



Toilet Rebate Program – Frequently Asked Questions

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Why does the City of Port Colborne have a Toilet Replacement Program?

- On average the toilet is the biggest water consumer in the home, accounting for up to 30% of daily consumption. Inefficient toilets can waste thousands of litres of water a year.
- By switching to a Port Colborne Approved water-efficient toilet (6-litre or less) you will:
 - Reduce your water use in your home.
 - Minimize the impact you make on the environment.
 - Save money on your water bill.

Who is eligible to participate in the Port Colborne Residential Low Flow Toilet Rebate Program?

- To be eligible for the program you must meet the following criteria:
 1. Own or rent a single family dwelling located within the City of Port Colborne.

A single family dwelling is:

 - A single-detached home.
 - A semi-detached home.
 - A multiplex unit (duplex, triplex, four-plex, five-plex, six-plex).
 - An individual townhouse or condominium unit.

Toilets must have been purchased after January 1, 2009.

2. The program is open to residents serviced by both municipal water supply and residents on private supply.
3. Purchase a water efficient toilet model from Port Colborne's approved toilets. **(New Toilet must have a maximum flush capability of 6 L or less per flush.)**
4. Submit a completed and accurate Port Colborne Residential Low Flow Toilet Rebate Program Rebate Application Form

Is there a maximum number of toilets that I can purchase and expect rebates for?

- There is a limit of three toilet rebates per residence at this time. This is due to a limited number of rebates available for all of Port Colborne.

How much is the rebate?

- If you replace your old inefficient toilet with an approved water-efficient 6 litre model you will receive a \$50 rebate.
- If you replace your old inefficient toilet with an approved high-efficiency dual flush or 4.8 litres or less model you will receive a \$50 rebate.

Can I purchase any 6-litre toilet?

- Toilets eligible for a rebate must be from the Port Colborne City's approved toilet of 6 L or less per flush. The water-efficient toilets on the Port Colborne Approved Toilets have passed maximum performance (MaP) testing.
- The list includes a variety of manufacturers and models to choose from at different price points, available at different retailers.

What is MaP testing?

- MaP (Maximum Performance) testing is a qualification system adopted by municipalities and water agencies to test popular toilet models for flushing performance and sustainable water savings.
- All toilets that are MaP tested are required to flush a minimum of 250 grams of test material clean away. The higher the MaP score, the more grams of test material the toilet can flush.
- MaP testing also tests toilet tank components for reliability and durability, to ensure long term quality and performance. Once a toilet has passed these criteria it can then be placed on the City of Port Colborne's approved toilets.

How do I apply for a rebate?

1. Be sure the toilet you purchased has a maximum flush capacity of 6 L or less per flush.
2. Complete your rebate application package in full and include:
Original receipt and/or invoice MUST show toilet has been paid for in full. Photocopies will not be accepted.
3. Before completing your application, please read all of the 'Terms and Conditions'. Incomplete applications will be returned. Please mail your completed rebate package to:
Port Colborne Toilet Rebate Program: 66 Charlotte St., Port Colborne, Ont. L3K 3C8

How long will it take to receive my rebate?

- You should receive a rebate cheque within six to eight weeks from the date that the City receives your application.

Can I install my new toilet myself?

- You may install the new toilet yourself or you can hire a licensed plumber/contractor to perform the work. If you rent a unit within a single-family dwelling, you must obtain approval from the property owner before proceeding with the installation.

Do I have to be on the municipal water system to be eligible to participate?

- No, the program is open to Port Colborne residents on private systems also.

How long are the rebates available?

- There are a limited number of rebates available each year. Rebates will be issued on a first come, first-served basis. There will be no rain-checks.
- Once program funds for the year have been distributed, there will be no further rebates available that year. The number of rebates will depend on the budget.

Would a toilet purchased in 2007 or 2008 be eligible for a refund in 2009 or later?

- No, residents will be eligible to apply for a rebate in 2009 using their receipt for an approved toilet model purchased any time after January 1, 2009. Toilets purchased prior to January 1, 2009 are not eligible for a rebate.

I am an apartment/Condo/Building Owner and I am interested in replacing all the toilets in my building with water efficient toilets. Do rebates currently offered by the City apply to my apartment/condo buildings?

- No, not at this time. The current program is offered to single family residences only at a limit of one toilet per residence.

Do I have to purchase a toilet from a local retailer?

- Although the program does not stipulate where the toilets are to be purchased, in order to reduce the carbon footprint on travel, the committee wants to encourage citizens to purchase locally.