

## Ultra-High Efficiency Toilet Rebate Program Rules and Required Documentation

- The San Francisco Public Utilities Commission offers a rebate for qualifying U.S. Environmental Protection Agency (EPA) WaterSense, Maximum Performance tested (MaP) Premium certified ultra-high efficiency tank type single flush toilets with a maximum rated flush volume of no more than 1.1 gallons per flush (gpf). The Program is intended to encourage residential, commercial, industrial, and institutional account holders and property owners in San Francisco to improve their indoor efficiency by replacing old toilets with more water-efficient models.
- The rebate amount is up to \$100 per each Qualifying Toilet with a maximum rated flush volume of 1.1gpf, or up to \$200 per each Qualifying Toilet with a maximum rated flush volume of 0.8gpf. The rebate is limited to no more than two Qualifying Toilets per single family properties and per multi-family dwelling units in the San Francisco Public Utilities Commission's retail service area.
- Submission of an application constitutes an applicant's acknowledgment and agreement that the applicant shall comply with these Rules and Regulations as may be amended.

### ULTRA-HIGH EFFICIENCY TOILET REBATE PROGRAM PARTICIPATION REQUIREMENTS

#### CUSTOMER ELIGIBILITY

To participate in the Program, the applicant must:

- Receive a water bill directly from the San Francisco Public Utilities Commission for the applicant's own water use or have the approval of the water account holder to participate, including the water account number.
- Own the property or have the approval of the property owner to participate.
- Be classified as a residential, commercial, industrial, or institutional (CII) entity.

#### ULTRA-HIGH EFFICIENCY TOILET REBATE PROGRAM ELIGIBILITY

To be eligible to be awarded a rebate, the applicant must:

- Have an existing tank type toilet that has a rated flush volume of 1.6gpf or greater.
- Purchase a Qualifying Toilet to replace the existing 1.6gpf or greater toilet. A Qualifying Product List is available on the program web page: [www.sfpuc.gov/toiletrebate](http://www.sfpuc.gov/toiletrebate).
- Install the Qualifying Toilet and confirm it is functioning.
- Meet all applicable local, state, and federal laws, regulations, and ordinances.
- The following are *not* eligible for an Ultra High Efficiency Toilet Rebate: replacement of an existing toilet with a rated flush volume that is less than 1.6 gallons per flush; replacement of an existing flushometer-valve type toilet; replacement of an existing tankless wall hung type toilet. Dual flush toilets are not allowed.

#### REBATE ELIGIBILITY, AMOUNT, AND PAYMENT

- The applicant must allow an onsite Pre-Project inspection by San Francisco Public Utilities Commission staff or submit Proof of Existing Conditions to verify that existing toilets are tank type toilets that have a rated flush volume of 1.6gpf or greater before Rebate approval. Existing toilets must be installed and operable at the time of the Pre-Project inspection.
- The applicant must allow an onsite Post-Project inspection by San Francisco Public Utilities Commission staff or submit Proof of Installation to verify that Qualified Toilets have been installed before rebate will be processed.
- To receive a Rebate, an applicant must submit a Proof of Purchase that clearly shows the date of purchase, invoice/receipt number, make/model, quantity, cost per toilet, and total dollar amount of purchase. Receipts and/or invoices that do not include this information will be rejected.
- The applicant must submit a completed W-9 form to the City Controller by either emailing the form to [supplier.management@sfgov.org](mailto:supplier.management@sfgov.org) or mailing a hard copy to Supplier Management, 1 Dr. Carlton B Goodlett Place, Room 300, San Francisco, CA 94102.

The rebate amount will be determined as follows:

- The rebate amount for each toilet shall not exceed 100% of the toilet purchase price (not including sales tax, shipping, and/or installation costs).
- The maximum rebate amount for each Qualifying Toilet shall not exceed \$100 for each Qualifying Toilet with a maximum rated flush volume of 1.1gpf, or \$200 for each Qualifying Toilet with a maximum rated flush volume of 0.8gpf.
- The San Francisco Public Utilities Commission endeavors to issue a rebate check within 8 weeks of final approval of an Eligible Device.

