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### **City introduces new water conservation initiatives and offers appliance rebates**

Is it time to change out toilets or appliances that use water in your home? If you're shopping for a new toilet, washing machine or dishwasher, make sure you take the City's rebate program into account.

The City of Campbell River is collaborating with local retailers and hardware stores to label toilets and ENERGY STAR appliances that are eligible for a \$50 City rebate.

*"Campbell River has a world-class drinking water system, and typically, the largest portion of water use in each household is for flushing toilets and washing clothes and dishes,"* says Nathalie Viau, supervisor of the City's water department. *"If you're in the market for these appliances, we encourage you to choose a model that will help conserve water. Using this finite resource wisely will help our community adjust to the changing climate and expanding population."*

#### **How much water do appliances and fixtures use?**

- More than 25 per cent of residential water consumption is for flushing toilets – the largest portion of household use.
- Washing machines create the second highest freshwater footprint, accounting for 13 per cent of residential use.
- Showering and bathing accounts for up to 19 per cent of residential water use. (A shower typically uses one third less water than a bath.)

#### **How much water can new technology conserve?**

- A high efficiency toilet may save 25,500 litres of water per person per year (equal to approximately 150 bathtubs of water).
- A high-efficiency ENERGY STAR washing machine can save up to 64,000 litres of water per year (equal to approximately 375 bathtubs).
- Older shower heads have flow rates as high as 20 litres per minute while new water efficient showerheads have flow rates of 7.6 litres per minute or less.

*"Operating and maintaining the City's water distribution system is an ongoing community investment, and water conservation also helps reduce the amount of water being disinfected and delivered through the system. This extends the use of our community water infrastructure, which saves the taxpayer money,"* Viau adds. *"The City is striving to reduce municipal water consumption by 15 per cent by 2028, and modern technologies that use less water provide the same or better performance."*

Qualifying high efficiency toilets (HETs) must be new and have a maximum flush volume of 4.8 litres or less. New dual flush toilets with a low flow mode (up to 4.1 litres of water) and a full flush mode (up to 6 litres) are also classified as HETs and qualify for the rebate.

Most home renovation stores carry high efficiency appliances and toilets.

Find more water conservation information online, including a list of water efficient toilets and appliances eligible for City rebates at [www.campbellriver.ca/waterconservation](http://www.campbellriver.ca/waterconservation). Or call the Water Wise Hotline at 250-203-2316.

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**Media Contact:** Nathalie Viau, Water Supervisor

250-286-4037

## **ANSWERS TO QUESTIONS ABOUT TOILET REBATE**

### ***What is the Toilet Rebate Program?***

The toilet rebate program is an opportunity for the residents of Campbell River to significantly reduce water consumption. Using less water per flush will help conserve our valuable, high quality water, while saving money at the same time.

Water conservation within the City of Campbell River will help save on operating costs as it will defer construction of new facilities to accommodate increasing water demand.

### ***Will replacing my toilet really make a difference?***

The biggest source of indoor water consumption comes from flushing the toilet; this accounts for about one third of water use in the home. Toilets are also a major source of wasted water due to leaks. Installing a water efficient toilet may save 25,500 litres of water per person per year.

### ***How do I know if my toilet uses more than 6 litres per flush?***

Tank capacity is usually located on the inside of the tank, on the tank label, on the back of the toilet bowl, or on the flush valve.

### ***Who qualifies for a rebate?***

To be eligible for an HET toilet rebate you must meet all of the following requirements:

- Reside within the civic boundaries of Campbell River
- Must be replacing an old high flow toilet with a High Efficiency Toilet from the approved toilet models list that can be found at [www.campbellriver.ca/waterconservation](http://www.campbellriver.ca/waterconservation)
- Only two rebates per household
- Your house must have been built before October 3, 2011. After this date all new residential buildings or major renovations require the installation of HETs or dual flush toilets.

### ***How do I apply for a rebate?***

1. Read the toilet rebate brochure, or check out the information online at [www.campbellriver.ca/waterconservation](http://www.campbellriver.ca/waterconservation). Brochures also available at City Hall.
2. Determine your eligibility.
3. Purchase and install a low flow toilet and save the receipt.
4. Fill out the application form that is attached to the toilet rebate brochure.
5. Dispose of your old toilet at the Campbell River Waste Management Centre located at 6700 Argonaut Road, Campbell River, BC. Make sure to take your application form with you so that you can receive a disposal verification stamp.
6. Mail your completed application package to 385 South Dogwood Street, Campbell River, BC, V9W 8C8 or send it via email to [water.wise@campbellriver.ca](mailto:water.wise@campbellriver.ca)

### **Application package must include:**

- Completed and signed application form
- Original sales receipt
- Verification stamp from Campbell River Waste Management Centre

### ***Where can I purchase a low flow toilet?***

Most hardware stores and plumbing suppliers carry low flow toilets. The City has teamed up with several local hardware stores to make it easier for you to choose a low flow toilet that is eligible for the rebate. When you go to a local hardware store look for the City of Campbell River Toilet Rebate Program label, indicating that the toilet model is eligible for the rebate.

