



Retrofit Toilet Rebate Program Frequently Asked Questions



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

- A program offered by the Public Utilities Department to qualified water customers who would like to replace older (pre-1994) toilets with more efficient models.

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

- To encourage water conservation and help customers reduce their water bills.

Q. Who qualifies for the program?

- Hollywood water customers who would like to replace toilets in structures built before 1992.

Q. How do I get an application?

- Applications are available online: www.hollywoodfl.org/waterrebates, or visit our offices at 1612 N 14th Avenue (Taft Street, east of U.S. 1), or City Hall (2600 Hollywood Blvd, 1st Floor Water Billing), or call 954.921.4512 to request an application by mail or email.

Q. What is in a complete application packet?

- 1) Original, signed and dated application; 2) original receipt for the new watersense toilet; 3) photograph of the new toilet showing it has been installed, and 4) copy of the current water bill to be credited.

Q. Where do I mail/deliver my completed application?

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

We recommend you keep a copy of the complete application and toilet receipt for your records.

Q. Can I keep my original receipt?

- No. We must have the original toilet 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.

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

- Once a completed application has been approved, the credit should show up on your account within 2 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 do **NOT** deliberately break the toilet as the shards are extremely sharp/dangerous.

Q. Are permits required?

- No, permits are waived for simple toilet replacements. If additional work is performed a permit may be required.

Q. Can I install my new toilet?

- You may install the new toilet yourself. However, having a licensed plumber perform the work is recommended. Renters must obtain property owner approval before proceeding.

Q. Who pays for installation?

- Customers are responsible for any installation costs.

Q. I do not pay a water bill to City of Hollywood, I pay my condo association (or HOA). Can I participate in the rebate program?

- ◆ Yes, but the bill recipient must also sign the application agreeing to reimburse you for the rebate (normally through maintenance fees) once it shows up on their bill.

Q. Can I receive a rebate for more than one toilet?

- ◆ Applicants can apply for as many rebates as there are toilets in the building. You may apply for them separately or together.

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

- ◆ Additional items (new wax ring, bolts or hoses) may be needed; please consult your retailer or installer to ensure you have all the necessary equipment.

Q. What stores participate in the program?

- ◆ Any retailer that sells EPA WaterSense labeled toilets can participate in the program.

Q. Can I purchase my toilet online?

- ◆ You may purchase your toilet online. However, we will need the toilet purchase receipt (not online order form). If the receipt is not an original register receipt, additional documents will be required usually a credit card statement correlating to the online transaction.

Q. Can I purchase my toilet through a plumber?

- ◆ Yes, but make sure the receipt itemizes the pre-tax cost of the toilet and shows the payment method on the receipt.

Q. Will the rebate cover the entire cost of the toilet?

- ◆ The rebate is for up to \$100 of the pre-tax cost of the toilet so it depends on the toilet cost. Rebates are only for the toilet (tank and bowl) cost; not for sales tax or other materials.

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

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

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

- ◆ WaterSense is EPA's labeling program for water efficiency and includes rigorous testing.

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

- ◆ The City of Hollywood may select rebate locations to inspect to ensure compliance. If your household is selected for inspection, you will be contacted by city staff.

For additional information about the Retrofit Toilet Rebate Program call 954.921.4512 or email H2Oprogram@hollywoodfl.org

