

HOMEOWNER'S TOILET REPLACEMENT PROGRAM

WANTED



Guilty.
Wasting water and your money.

\$50 REWARD

If your toilet uses more than 13 litres per flush and you are actively billed on a water meter, take it out, cash it in, go low-flow.

Your big ol' toilet is costing you a fortune.

A toilet can waste thousands of litres of water a year. If yours has a flush volume of 13+ litres and you're actively billed on a water meter, switch to an eligible low-flow toilet and save up to \$100 in annual water and sewer charges. Show us that you've done it, and we'll reward you with a \$50 credit on your bill. *(Please see Toilet Rebate Checklist for details.)*

Here's how to cash in.

It's easy! Purchase and install an eligible low-flow toilet from The City of Calgary's eligible toilet list. Then, take out your older 13+ litre toilet and prove it disposed by:

- Taking a picture of it being made unusable.
- Taking it to a landfill and submitting the landfill receipt.
- If your plumber takes it away, ensure it's indicated on the plumber's invoice.

Fill out the application form completely, sign it and send it in with your original sales receipt and proof of disposal.

Save even more with a high-efficiency toilet (HET) or a dual-flush model.

HET toilets save about 25 per cent more water. Dual-flush models have two buttons or levers which allow for a choice between a three- or four-litre flush for liquid waste and a six-litre flush for solid waste. See the eligible toilet list for HET and dual-flush models.



FOR MORE INFORMATION, CALL 3-1-1 OR VISIT CALGARY.CA/TOILET.

Do you qualify for the reward?

You are eligible to receive the rebate if:

- The residential property where the toilet was replaced is located in Calgary.
- You have a residential water meter installed at the property and are actively billed on that meter. (If you are an individual condo owner your condominium complex meets these requirements and you may apply for this offer.)
- You replaced an existing toilet with a flush volume of 13 litres or more. New homes, additions or basement developments are not eligible.
- You purchased and installed an eligible toilet from The City of Calgary's eligible toilet list.
- You correctly completed an application form and sent it in with the original sales receipt and proof of the old toilet's disposal.
- Multi-unit residential building owners can apply for a \$50 rebate by participating in our multi-unit residential toilet program. Visit calgary.ca/toilet for application information.

Don't know the flush volume of your old toilet?

Here are two ways to calculate it:

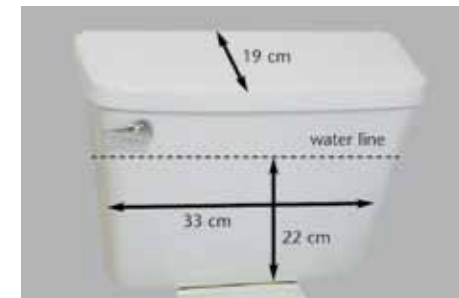
1. Use your water meter. Note the meter reading. Flush the toilet. Note the reading again. If the meter moved 13 or more litres, you qualify.
2. Measure the width, depth and height of the tank in centimetres. Multiply the three numbers, then divide by 1,000. That's the flush volume in litres.

Width x depth x height = flush volume (in litres)

For example:

$$33(W) \times 19(D) \times 22(H) = 13,794.$$

$$13,794 \div 1,000 = 13.794 \text{ litre flush volume.}$$



Not the usual suspect



Is your toilet stealing from you?

THE CITY OF CALGARY TOILET REPLACEMENT PROGRAM

This offer only applies to our customers actively billed on a residential water meter. Purchased toilets must be on the eligible toilet list. New toilets must replace a toilet with a flush volume of 13 litres or more. Only toilets purchased after Sept. 1, 2003 qualify. Submission of application does not guarantee a rebate. Applications are processed on a first-come, first-served basis. This offer may be withdrawn at any time without notice. The City of Calgary Water Services reserves the right to inspect and verify that eligible toilets are installed and old toilets made unusable. Any rebate may be subject to on-site inspection and verification.

The personal information on this form is collected under the authority of the *Freedom of Information and Protection of Privacy Act*, Section 33 (c) and used solely for the administration and evaluation of the residential toilet replacement program. Participants may be contacted by survey for evaluation and water conservation program development.

FOR MORE INFORMATION, CALL 3-1-1.

Choosing an eligible low-flow toilet.

Calgarians can choose from a long list of tested and proven high-performing, water-saving toilets. Consider:

Performance

- All eligible toilets have performed well in an independent performance test. Choose higher performers marked as HET (high efficiency toilet).
- Find out how your prospective toilet performs by reading results of maximum performance testing at cwwa.ca.

Water savings

- Water savings vary depending on the toilet you choose.
- Numerous dual-flush models are available in Calgary. These toilets require six litres for solid flush and three or four litres for a liquid flush.
- HET and dual-flush models use under six litres.

Style

- New low-flow toilets are not only practical but stylish. Choose between one-piece models (tank and bowl are one piece) or two-piece models (tank and bowl are together).
- White is still the standard toilet colour but a rainbow of hues are available or can be special ordered.

Price

- Toilets are available to suit a wide range of budgets, with many models in the \$100 to \$250 range. Always check the performance rating, as price may not dictate quality.

Warranty

- Check the warranty of the toilet you're purchasing to ensure it meets your needs. Some toilets have no warranty, while others have 20-year warranties that even include in-home service.

Toilet footprint, height and rough-in

- The toilet footprint is the floor space the toilet takes on the floor.
- Consider the height of your new toilet and any restrictions your bathroom has, such as countertops.
- Choose a toilet that matches your existing rough-in by measuring the distance from the bolts on the base of the toilet to the wall behind the toilet. If there are two sets of bolts, measure from the set closest to the wall.