## **PARTICIPATION PROCESS**

Applicants must follow these steps to apply:

- Read the application directions and program rules posted on the San Francisco Public Utilities Commission's web page for this program, Ultra-High Efficiency Toilet Rebate [www.sfpuc.gov/toiletrebate](http://www.sfpuc.gov/toiletrebate) before starting an online application. The rules are also linked in the online application and applicants will be required to acknowledge that they have read, understand and agree to the terms and conditions of this rebate program.
- Register the customer's water account with the San Francisco Public Utilities Commission's Water Conservation Application System. To register, the Water Service Account Number and the account service address zip code are needed. <https://conservation.sfwater.org/Login.aspx?ReturnUrl=%2f>
- For applicants seeking a rebate for replacing less than five (5) toilets, submit a complete online application. A complete application must include Proof of Existing Conditions, Proof of Purchase, Proof of Installation, and a completed W-9 to the City Controller.
  - Proof of Existing conditions requires answering questions that indicate the toilet type (i.e. tank) and rated flush volume as indicated by manufacturer on toilet(s) to be replaced.
  - The Applicant shall choose a toilet from the Qualifying Products List, purchase and install the Qualifying Toilet(s).
  - All appropriate Proof of Purchase documentation must be submitted to the San Francisco Public Utilities Commission within 90 days of purchase to be considered eligible for the rebate.
  - The San Francisco Public Utilities Commission reserves the right to conduct Post-Project Inspections or request visual Proof of Installation of new toilets to ensure program compliance. During the Post-Project Inspection, San Francisco Public Utilities Commission staff will verify the installation of Qualifying Toilet(s).
- For applicants seeking rebates to replace more than five (5) toilets, complete a Pre-Project Inspection prior to the purchase and installation of Qualified Toilets. San Francisco Public Utilities Commission staff will verify whether the site's existing toilets meet program requirements to be eligible for a Rebate.
  - Upon successful completion of the Pre-Project Inspection, San Francisco Public Utilities Commission staff will contact the Applicant and confirm Program eligibility.
  - The applicant must then complete the rest of the online application and provide Proof of Purchase and Proof of Installation within 90 days of the Pre-Inspection, and a completed W-9 to the City Controller.
  - Applicant must complete a Post-Project Inspection or provide visual Proof of Installation deemed acceptable to the San Francisco Public Utilities Commission after the installation of Qualified Toilets. During the Post-Project Inspection, San Francisco Public Utilities Commission staff will verify the installation of Qualifying Toilet(s).
- Upon receipt of all required documentation from the Applicant, San Francisco Public Utilities Commission staff will determine the final rebate amount, approve the rebate, and submit the request for payment.
- A Rebate is granted on a case-by-case basis and subject to availability of funds.

## **TERMINATION AND LIMITATION OF San Francisco Public Utilities Commission LIABILITY**

The San Francisco Public Utilities Commission may, in its sole discretion and authority, reject an applicant's application to the Program if it does not meet all eligibility requirements or include all required documentation.

The San Francisco Public Utilities Commission may, in its sole discretion and authority and without notice, terminate or alter the Ultra-High Efficiency Toilet Rebate Program at any time.

Funding is limited and rebates are available on a first come, first served basis until funds run out or the Program terminates.

The San Francisco Public Utilities Commission makes no representation or guarantees that participation in the Program will result in lower water bills.

San Francisco Public Utilities Commission shall bear no responsibility or liability for the cost, expense, operation, maintenance, or repair of a participant's eligible ultra-high efficiency toilet. San Francisco Public Utilities Commission shall likewise bear no responsibility or liability for delay in accepting an application, rejection of an application, or termination of the Program.