

Q: How much is the toilet rebate for?

A: The rebate for toilets is up to but not to exceed \$150.00 per toilet. This can include the toilet, toilet seat, wax ring, mounting hardware, and assistance by a licensed plumber. Be sure to save all your receipts in order to qualify for the rebate.

- Example 1: You bought a toilet for \$100, a seat for \$15, a wax ring for \$2, and a plumber installed the toilet for \$98, your total expense would be \$215. If you submit all of your receipts you will be eligible for a \$150 rebate.
- Example 2: You bought a toilet for \$100, a seat for \$15, a wax ring for \$2 and you installed it yourself. Your total expense is \$117. If you submit all of your receipts you will be eligible for a \$117 rebate.

Q: How will I receive my rebate?

A: Rebates will be applied as a future credit on your water bill. If you qualify for a \$150 dollar rebate, you will receive \$150 in credit on future water bills from New Mexico American Water. Applications may take up to 90 days to process, so customer should expect to see the credit within 120 days of submitting their application.

Q: Can I install the toilet myself?

A: Yes, if you own your own home you can install your own toilet, although we recommend installation by a licensed plumber. If you rent you must have the authorization of the owner of the property to participate in the program and to install a toilet.

Q: Why does my home have to have been built prior to 1995 to be eligible for the rebate?

A: All toilets manufactured since 1994 are 1.6 gallons per flush and thus all homes built in or after 1995 have the newer more efficient toilets. Prior to 1995 toilets were less efficient and used more water. Some older toilets were made to use more than 5 gallons per flush. If we can replace these toilets we can save a lot of water.

Q: My home was built in 1980, but I renovated the house, including the bathroom in 2000, can I still receive a rebate?

A: If the toilet you wish to replace was installed prior to 1995 you may be eligible for a rebate. If you installed a new toilet since 1995 you will not. This is because in 1995 new plumbing standards went into effect. Under these new standards, only 1.6 gallon per flush toilets can be sold in the U.S.

Q: What are the different types of 1.6 gallon per flush (GPF) toilets?

A: There are many different types of 1.6 gpf toilets on the market today. Most of them fit into two categories, gravity type, and pressure assisted.

Q: Is one type a better performer than the other, pressure assist or gravity type?

A: No, not necessarily. They are simply two different approaches to the same problem. If you would like to learn about toilet testing and how certain models perform, you can go here: <http://www.cuwcc.org/MapTesting.lasso> for more information.

Q: I've heard that the ultra low flow toilets do not flush well, is that true.

A: Early models of water saving toilets produced in the 1980s were poorly designed and some of these are still around. The toilet industry put a lot of effort into redesigning toilets so that they work well. In fact some of the best performing toilets use the least water.

Q: Which stores carry toilets?

A: Almost all home improvement and plumbing stores carry toilets.

Q: Do I need a permit to install the new toilet?

A: In Clovis, a homeowner can replace an existing toilet without a permit. Remember if you rent the owner must give permission to participate in the program and to have a new toilet installed.

Q: How much does a new 1.6 gallon per flush toilet cost?

A: They start under \$100. The most expensive models of toilets are over \$500.

Q: Do more expensive toilets work better than less expensive toilets?

A: Occasionally, but not usually. Talk to a plumber or sales representative at your local plumbing or home improvement store for some advice, or check out performance testing results at: <http://www.cuwcc.org/MapTesting.lasso>

Q: Do new toilets have a warranty?

A: Most new toilets have a one year warranty, but be sure to ask when you are purchasing your new toilet.

Q: How much will it cost to hire a plumber?

A: Plumbers rates can vary. They generally charge by the hour. It may prove to be helpful to check around and to get a written estimate before work begins.

Q: My home is very old could problems arise?

A: Yes, occasionally when toilets are replaced in older homes, flooring or plumbing issues are revealed that may need to be fixed in order to properly install a new toilet. If in doubt it is best to call on a licensed plumber.

Q: What do I do with my old toilet now that I have removed it?

A: The first step is to disable the toilet. After disabling it we recommend that you drop it off at the local landfill. If you are unable to drop it off, the City of Clovis recommends that you leave it on the edge of the alley and call the Public Works Department at (575) 769-2376.