



## Retrofit Toilet Rebate Program Frequently Asked Questions



### Q. What is the “Retrofit Toilet Rebate Program?”

- The Retrofit Toilet Rebate Program is a program being offered by City of Hollywood’s Public Services Department to qualified Hollywood residents to replace older toilets which use an excessive amount of water with more water efficient toilets.

### Q. Why is the City of Hollywood offering toilet rebates?

- The rebates are offered to encourage a permanent reduction in indoor water use.

### Q. How can I participate?

- City of Hollywood utility customers who submit an application, with proof of purchase for the replacement of an older toilet with a WaterSense certified toilet may receive a rebate of up to \$100 per toilet.

### Q. Who qualifies for the program?

- City of Hollywood water utilities customers, in good standing, who own or rent a single-family, multi-family residences, or commercial/institutional properties that have existing high water flow toilets, may qualify.

### Q. How do I get an application?

- You can download and print an application from the webpage at [www.hollywoodfl.org/waterrebates](http://www.hollywoodfl.org/waterrebates), visit our Administrative offices at 1612 N 14<sup>th</sup> Avenue (Taft Street, east of U.S. 1), or our Water Department at City Hall ( 2600 Hollywood Blvd), or by calling 954.921.3579 and request to receive an application by mail.

### Q. What is the deadline to apply for the rebate?

- There is no deadline to apply. The program began; Single Family-October 20, 2010, Multi-Family-February 6, 2013 and Commercial/Institutional August 26, 2015; Not retroactive. Rebates will be issued on a first-come, first-serve basis until funds are exhausted.

### Q. What is a complete application packet?

- Complete application packet includes: the original, signed and dated application; after photo(s) of each newly toilet installed; the original receipt; and a copy of your most recent/current water bill. Please be sure to clearly label all of your attachments.

### Q. To whom do I mail/deliver my completed application?

- Mail or deliver your completed application to: Toilet Rebate Program; City of Hollywood Public Services Department; 1621 N 14<sup>th</sup> Avenue; PO Box 229045; Hollywood, FL 33022-9045.

**We recommend you keep a copy of the completed application form and sales receipt for your records.**

### Q. Can I email my application?

- No. Customers must submit an original application, their original receipt, a copy of your most recent water bill, and agree to an installation verification check by City of Hollywood staff.

### Q. Can I keep my original receipt?

- No. We must have the original receipt to process your application. All documents submitted become the property of the City of Hollywood.

### Q. How will I receive my refund?

- Once approved, your water account will be credited. Please allow 3-4 billing cycles.

