

Frequently asked questions about City of Lawrenceville Toilet Retrofit Rebate Program

- 1. Is every customer eligible for the program?**
This program is available for City of Lawrenceville Water Systems customers whose homes were completed before 1993. The goal of this program is to retrofit such homes with low flow fixtures. Homes constructed during 1993 and after already have low flow toilets because the Federal Energy Policy Act of 1993 mandated low flow fixtures in all homes.
- 2. I live in a condo/town home. I do not pay a water bill to City of Lawrenceville. I pay my condo association. Can I participate in the rebate?**
Unfortunately, master metered town home and condo associations are considered commercial accounts. Since the rebate is on our customer's water bill we would have no way to provide the credit to the customer. Right now the program is only open to residential customers.
- 3. Do I have to be a City of Lawrenceville water customer to take advantage of this program?**
Yes. In order to qualify for this program you must be a water customer of the City of Lawrenceville. Gwinnett County water customers are not eligible for this program.
- 4. How do I participate in the program?**
Eligible customers can download the list of approved toilets from www.northgeorgiawater.com and the application can be obtained from the City's website at www.lawrencevillega.org. You can also receive the approved list of toilets and the application by calling the water department at 770-277-7597. After purchasing the toilet and having it installed, the customer must complete the application and send it, along with **the original receipt**, to the City of Lawrenceville Water Department, P.O. Box 2200, Lawrenceville, GA 30046. To ensure you receive the credit, please include the model number of the toilet, removed from the box, if not listed on the receipt. The application will be reviewed, and provided funding is still available for the program, a credit will be issued on the customer's utility bill.
- 5. Will I automatically get my credit?**
The toilet rebate program has a designated annual budget. Customers are advised to check with the Water Department Office cannot guarantee funds will be available when your application is received. The customer must have purchased a toilet from the approved lists and be in a home built prior to 1993.

- 6. Why were the toilets on the list chosen?**
The toilets on the lists were chosen because they met a minimum performance standard on the national Maximum Performance Testing. They also received the designation of water savings sustainability.
- 7. Do I have to buy the toilet at a particular store?**
No. As long as the toilet is on the list, a customer can buy it from any retailer, even online, but we need the original invoice sent in with the application. The City of Lawrenceville Water advises customers keep a copy of the receipt for their records.
- 8. 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 plumber to ensure you have all the equipment you need to have a working toilet.
- 9. I have more than one toilet. Can I receive a credit for more than one toilet?**
Yes. The City of Lawrenceville Water Department realizes that many homes in the City may have more than one bathroom. The program is limited to 2 toilets per household.
- 10. Do I have to hire someone to install the toilet?**
No. The decision on installation is up to the individual customer.
- 11. Are all of these toilets available at all retailers?**
Probably not. No retailer will have every toilet, but approved toilets are available locally.
- 12. Can businesses qualify for this program?**
This program is for single family residences only at this time.