

## WaterSense® High Efficiency Toilet Credit Program

The City of Concord is offering credits valued at \$50 per toilet to qualified water users for replacing their existing toilets in houses built before 1994 with WaterSense® labeled high-efficiency toilet models.

### To qualify for credit, applicants must:

1. Reside within the city limits of the City of Concord. This includes single family residential addresses that receive a utility bill from the City of Concord, and any City of Concord residents that receive water service from private water service providers (Utilities, Inc., Aqua NC, etc.) that are supplied by the City of Concord.
2. Be the customer of record on a current, non-delinquent account.
3. Purchase and install a new WaterSense® labeled toilet to replace an old high water use toilet. **WaterSense® labeled toilet must be installed before submitting a toilet credit application.**
4. Include the original receipt(s) and/or invoice(s) for the toilet(s).
5. Agree to a post-installation inspection to verify the toilet's eligibility (see details in the Program Rules section).
6. Submit an application, receipt(s), and documents to the following address for processing:

Concord Water Resources  
Toilet Credit Program  
P.O. Box 308  
Concord, NC 28026

### Program Rules:

1. There is a limit of three (3) credits per single family residential service. A separate application must be submitted for each metered address.
2. New toilet(s) must be WaterSense® labeled and appear on the U.S. Environmental Protection Agency's WaterSense® Product Search web page ([http://www.epa.gov/WaterSense/product\\_search.html](http://www.epa.gov/WaterSense/product_search.html)). Tank and bowl must be purchased and installed as a single unit to be eligible for credit. If either the tank or the bowl does not match the WaterSense® Product List, the application may be rejected.
3. Completed and signed credit application must be returned to the City of Concord with the **ORIGINAL proof of payment** (receipt or itemized invoice from plumber) within 90 days of date of purchase. No copies of receipts or invoices will be accepted. Original receipts will not be returned, so please make copies for your records.
  - a. Receipts must contain the following information to be considered acceptable:
    - i. Business/company name
    - ii. Date of purchase
    - iii. Make and model of toilet purchased
    - iv. Total amount of purchase
    - v. Method of payment (cash, check, debit or credit card)
  - b. Invoices from a plumber or contractor must contain the following information to be considered acceptable:
    - i. Business/company name
    - ii. Invoice/order number
    - iii. Make, model and cost of each toilet installed
    - iv. Payment has been made in full and zero (\$0) balance remains; invoice should be stamped or noted "Paid in Full"
    - v. Method of payment (cash, check, debit or credit card)

4. City of Concord reserves the right to verify the new toilet's eligibility and installation. Failure to allow an inspection of the installed toilet(s) within thirty (30) days of request will result in refusal of credit. If the installation is provided by a licensed plumber, this inspection may not be necessary. The applicant must include a copy of the receipt from the licensed plumber containing the following information:
  - a. Plumber's contact information
  - b. Plumbing company name
  - c. NC license number
  - d. Installation date & location
  - e. The WaterSense® toilet's brand and model numbers (must match those on the application)
5. All applicants must dispose of their old toilets properly. Residents who receive City of Concord trash collection service may have their toilets picked up for free as part of the City's Bulky Waste Collection Service, by calling (704) 920-5555. Leaving the old toilet at the curb without calling for a Bulky Waste Collection Service may result in a fine by the City.
6. Credits are offered on a first come, first serve basis and will be issued as a credit applied to the City of Concord water service account for residents that receive water service from the City of Concord, and as a check for residents who receive water service from private water service providers.
7. If a property for which a credit has been issued is found on inspection not to have the qualifying product, the amount credited will be charged back to the City of Concord water service account which was originally credited.

***\* For additional information or questions, please contact Barbara Pierce at (704) 920-5725.\****

**Disclaimers:**

1. The City of Concord reserves the right to request additional information and to reject any application that does not meet all of the requirements of this credit program.
2. The City of Concord makes no representations or warranties that EPA WaterSense® labeled toilets selected by the applicant will perform as represented by its manufacturer or seller or that reduced water consumption will occur as a result of the installation of the WaterSense® toilet. The City of Concord is not responsible for the work of the installer, whether a licensed plumber or otherwise.
3. The City of Concord reserves the right to change credit program without notice. This credit program will be available until May 14, 2020.