### Q. How long will it take after I submit my application to receive my rebate?

- ◆ Once your completed application packet has been approved, you should receive a credit on your account within 3-4 billing cycles.
- Q. How do I dispose of my old toilet(s)?**
- ◆ City of Hollywood sanitation customers may have their old toilet(s) disposed of for **FREE**. Call 954.967.4200 to schedule a pick up. **Please note:** Both WastePro and Sanitation have requested that the toilet **NOT be broken** as the shards are extremely sharp/dangerous. Another option available to Hollywood residents is to utilize the Trash Transfer Station on 5601 W. Hallandale Beach Blvd. on Saturdays from 8:00 am to 4:00 pm for **FREE**.
- Q. Are permits required?**
- ◆ No. We will waive permits for simple toilet replacements. However, if pipes and/or plumbing is being relocated, a permit will be required.
- Q. Can I install my new toilet?**
- ◆ You may install the new toilet yourself. However, the City of Hollywood recommends you have a licensed plumber perform the work. If you rent a unit within a single-family dwelling, you must obtain approval from the property owner before proceeding with the installation.
- Q. Who pays for installation?**
- ◆ Customers are responsible for the installation.
- Q. After funds for toilets are exhausted, will I maintain a waiting list for the following year?**
- ◆ Unfortunately, we will not maintain a waiting list.
- Q. Are homebuilders/contractors eligible?**
- ◆ Unfortunately, homebuilders/contractors are not eligible.
- Q. I live in a condo/townhome. I do not pay a water bill to City of Hollywood, I pay my condo association. Can I participate in the rebate program?**
- ◆ Yes, we suggest you seek approval from your board or property manager and read all the instructions on the application thoroughly before changing your toilet.
- Q. I pump my water from a well, am I eligible?**
- ◆ No. This program aims to reduce water demands on the system. Because households on wells do not receive water service from Hollywood, the households are not eligible for a rebate.
- Q. Can I receive a rebate for more than one toilet that I purchase?**
- ◆ As long as the toilets purchased are approved toilets for the program, you can receive up to two (2) toilet rebates per household; up to 10 rebates for commercial/institutional properties. If you have already participated in an existing program, you will not be eligible for any rebates.
- Q. May I apply for each of my toilet rebates separately?**
- ◆ Yes. If you decide to purchase one toilet now and the next toilet at a later date and funding is still available, you may apply for the second toilet.
- Q. Is there anything else I need to buy with the toilet?**
- ◆ It may be possible that a new wax ring or additional bolts may be needed when purchasing the toilet. Please work with your retailer or licensed plumber to ensure you have all the equipment you need to have a working toilet.
- Q. What stores participate in the program?**
- ◆ Any retailer that sells the approved WaterSense labeled toilets can participate in the program.
- Q. Can I purchase my toilet online?**
- ◆ Yes. You may purchase your toilet online and still receive a rebate. However, we will need the actual toilet purchase receipt (not shipping/delivery notice) for your toilet(s) and a copy of credit card statement with the amount paid to the retailer/supplier.
- Q. Can I purchase my toilet through a plumber?**
- ◆ Yes. Make sure the receipt from the plumber shows the toilet manufacturer, make, and model number and the price of the toilet purchase is stated - separate from installation charge.
- Q. Will the rebate cover the entire cost of the toilet?**

- No, the rebate is up to \$100 per toilet and can only be used towards the purchase price of the toilet (tank and bowl) and not for sales tax or other materials. A maximum rebate of \$200 per household is allowed if multiple toilets are installed; \$1,000.00 for commercial/intuitional properties.

**Q. What is the warranty on the toilet?**

- Any warranty or defects will be the responsibility of the manufacturer and/or the retailer. The City of Hollywood assumes no responsibility for defects or performance problems.

**Q. Are dual flush toilets eligible for the rebate program?**

- Yes, if the dual flush fixture carries the WaterSense logo.

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

- It may be possible that a new wax ring or additional bolts may be needed when purchasing your toilet(s). Please work with your retailer or licensed plumber to ensure you have all the equipment you need to have a working toilet. Please note: rebates will only be given for toilet purchases, not for the cost of installation or for additional materials that may be necessary for the installation of your new toilet.

**Q. Why were only WaterSense toilets chosen for the rebate?**

- WaterSense toilets were chosen because WaterSense is the U.S. Environmental Protection Agency's new labeling program for water efficiency. The WaterSense labeled toilets only use an average of 1.28 gallons of water per flush and have passed rigorous testing standards.

**Q. How long will it take after I submit my application to receive a rebate?**

- Depending on the number of applications being processed and the completeness of your application, you should receive your rebate within 3-4 billing cycles after receipt of your completed application package, and if you meet all qualifications. If you have not received your rebate within 4 billing cycles, please contact Hollywood at 954.921.3579 to inquire about the status of your rebate.

**Q. The application states that a site visit may be conducted to verify toilet replacement, what does this mean?**

- In order to ensure that toilets receiving rebates have been installed, the City of Hollywood will randomly select houses for inspection. If your household is selected for inspection, you will be contacted by city staff.

**For additional information about the Retrofit Toilet Rebate Program call 954.921.3579 or send an email to [H2Oprogram@hollywoodfl.org](mailto:H2Oprogram@hollywoodfl.org)**

