service address and in tenant’s name). My water account # is: \_\_\_\_\_
- 4. **Property owner/non-occupant** of service address noted above **without** any active Durham water account.  
*Property owners without an active Durham water account will have a rebate check mailed to the mailing address.*

**ADDITIONAL INFORMATION**

How did you hear about the toilet rebate program? (Please select one)  Mailer  Water Bill  City Website  
 City Staff  Retailer/Plumber  Newspaper  Television  Radio  Other \_\_\_\_\_  
Age of dwelling/building(s) or year built: \_\_\_\_\_ Total number of toilets in the structure (s): \_\_\_\_\_  
Have you applied before?  Yes  No If yes, when did you apply? Month: \_\_\_\_\_ Year: \_\_\_\_\_

**TOILET INFORMATION** (Use a second application if you have replaced more than 3 toilets.)

Toilet	Old Toilet Flush Volume*	New Toilet Manufacturer	New Toilet Model Name	New Toilet Model #	Install Date	New Toilet Installed By:
1						
2						
3						

(\*See page 2 for tips on determining toilet flush volume.)

Please confirm:

- The **ORIGINAL DATED SALES RECEIPT** or **INVOICE** showing the price of each toilet, toilet model number, date, and store where purchased is attached. (Photocopies are NOT accepted; supplying insufficient information may result in denial of application.) The purchase must have occurred *within the last 12 months*.
- A **COPY OF THE MOST CURRENT WATER BILL** is attached (if the water bill is the responsibility of the applicant).

Please read the paragraph below carefully before signing. If you do not fully understand each statement, please call (919) 560-4381, or email [toiletrebate@durhamnc.gov](mailto:toiletrebate@durhamnc.gov).

*I have read, understand and agree to the terms and conditions of this rebate application as stated on page 2 of this application. I declare under penalty of perjury of the laws of the State of North Carolina that all of the information provided herein is true to the best of my knowledge. I hereby certify that I am the customer authorized to replace the toilets at the address listed above or the person who can authorize replacement has signed below. This program does not guarantee the high efficiency toilet(s) performance or workmanship. I agree to a post-installation verification. The toilet(s) being replaced will be destroyed or disabled before disposal. I am responsible for the high efficiency toilet(s) cost above the rebate amount, NC sales tax and installation charges.*

Applicant Signature \_\_\_\_\_ Print Name \_\_\_\_\_ Date \_\_\_\_\_  
(Property Owner/Tenant)

**Please mail ALL application materials to:**  
**Department of Water Management**  
**Toilet Rebate Program**  
**1600 Mist Lake Dr.**  
**Durham, NC 27704**





## TO QUALIFY FOR A REBATE, THE FOLLOWING CRITERIA MUST BE MET:

1. The toilet must have been purchased within the last twelve (12) months prior to application submittal.
2. The purchased toilet(s) must be officially identified with the EPA WaterSense® label or can be verified.
3. High efficiency toilets (HETs) must be installed at the service address and must be installed prior to mailing the application.
4. The service address must be associated with a *residential* water account.
5. Applicant must have either an active Durham water account or own the structure(s) receiving water from the City of Durham.
6. An applicant will not receive any form of credit if the water account becomes inactive or property ownership changes within 45 days of submittal of a complete application package.
7. The total number of rebate credits may not exceed the total number of toilets in each structure of service address.
8. Toilets can be one piece (tank and bowl as one unit) or two pieces (tank and bowl) to be fitted together for a complete unit.
9. Each new toilet must replace an existing 1.6 gallons or greater per flush toilet. (Instructions on how to calculate the flush volume of a current toilet are included with this application – see below.)
10. Applicant agrees to not reuse, sell, or give away the old toilet(s) and must provide for proper disposal.
11. Applicant agrees to pay any and all sales tax, installation parts (eg. wax ring, bolts, flex hose, toilet seat), labor and building costs associated with any HET installation.

