The City of Campbell River' Residential Toilet Rebate Program

Toilets use more water than any other appliances or fixture in the home and account for approximately one third of average household water use. Since 70 percent of Campbell River's treated water is used for residential purposes, we all have a responsibility to use water more efficiently.

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 an increasing water demand.

Do low flow toilets work?

Yes, low flow toilets have a maximum flush volume of 4.8 liters or less compared to 6 liters per flush. Dual flush toilets are also classified as High Efficiency Toilets (HETs). These have a reduced flush (up to 4.1 liters) and a full flush (up to 6 liters).

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 more than 70 liters of water per person per day.

How do I know if my toilet uses more than 6 liters per flush?

Tank capacity can usually be found 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 a toilet rebate you must meet all of the following requirements:

- Reside within the city boundary of Campbell River
- Must be replacing an old high flow toilet with a low flow toilet from the approved toilet models list that can be found at www.campbellriver.ca/waterconservation
- Only two rebates per household
- Your house must have been built before October 3rd 2011 as on 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. Brochures are available online or may be picked up 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 Center. Make sure to take your application form with you so that you can receive a disposal verification stamp.

> Campbell River Waste Management Center
> 6700 Argonaut Road, Campbell River, BC V9H 1P1
> Monday to Friday 8:30 AM – 5:30 PM
> (250) 287 8530

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
7. Application package must include:
    - Completed and signed application form
    - Original sales receipt
    - Verification stamp from Campbell River Waste Management Center

Do I need a permit to switch out my toilet?

No. Simply replacing your toilet does not involve any major plumbing and therefore no permit is required from the City.

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 in order to make it easier for you to choose a low flow toilet that is eligible for the rebate. When you go to a local retail store look for the City of Campbell River Toilet Rebate Program label, indicating that the toilet model is eligible for the rebate.

Where can I find more information on this and other water conservation programs?

For more information on the Toilet Rebate Program and other water conservation initiatives visit www.campbellriver.ca/waterconservation or call the Water Wise Hotline at 250 203 2316.

How do I dispose of my old toilet?

Old toilets may be disposed of at the Campbell River Waste Management Center. Make sure you have received a stamp on your application form as this will be your disposal verification stamp.

> Campbell River Waste Management Center
> 6700 Argonaut Road, Campbell River, BC V9H 1P1
> Monday to Friday 8:30 AM – 5:30 PM
> (250) 287 8530

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 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. 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.

Will the City verify the installation of the low flow toilet?

The City of Campbell River reserves the right to arrange an inspection of your newly installed low flow toilet.

How does the application approval process work?

Rebates are evaluated on a first come, first serve basis, depending on remaining funding available.

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.

Does new construction qualify for a rebate?

The City of Campbell River encourages the installation of high efficiency toilets in new construction. However, no rebates are available for new construction at this time.