

# Town of Boone

## Every Drop Counts Toilet Rebate Program

### Program Overview

In June of 2011 the Town of Boone Town incorporated a WaterSense® High Efficiency Toilet Rebate Program into their “Every Drop Counts” Water Conservation Program. The goal of this program is to continue water conservation awareness by actively involving the community. By purchasing and installing any new WaterSense® labeled high efficiency toilet single family residences can apply for up to 3, \$100 rebates, while multi-family/commercial users can apply for up to 10, \$50 rebates. This is a pilot program with limited funding that will be allocated on a FIRST COME, FIRST SERVED BASIS. The program ends when all allocated funds have been distributed. Applications can be printed online or picked up at 321 East King Street. These must be completed and returned before any rebate will be issued. For more information please contact the Town of Boone Public Utilities Department at **(828)268-6250** or scroll down for further information.

### Single Family Residential Customers

Each single family residential customer can receive a rebate for the replacement of up to 3 existing 1.6 gallons (or more) per flush toilets in their residence with a WaterSense® HET model. The amount of the rebate will be \$100 per toilet. To apply for the rebate submit all of the following:

- è The original dated sales receipt(s)
- è A copy of your most recent water bill
- è A completed, signed and dated copy of the Single Family Residential Customer application.



### Multi-Family/Commercial/Industrial/Institutional Customers

Multi-Family customers, commercial customers, industrial customers and institutional customers are eligible for rebates upon the replacement of a 1.6 gpf (or more) toilet with a WaterSense® HET model. Each account holder is eligible for up to 10 rebates of \$50 each. To apply for the rebate please submit all of the following:

- è The original date sales receipt(s)
- è A copy of your most recent water bill
- è A completed, signed and dates copy of the Multi-family/Commercial/Industrial/Institutional Customer application

**All Materials should be mailed to:**  
**C/O Elisa Phillips, Water Conservation**  
**Town of Boone Public Utilities**  
**HET Rebate Program**  
**321 East King Street**  
**Boone, NC 28607**

\* Do not mail your bill with your rebate materials



## Frequently Asked Questions

- 1. What is a WaterSense® High Efficiency Toilet?**

WaterSense is the Environmental Protection Agency's labeling program for water efficiency products. WaterSense labeled toilets use an average of only 1.28 gallons of water per flush and have passed rigorous testing standards.
- 2. Do I have to buy the toilet at a particular store?**

No. As long as the toilet is an HET on the EPA's WaterSense List, a customer can buy it from any retailer, even online, but we will require the original invoice(s) or sales receipt(s) sent in with the application. The Public Utilities Department advises the customers to keep a copy of sales invoice(s) or receipt(s) for their records.
- 3. Is there anything else I need to buy with the toilet?**

This will depend on the toilet purchased, as some toilets come in complete kits. It may be possible that a new wax ring or additional bolts may be needed when purchasing the toilet. Check with your retailer or plumber to ensure you have all the equipment needed to have a working toilet.
- 4. Do I have to hire someone to install the toilet?**

No. Individual customers may choose to install the toilet. If you purchase a toilet through a plumber, be sure the model number of the toilet is listed on the receipt.
- 5. How will I receive the rebate?**

Once all required information is received by staff, a check will be mailed to the qualified applicant who is a town water customer.
- 6. When will I receive my check?**

Usually checks will arrive by mail in 6-8 weeks.
- 7. Will the Town be checking to see that my toilet has been installed?** As part of the rebate process, customers must agree to allow a post installation inspection.
- 8. Can I participate even if I don't own my home or rent?**

Yes. However, you will be held responsible for gaining the appropriate approval from your landlord.
- 9. How long will the HET toilet rebate program last?**

The program is offered on a first come, first served basis and will function as long as allocated funds permit.
- 10. Are all of the toilets on the EPA WaterSense® list available at all retailers?** That is unlikely. No retailer will have every toilet, but approved toilets are available locally. Many plumbing supply stores can special order toilets as well.
- 11. Where can I get more information on Boone's HET Rebate Program?** For more information, call **Carrie Phillips 828-268-6250** or e-mail to: [carrie.phillips@townofboone.net](mailto:carrie.phillips@townofboone.net)



# WaterSense Labeled

## Toilets

WaterSense

**T**oilets are by far the main source of water use in the home, accounting for nearly 30 percent of residential indoor water consumption. Toilets also happen to be a major source of wasted water due to leaks and/or inefficiency. WaterSense, a program



sponsored by the U.S. Environmental Protection Agency (EPA), is helping consumers identify high-performance, water-efficient toilets that can reduce water use in the home and help preserve the nation's water resources.

### What Are WaterSense Labeled Toilets?

Recent advancements have allowed toilets to use 20 percent less water than the current federal standard, while still providing equal or superior performance. The WaterSense label is used on toilets that are certified by independent laboratory testing to meet rigorous criteria for both performance and efficiency. Only high-efficiency toilets that complete the third-party certification process can earn the WaterSense label.

### How MUCH Can WaterSense Labeled Toilets Save?

Over the course of your lifetime, you will likely flush the toilet nearly 140,000 times. If you replace older, existing toilets with WaterSense labeled models, you can save 4,000 gallons per year with this simpler, greener choice.

### What About Price?

WaterSense labeled toilets are available at a wide variety of price points and a broad range of styles. EPA estimates that a family of four that replaces its home's older toilets with WaterSense labeled models will, on average, save more than \$90 per year in reduced water utility bills, and 52,000 over the lifetime of the toilets. Additionally, in many areas, utilities offer rebates and vouchers that can lower the price of a WaterSense labeled toilet.

### And Performance?

Unlike some first-generation, low-flows toilets, WaterSense labeled toilets combine high efficiency with high performance. Design advances enable WaterSense labeled toilets to save water with no trade-off in flushing power. In fact, many perform better than standard toilets in consumer testing.

### Look for the WaterSense Label!

Whether remodeling a bathroom, starting construction of a new home, or simply replacing an old, leaky toilet that is wasting money and water, installing a WaterSense labeled toilet is a high-performance, water-efficient option worth considering. If every American home with older, inefficient toilets replaced them with new WaterSense labeled toilets, we would save nearly 640 billion gallons of water per year, equal to more than two weeks of flow over Niagara Falls! Go to <[www.epa.gov/watersense](http://www.epa.gov/watersense)> for more information.