## REBATE INSTRUCTIONS: (Please allow 8 to 12 weeks for processing.)

1. Purchase and install qualifying WaterSense® rated high efficiency toilet(s). Note: The toilet(s) MUST be installed prior to submitting the application for receipt of rebate credit(s). **ANY INSTALLATION IS SUBJECT TO AN ONSITE VERIFICATION.**
2. Complete, sign and date the other side of this application and submit it with a copy of current water bill (if applicable) and original dated sales receipt(s) or invoices to the address at the bottom of page 1 of this application.
3. Once the rebate application is approved, rebate credit(s) will be applied to the water account number associated with the service address or to the property owner's City of Durham water account, whichever is applicable. If a "property owner/non occupant" does not have an active City of Durham water account to which the credit can be applied, a rebate check will be mailed to the mailing address listed on the application. Property ownership will be verified through county tax records.

## **DO NOT SEND WATER BILL PAYMENT WITH THE APPLICATION!**

## TIPS TO DETERMINE GALLONS-PER-FLUSH VOLUME

1. Look for marks or labels near the toilet seat hinge. A 5-gallon per flush (gpf) toilet might be shown as 22.73 liters, a 3.5 gpf as 15.91 liters. All 1.6 gpf (6.1 liters) toilets should be marked at the toilet seat hinge. If no markings are present, check the underside of the tank lid or the tank's back inside wall for a date stamped in the porcelain. Toilets produced before 1985 are 5-7 gpf, a date between 1985 and 1991 would be 3.5 gpf. All toilets made after 1993 are 1.6 gpf.
2. There are two ways to conduct a Toilet Water Use Test. The most accurate way is by measuring the tank.
  - a. Measure the length of the tank in inches.
  - b. Measure the width of the tank in inches.
  - c. Measure the full water level in the toilet tank in inches (depth 1).
  - d. Flush the toilet and measure the drop at the lowest level (depth 2).
  - e. Subtract depth 2 from depth 1. This will give you the "drop" measurement.
  - f. Multiply the length times the width times the "drop" to determine the volume of cubic inches of water used per flush.
  - g. Divide the volume by 231 to get the number of gallons per flush

## REBATE AMOUNT

The value of the high efficiency toilet rebate is the cost of each toilet up to \$100, per toilet, and may cover the entire retail cost of an HET if the total cost does not exceed the total value of the rebate. High efficiency toilet purchase costs that exceed the rebate value are not covered under this program. Any high efficiency toilet cost that exceeds the rebate value is to be paid by the applicant and is the sole responsibility of the applicant.

## VERIFICATION OF INSTALLATION

The City of Durham reserves the right to inspect to verify the installation of the new HET model(s) submitted for this rebate program, and if contacted, you agree to allow for a post-installation inspection. Inspections will be scheduled between the hours of 8:30 a.m. and 4:00 p.m., Monday through Friday.

## DURATION

Applications will be accepted on a first come, first served basis, only while funding is available, or until the program is discontinued. The City of Durham, in its discretion, may, at any time modify, suspend, or terminate this program without prior notice.

**Disclaimers:** The City of Durham reserves the right to reject any application that does not meet all of the requirements of this rebate program. The City of Durham makes no representations or warranties as to the condition, quality, effectiveness, operability or cost of installing or maintaining a high efficiency toilet subject to this program, or removing or disposing of a low efficiency toilet, associated parts, building materials, labor and equipment in connection therewith and, to the extent not prohibited by law, disclaims all express and implied conditions, representations and warranties related thereto, including without limitation, any implied warranty of merchantability or fitness for a particular purpose.

**Limitation of Liability/Release:** Applicant understands and agrees that, to the extent not prohibited by law, in no event shall the City of Durham, its officials, officers, employees or agents be liable for any claimed or actual damages or losses of any kind, however caused and regardless of the theory of liability, related in any way to this rebate incentive program, even if the City of Durham has been advised of the possibility of such damages or losses. To the extent not prohibited by law, applicant assumes all risks associated with this program, including without limitation, all risks associated with purchase, installation and maintenance of an HET model subject to this program (including without limitation the risk of not realizing cost savings as a result of converting to a high efficiency toilet model), and the removal and disposal of old toilets, associated parts, building materials, labor and equipment in connection therewith. Applicant releases the City of Durham, its officials, officers, employees and agents from any and all claims for damage or death or injury to any persons or property arising in any way from this rebate program, including the installation of an HET, associated parts, building materials, labor and equipment subject to this program (including without limitation the use or operation thereof), or the removal or disposal of any toilet, associated parts, building materials, labor and equipment in connection therewith, other than those caused solely by the willful or grossly negligent acts or omission of the City of Durham.