

FREQUENTLY ASKED QUESTIONS

City of Tigard

WaterSense Toilet Reimbursement Program

What is WaterSense?

WaterSense is the Environmental Protection Agency's labeling program for water efficiency. WaterSense labeled toilets use no more than 1.28 gallons of water per flush and have passed rigorous third party testing standards for maximum performance.

How much is the reimbursement?

Residential Tigard Water Service Area customer's account is eligible for a maximum of two toilets, which qualify for \$60 each, or the purchased price if less than the reimbursement amount (maximum reimbursement of \$120).

If I turn in an application, can I deduct that amount from my next water bill?

No. Applications will not be approved if the account is not in good standing. Please call utility billing at 503-718-2460 for questions concerning your account.

Can I get a reimbursement for a toilet that is not labeled WaterSense?

No. Only toilets that have been HET certified under the WaterSense label will qualify for reimbursement.

Where can I get an application form?

You can obtain application forms at the Tigard Public Works Building located at 8777 SW Burnham St., Monday – Thursday between the hours of 8 a.m. to 6 p.m., or online at www.tigard-or.gov/water.

Are all of the toilets available at all retailers?

No retailer will have every toilet, but approved toilets are readily available. If you cannot find what you are looking for in a store, toilets purchased online also qualify for the program as long as the required paperwork is turned in with the application.

What if I buy a toilet, but later learn that it does not qualify for a reimbursement?

Unfortunately, if the toilet is not a WaterSense labeled toilet, it will not qualify for a reimbursement.

What if I already have a HET toilet?

Only new toilets purchased between July 1, 2016 and June 30, 2017 will be eligible for a reimbursement.

What if I bought a toilet, turned in an application for the reimbursement program the previous fiscal year, and didn't get a credit because funds were depleted? Can I apply for it now?

No. Unfortunately, reimbursements can only be awarded the fiscal year in which they were purchased. If you bought the toilet before July 1, 2016, it will not qualify.

Does the City have someone to install the toilet for me?

No. The homeowner is responsible for having the toilet properly installed.

What if I don't have the original sales receipt?

A copy of the original receipt/invoice will be accepted but applications without a proof of purchase will be denied.

Do I live within the Tigard Water Service Area?

The service area includes the cities of Durham, King City, two thirds of Tigard and the Tigard Water District. If you are not sure if you live within the Tigard Water Service Area, please contact the water conservation coordinator before making your purchase.

How long do I have after buying a qualifying toilet to submit my reimbursement application?

All applications must be **received** by June 30, 2017. Any applications received after that date will not be processed.

How long will it take for my reimbursement to show up on my water bill?

Four to six weeks from the date the application is approved. If you have questions regarding the status of your reimbursement, please contact 503-718-2599.

Can businesses or someone with a multi-family account (usually someone that pays water bill to a HOA) apply for a reimbursement?

No. The program is only available for single home, residential accounts.