

# 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 accounts are eligible for a maximum of 2 toilets which qualify for \$75 each or the purchased price if less than that amount (maximum reimbursement of \$150).

### **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 on the List of Qualifying Toilets?**

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

### **Where can I get an application form and a List of Qualifying Toilets?**

You can find application forms at Tigard's Public Library, Public Works Building, or online at [tigard-or.gov/water](http://tigard-or.gov/water). To check for qualifying toilets, please visit <http://www.epa.gov/watersense>.

### **Are all of the toilets available at all retailers?**

Probably not. Local retailers have been informed about the program and have been encouraged to carry them in stock. 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 all 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 on the approved list it will not qualify for a reimbursement.

### **What if I already have a HET toilet?**

Only new toilets purchased between July 1, 2011 and June 29, 2012 will be eligible for a reimbursement.

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

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

### **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 a.k.a. the unincorporated area of Bull Mountain. 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 29, 2012. Any applications received after that day will not be processed.

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

4-6 weeks from the date the application is approved. If you have questions regarding the status of your reimbursement please contact 503-718-2599.

**What if I don't have an original sales receipt?**

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

**Can businesses apply for a reimbursement?**

No. At this time, the program is only available for residential accounts.

**What do I do with my old toilet?**

Old toilets can be recycled at:

- S & H Landscape Suppliers and Recycling - 20200 SW Stafford Rd., Tualatin OR, 97062 – (503) 638-1011
- Environmentally Conscious Recycling -12409 NE San Rafael, Portland, OR 97230 – (503) 253-0867
- An approved Toilet Roundup. Information concerning the next roundup contact (503) 718-2599.
- Other options will be considered but not approved without prior consent.

*Failure to recycle your toilet will result in the denial of your reimbursement application.*