***How do I dispose of my old toilet?***

Old toilets may be disposed of at the Campbell River Waste Management Centre located at 6700 Argonaut Road, Campbell River, BC V9H 1P3. Make sure you have received a stamp on your application form as this will be your disposal verification stamp.

***Can I keep my old toilet?***

No, in order to promote water conservation, the program requires the disposal of the old toilet to ensure that these toilets are no longer used. As part of the application process the resident is also required to dispose of the old toilet at the Campbell River Waste Management Center and receive a disposal verification stamp on their application form.

***How do I know if the toilet I buy qualifies for the rebate?***

The new toilet must be a high efficiency toilet (HET) that has a maximum flush volume of 4.8 L or 4.1 L / 6L dual flush. A list of approved models is available at [www.campbellriver.ca/waterconservation](http://www.campbellriver.ca/waterconservation). In addition, the City has teamed up with several local hardware stores in order to make it easier for you to choose a low flow toilet that is eligible for the rebate. Look for products marked with the City of Campbell River Toilet Rebate Program label, indicating that the toilet model is eligible for the rebate.

***Can I receive a rebate for a toilet that I replaced several years ago?***

Applications must be made within 90 days of purchase.

**ANSWERS TO QUESTIONS ABOUT APPLIANCE REBATE**

**Why should I replace my washing machine?**

Switching to a high efficiency washing machine could save up to 64,000 litres of water per year. Washing machines are the second sources of most wasted water (after toilets), accounting for 13 per cent of water used in the home. Replacing an old washing machine with a high-efficiency washing machine can save water, energy and money.

**What if I don't have an existing dishwasher or washing machine?**

You don't need to own an existing appliance in order to qualify for the rebate. Simply purchase a certified ENERGY STAR model and fill out the application forms.

**Why is the City of Campbell River promoting this program?**

This is an opportunity for the City and the residents of Campbell River to significantly reduce water consumption. Using less water per wash will help conserve our valuable and high quality water while saving money at the same time.

Water conservation in our community will also help save money on City of Campbell River operating costs as it will defer construction of new facilities to accommodate increasing water demand.

**Does my washing machine/dishwasher qualify for the rebate?**

All ENERGY STAR certified models are eligible for the rebate. Check out the list of approved appliances that are eligible for the rebate at [www.campbellriver.ca/waterconservation](http://www.campbellriver.ca/waterconservation).

**Where can I purchase high-efficiency dishwasher or washing machine?**

Most home renovation stores and hardware stores carry high efficiency washing machines and dishwashers. When you shop for a new toilet or appliance, look for the ENERGY STAR label, indicating that the model is eligible for the rebate.

**Where do I dispose of my old appliance?**

Old dishwashers and washing machines may be taken to the ReStore located on 1725B Willow Street Campbell River. They must be in good working condition to be donated to the ReStore.

If the appliance does not work properly, it can still be taken to the ReStore as they will scrap it for metal, which is one of their primary sources of funding.

The ReStore will also pick up old appliances for a \$30 fee.

The ReStore is open Monday to Saturday from 9 a.m. to five p.m. Phone number is 250-830-1493

**Where do I submit my application?**

Submit completed application forms online at [water.wise@campbellriver.ca](mailto:water.wise@campbellriver.ca) or mail the paper copy to 385 South Dogwood Street, Campbell River, BC V9W 8C8.

**Is there a time limit to the rebate?**

Yes, you must submit your application form, with all the required documents within 90 days of purchase of the new appliance. Rebates are evaluated on a first-come, first-served basis, depending on remaining funding available.

**Will the City verify the installation of the high efficiency appliance?**

The City of Campbell River reserves the right to arrange an inspection of your newly installed high efficiency appliance.

**How do I apply?**

7. Read the appliance rebate brochure. Brochures are available online or at City Hall.
8. Determine your eligibility.
9. Purchase and install an ENERGY STAR certified washing machine or dishwasher and save the receipt.
10. Fill out the application form that is attached to the rebate brochure.
11. Mail your completed application package to 385 South Dogwood Street, Campbell River, BC, V9W 8C8 or submit it online.

***Application package must include:***

- Completed and signed application form
- Original sales receipt

**Where can I find more information on this program or other water conservation programs?**

For more information on the appliance rebate program and other water conservation initiatives visit [www.campbellriver.ca/waterconservation](http://www.campbellriver.ca/waterconservation) or call the Water Wise Hotline at 250-203-2316.