

## Frequently Asked Questions

### **Where can I buy a High Efficiency Toilet (HET) with the WaterSense® label and why should I buy one?**

An HET with a WaterSense label can be purchased at a home improvement store, local retailer or on-line. You can also go to <http://epa.gov/watersense/product.search.html> to help you find an HET. Inefficient toilets are one of the main sources of home water consumption. Older toilets can use as much as 6 gallons per flush (GPF) as opposed to 1.28 GPF for newer HET. Replacement of an older toilet can reduce water usage by as much as 20-60%! Reduced water usage means more savings in water costs to you!

### **Why do I have to buy an HET that has the “WaterSense” label?**

A WaterSense toilet is a high-performance, water efficient toilet that meets standards from the U.S. Environmental Protection Agency (EPA). By replacing your old toilet with a WaterSense toilet, you are helping our country save billions of gallons of water every year.

### **How do I know if my toilet is a 3.5 gallon toilet or higher?**

There are several ways. First look for marks or labels near the seat hinge. If your toilet is a 5 GPF toilet, it might be shown as 22.73 liters. If it is a 3.5 GPF toilet, it will be shown as 15.91 liters. All 1.6 GPF should be marked as 6.1 liters at the seat hinge. If you don't see markings, remove the toilet lid and check the tank wall for a stamped date in the porcelain. If the toilet was produced before 1985, it is a 5 to 7 gallon per flush. If it was produced from 1985-1991, it would be a 3.5 GPF. All toilets made after 1991 are 1.6 GPF.

### **Can I install the toilet or do I have to get a licensed plumber?**

That choice is up to you. If you purchase the toilet through a plumbing supplier, make sure the model number of the toilet is listed on the invoice.

### **Will PWC be checking to see that the toilet is installed?**

The incentive program requires that you agree to a random audit after installation. You may be selected for such an audit by PWC with or without prior notice.

### **I want a check instead of a water bill credit. Can I get one?**

No. The terms and conditions of the program only allow for a bill credit to the water/sewer account holder.

### **When will I get the bill credit?**

Please allow up to 60 days for the credit to appear on the account holder's bill.

### **How much is the incentive and how many incentives can I get per household?**

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Each single home residence is allowed up to 3 incentives for replacing up to three (3) high gallon per flush toilets. The incentive is 25% of the purchase price of each toilet (not including tax, handling, shipping or installation charges). The maximum incentive allowed is UP TO \$75 per WaterSense High Efficiency Toilet or up to \$225 for three (3) toilets.

**When does the program start and when does it end?**

The program starts on August 1, 2015 and will be valid until further notice. PWC reserves the right to cancel or amend the program at any time during the program period.

**Can I send my water bill payment in with the program application?**

No. Please do not send your water bill remittance in with your application paperwork as it will delay the posting of your water bill payment.

**I have more questions, whom can I contact or call?**

You may call our Customer Programs Call Center at 223-4600 or email us at: [customer.programs@faypwc.com](mailto:customer.programs@faypwc.com).