

CITY OF AUSTELL FREQUENTLY ASKED QUESTIONS TOILET REBATE PROGRAM

1. Is every customer eligible for the program?

This program is available for City of Austell customers whose homes were built before 1993. The goal of the program is to retrofit such homes with low flow fixtures. Homes constructed during 1993 and after already have low flow toilets because the Federal Energy Policy Act of 1992 mandated low flow fixtures in all homes.

2. Do I have to be a City of Austell customer to take advantage of this program?

Yes. To qualify for this program, you must have a water account established with the City of Austell. If you are not a City of Austell customer, visit the Metro North Georgia Water Planning Districts website at www.northgeorgiawater.org to see if your utility participates in this program.

3. How do I participate in the program?

Eligible customers may download the application from www.austellga.gov or contact Austell Public Works at (770) 944-4325. After purchasing the toilet and having it installed, the customer must complete and submit the application, along with the original purchase receipt, to Austell Public Works at 5000 Austell-Powder Springs Road, Suite 133, Austell, Georgia 30106. If funding remains available for the program, a credit will be issued to the customer's water account.

4. Will I automatically get my credit?

The toilet rebate program has a designated annual budget. Customers are advised to check with Austell Public Works to see if funds are still available. Austell Public Works cannot guarantee that funds will be available when your application is received.

5. What is a WaterSense Ultra High Efficiency Toilet?

These toilets are eligible for a \$75.00 rebate*. WaterSense is the United States Environmental Protection Agency's new labeling program for water efficiency, modeled after the Energy Star labeling program. The WaterSense labeled toilets only use an average of 1.1 gallons of water per flush and have passed rigorous testing standards.

6. Do I have to buy the toilet at a particular store?

No. An approved toilet may be purchased from any retailer, even online, but we do need the original receipt attached to the application. The City of Austell advises customers to keep a copy of the receipt for their records.

7. Is there anything else I need to buy with the toilet?

A new wax ring or additional bolts may be necessary when installing the toilet. Please work with your retailer or plumber to ensure you have all the required installation equipment.

8. I have more than one toilet. Can I receive credit for more than one toilet?

Yes. The City of Austell realizes many homes in Austell have more than one bathroom. However, the program is limited to three toilets per household.

9. Do I have to hire someone to install the toilet?

No. The decision on installation is up to the individual customer.

10. Can businesses qualify for this program?

This program is for residential customers only.