

Toilet Rebate Program Frequently Asked Questions

The Toilet Rebate Program is a water conservation program offered by the Public Utilities Department to help customers conserve water and save on their water bills by replacing older toilets with more efficient models.

- **How do I get an application?** Applications are available online at hollywoodfl.org/404/toilet-rebates, or email H2Oprogram@hollywoodfl.org or call 954.967.4512 to request an application.
- **What is in a complete application packet?** 1) Signed, dated application; 2) itemized receipt for the new toilet; 3) photograph of new toilet showing it has been installed, and 4) copy of the water bill to be credited.
- **How do I submit my application?** Email: H2Oprogram@hollywoodfl.org or mail 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.
- **How and when will I receive my rebate?** Once approved, your water account will be credited and the rebate should show up on your water bill in 1-3 billing cycles.
- **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.
- **Are permits required?** No, permits are waived for simple toilet replacements. Additional work may require a permit.
- **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.
- **Who pays for installation?** Customers are responsible for any installation costs.
- **My condo association (or HOA) pays our water bill. Can I participate in the rebate program?** Yes, but the bill recipient (COA/HOA representative) must also sign the application agreeing to reimburse you for the rebate when it appears on the water bill.
- **How many rebates can I receive?** Applicants can apply for as many rebates as there are toilets in the building. You may apply for them separately or together. Once replaced, new toilets are ineligible for additional rebates.
- **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.
- **What stores participate in the program?** Any retailer that sells EPA WaterSense labeled toilets can participate.
- **Can I purchase my toilet online?** Yes, however, make sure to obtain and submit an itemized receipt showing the payment method (not just an online order form). Additional documents may be required, e.g. credit card statement correlating to the online transaction.
- **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.
- **Will the rebate cover the entire cost of the toilet?** It depends on the toilet cost. The rebate is for up to \$100 of the pre-tax cost of the toilet. Rebates are only for the toilet (tank and bowl) cost; not sales tax or other items.
- **What toilets are eligible for the rebate program?** Any toilet with the EPA WaterSense logo. WaterSense is EPA's labeling program for water efficiency and includes rigorous testing.

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