

High-Efficiency Toilet Program FACT SHEET



CITY OF
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Frequently Asked Questions:

Q: *What is a high-efficiency toilet (HET)?*

A: A high-efficiency toilet (HET) is defined as a fixture that flushes 20% more efficient than a 1.6 gallons per flush (gpf) toilet, equating to 1.28 gpf.

Q: *When does the program begin?*

A: The HET toilet replacement program begins July 1, 2007. You may call the Water Conservation Hotline, at 707-543-3985, now to schedule a pre-inspection visit.

Q: *What is a pre-inspection?*

A: A pre-inspection allows the City to determine if your toilet is eligible to be replaced. We will also check the flow rates from your showerheads and lavatory and kitchen faucets. Water efficient aerators and/or showerheads will be offered free of charge and must be installed for any of these items that are currently high flow. This pre-inspection should take between 15 and 20 minutes.

Q: *If I participated in the "Go Low Flow" program, can I participate in the HET rebate program?*

A: Only high-flow toilets that were not replaced during the "Go Low Flow" program are eligible.

Q: *Can I participate if I already have a low-flow toilet?*

A: No. This program is dedicated to converting high flow toilets to high efficiency toilets.

Q: *How do I know if I have a high-flow toilet?*

A: Sometimes you can tell by date. Toilets installed after 1992 are all low-flow toilets and are not eligible for a rebate. Toilets installed prior to 1992 may be eligible for a rebate. To check the date of your toilet, remove the lid on the tank and look for the date stamp on the inside back wall of the tank; **OR** you can measure and calculate the size of your tank. Follow these simple steps (measure in inches):

1. Measure the inside length of the tank. This is "A" in the calculation.
2. Measure the inside width of the tank. This is "B" in the calculation.
3. Place a ruler in the tank and measure the water depth when the toilet is full; flush the toilet, and measure the tank level at its lowest. The difference between these two levels is "C" in the calculation.
4. Calculate cubic volume: multiply A x B x C = volume in cubic inches. Divide this answer by 231 to convert the volume from cubic inches to gallons.



For example: if length “A” = 19 inches, width “B” = 7.25 inches, and the depth “C” = 6 inches, the toilet volume is $19 \times 7.25 \times 6 = 826.5$ cubic inches. To convert to gallons divide $826.5/231 = 3.57$ gallons per flush.

Q: *Can I purchase any HET?*

A: No. The HET must be on our pre-approved list.

Q: *Does the City have someone install the toilet for me?*

A: No. The homeowner is responsible for having the toilet properly installed.

Q: *Can I have more than one toilet installed?*

A: Yes. Each high-flow toilet in your house may be eligible for replacement.

Q: *If I have already installed the toilets, can I get a rebate?*

A: No. All toilets will need to be pre-inspected to determine that you will be replacing a high flow toilet with a HET.

Q: *Will I need to apply for a permit to change the toilet?*

A: No. You do not need a permit to change only your toilet.

Q: *I heard these high efficiency toilets require double flushing to work, is this true?*

A: No. All of the HETs on the approved list have been performance tested to help eliminate this problem.

Q: *When will I receive my rebate check?*

A: You will not receive a rebate check, but will get a \$150 credit on your City of Santa Rosa Utility bill for each toilet replaced. Rebates will take 4-8 weeks before they are applied to your City of Santa Rosa Utility bill.

Q: *Can I apply for a rebate if my name is not on the Utility Account?*

A: If you are a tenant or part of a master metered homeowner’s association, you will need to receive the owner/account holder’s approval prior to participating (please fill out and complete the “Tenant Permission Form.”)

Q: *What do I do with my old toilet?*

A: You must recycle your old toilet through the Sonoma County Central Disposal Site (707-795-3660), located at 500 Mecham Road, Petaluma (be sure to collect your receipt for recycling the old toilet; this is a free service; open daily 7am – 3:30pm). *Failure to recycle your toilet through the Central Disposal Site will result in the denial of your rebate application – you must submit your recycling receipt with your rebate application.*

To learn more about the HET program or other water conservation programs please visit our website www.srcity.org/wc or call our Hotline 707-543-3985.