Toilets in basements

- Independent research shows performance depends on the quality of the toilet, not the amount of water used per flush or the location of toilets. Ensure you choose a toilet that performs well.
- Even without other water flow (from showers and sinks), six-litre toilets can flush effectively in basement settings.

Eligible toilets

The eligible toilet list is available at calgary.ca/toilet or by calling 3-1-1.

Please note:

- Not all toilets are available in all rim shapes.
- Toilets must be purchased as described (according to model number).

2009-1925

Please note: it may take 12 to 16 weeks from the time we receive qualified applications for rebates to be processed. Applicants are only contacted once their application is processed, not when applications are received.

\$50 REWARD APPLICATION HOMEOWNERS TOILET REPLACEMENT PROGRAM

RESIDENTIAL WATER METER REQUIRED.

YES! I am billed on a water meter and I removed my old water-guzzling toilet and replaced it with an **eligible** low-flush toilet. Please credit my bill with a \$50 reward. *(Please see Toilet Rebate Checklist for details.)*

I am the Homeowner (Must be the utility account holder.) Tenant (Landlord's signature required.)
 Condominium owner This is a rental property (Please provide mailing address.)

Name _____

Installation address _____

Postal code _____

Mailing address (if different from above) _____

Phone (daytime) _____

Email _____

ENMAX account number (If you are not billed for water directly, please indicate how your water is paid for, e.g. condo fees, tenant pays, etc.) _____

Number of toilets at this address _____

Number of persons in household _____

Year house was built _____

YOU ARE ELIGIBLE TO APPLY FOR UP TO THREE TOILET REBATES PER ADDRESS.

*Toilet must be on The City's eligible toilet list found at calgary.ca/toilet or by calling 3-1-1.

Toilet installation information

Installed by: Plumber Self

1. Eligible toilet manufacturer/brand: _____

Toilet name/model _____

Store purchased from _____

Purchase date _____

2. Eligible toilet manufacturer/brand: _____

Toilet name/model _____

Store purchased from _____

Purchase date _____

3. Eligible toilet manufacturer/brand: _____

Toilet name/model _____

Store purchased from _____

Purchase date _____

Where did you learn about this program?

- Newspaper
 Retail store
 Waterways newsletter/utility bill
 Other

You must be actively billed on a water meter in order to apply for the \$50 reward. Water meters are installed at no charge. Call ENMAX at 403-310-2010 to book an appointment and have a water meter installed.

I declare

- I am billed on a water meter at this address.

I declare I removed a 13+ litre toilet and installed an eligible toilet from The City of Calgary's eligible toilet list. I read and understood the parameters of the program and understand that The City of Calgary Water Services is not responsible for the installation or functioning of toilets, nor does it take responsibility for actions making old toilets unusable.

I have attached both of these items to my application:

- Original detailed sales receipt. *We recommend you make copies for your records. Your original receipt will be returned.*
 Proof of disposal of old toilet (e.g. photo of unusable toilet, landfill receipt, invoice from plumber).

Signature* _____

Date _____

*Must match the name of the applicant.

Authorization required for tenants.

- I authorize this toilet retrofit and I authorize my tenant to receive the rebate.

Signature _____

Property owner/unit owner

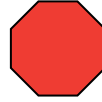
Name _____

PLEASE ENCLOSE THE PROOF OF DISPOSAL AND ORIGINAL RECEIPT AND MAIL THIS APPLICATION FORM TO:

**REMOVE THAT TOILET
THE CITY OF CALGARY
WATER SERVICES #433
BOX 2100, STATION M
CALGARY, AB T2P 2M5**

Please note: it may take 12 to 16 weeks from the time we receive qualified applications for rebates to be processed. Applicants will only be contacted once their application has been processed, not when applications are received.

TOILET REPLACEMENT CHECKLIST



Please review before completing your application.

Water meter

- You are actively billed on a water meter. (Look at the water section on your ENMAX bill. Your rate should be WCRSM.)

Eligible toilet

- Make sure the toilet you want to purchase is on the eligible toilet list. (Visit calgary.ca/toilet or call 3-1-1 for the most up-to-date list.)
 - ✓ Ensure you provide the original detailed receipt with your application. Make and model (name and number) must be clearly identified on the receipt or an item number/product identifier must be listed on the receipt.

Old toilet

- You are replacing a toilet that flushes 13 litres or more with a new eligible toilet. (Not sure what your flush volume is? Check inside this brochure for instructions.)
 - ✓ Ensure you provide proof of disposal of the old toilet (e.g. photo proving you've made your old toilet unusable, landfill receipt, plumber's invoice indicating disposal).

Tips to ensure your application is processed quickly:

- ✓ Fill out the application form completely.
- ✓ Make sure the utility account holder signs the application (if you are billed for water directly).
 - Are you a **condo owner**? If the cost of your water service is included in your condo fees, please ensure the owner of the condo unit is the applicant and signs the form where appropriate.
 - Are you a **landlord**? Whether you or your tenants pay for the water service in your rental property, you are the applicant and you should sign the form where appropriate.
 - Are you a **tenant**? If you are replacing the toilet, your landlord's signature is required on the back of the application.
- ✓ The signature on the application must match the name of the applicant.

Receiving your rebate

- If you pay for your water service via your ENMAX bill, you'll receive your rebate as a credit on your ENMAX bill.
- If you don't pay for your water service via your ENMAX bill, you'll receive your rebate directly from The City of Calgary.

Avoid delays. Get your application right the first time.

If you have questions regarding the application process, please call 3-1-1 for assistance.