

Frequently Asked Questions about the City of Lawrenceville Toilet Rebate Program

1. Is every customer eligible for the program?

This program is available for City of Lawrenceville Water System 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 should have low flow fixtures and toilets because Federal Energy Policy Act of 1993 mandated low flow fixtures in all homes.

2. I live in a Condo/Townhome. I do not pay a water bill to the City of Lawrenceville. I pay my Condo Association. Can I participate in the rebate?

No. Unfortunately, master metered townhomes and condo associations are considered commercial accounts. Right now, the program is only open to residential accounts.

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 the City rebate. Gwinnett County water customers can get rebate information at <https://www.gwinnettcountry.com/portal/gwinnett/Departments/PublicUtilities/WaterConservation/ToiletRebateProgram>.

4. How do I participate in the program?

Eligible City of Lawrenceville Water customers can download the list of approved toilets from www.northgeorgiawater.com and the application can be obtained from the City of Lawrenceville's website at <http://www.lawrencevillega.org/government/utilities/water/>. After purchasing the toilet(s) and having it/them 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 get the rebate, please include the model number of the toilet(s) if not listed on the receipt. The application will be reviewed, and provided funding is still available for the program, a rebate will be issued to you. The City is currently offering a \$100 rebate for each 1.28 gallon per flush toilet (gpf), with a maximum of 2 toilets per household.

5. Will I automatically get my rebate?

The toilet rebate program has a designated annual budget. Customers are advised to check with the Water Department Office at 678-824-6504 to make sure funds are available prior to sending in the application.

6. Do I have to buy the toilet at a particular store?

No. As long as the toilet is on the list and is 1.28 gpf, a customer can buy it from any retailer, even online, but we need the original receipt or original invoice sent in with the application. The City of Lawrenceville Water Department advises customers to keep a copy of the receipt for their records.

7. Is there anything I need to buy with the toilet(s)?

It is possible that a new wax ring or additional bolts may be needed when purchasing a new toilet. Please work with your retailer or plumber to ensure you have all of the equipment you need to have a working toilet.

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

Yes. The City of Lawrenceville Water Department realizes that many homes in the City have more than one bathroom. The program is limited to 2 toilets per household.

9. Do I have to hire someone to install the toilet(s)?

No. The decision on installation is up to the individual customer.

10. Can businesses qualify for this program?

No. This program is for single family residences only at this time.