



Stratford 4.8 Toilet Rebate Program

Frequently Asked
Questions



Stratford 4.8 Toilet Rebate - Frequently Asked Questions (FAQ's)

The Town of Stratford is committed to building the best community possible and respecting the natural environment in which we live. One way to step a little closer to our goal is to develop and implement water conservation programs within our community. We are pleased to offer residents and business owners the opportunity to participate in a toilet rebate program on a first come, first-served basis. Imagine that!

Please see below for some of the more commonly asked questions regarding the toilet rebate program.

Q. Why is the Town of Stratford offering a toilet rebate program?

A. The town is offering this program to their customers as an incentive to *replace* older, inefficient toilets. Residents and businesses can do their part to reduce water usage by installing more efficient toilets. As 30% of a home's water usage comes from toilet flushing, it is important that members of the community install ultra-low flow toilets and use as little water as possible in their homes and businesses.

Q. What type of rebate is being offered?

A. Eligible customers may apply for a \$100 rebate per toilet (one toilet per address).

Q. Are condominium-owners able to participate in this program?

A. Yes, individual condo owners are eligible to participate.

Q. I have more than 1 toilet in my home/business. Am I eligible to get more than 1 rebate?

A. No, there is a 1 rebate per building *maximum*.

Q. Can I just replace part of my toilet and be eligible for a rebate?

A. No, rebates are only available if the entire toilet has been replaced.

Q. What toilets are eligible for this program? Are all low-flow toilets eligible?

A. No; however, the Town of Stratford's eligibility criteria is simple! Toilets must be **4.8L per flush** and be **100MaP standard**. Note: a dual-flush toilet is eligible if it averages 4.8L or less per flush.

Q. What does a "MaP rating" mean (Maximum Performance Rating)?

A. The maximum performance rating (MaP) of toilets is determined by independent testing carried out across North America. MaP testing was created to identify how well toilets perform bulk removal using a realistic test media, and to grade each toilet model based on this performance. The highest rating attainable is 1000, and a minimum of 350 is cited as the minimum performance threshold for meeting customer expectations

Q. Who qualifies for this program?

A. Stratford utility customers who own a single-family residential home and have existing higher-flow toilets (6L and above) may qualify. Stratford businesses may also participate in this program. Customers must submit an application, their original toilet purchase receipt, the toilet specification sheet available at any dealer, and proof of residency or business.

Q. Who determines if I am eligible for this program?

A. The Town of Stratford will determine if your toilet is eligible for this rebate program. Rebate approval will be subject to an in-home inspection of new toilet.

Q. How do I get an application?

A. Customers can get an application from the front desk at the Stratford Town Centre, 234 Shakespeare Drive. An application will be available on the website at www.townofstratford.ca . You may also call 902-569-1995 to receive an application by mail.

Q. What do I need to provide along with my application?

A. Potential participants must provide the following with their application:

- signed and completed application form
- copy of sales receipt for ultra-low flow toilet
- copy of disposal receipt from Green Isle for old toilet
- proof of ownership of home or business

Q. Do I have to provide proof of home ownership or business?

A. Yes, proof of ownership of home or business is required prior to receiving a rebate. Proof can include a copy of one’s utility bill, household/business bill, or driver’s license.

Q. What does a disposal receipt mean?

A. You must provide proof that your old, inefficient toilet was properly disposed of prior to rebate approval. Green Isle is located at 15 Superior Crescent, Charlottetown, and their phone number is 902-368-3848. The receipt must specify “toilet disposal,” and there is a small \$5 fee for toilet disposal.

Q. I have filled out my application. How do I receive my rebate?

A. Return to the Stratford Town Centre with the following:

1. your signed, completed application;
2. copy of receipt of newly installed toilet
3. copy of disposal receipt from Green Isle; and
4. proof of residence or business ownership.

A brief in-home inspection may be conducted by a designated staff member to ensure that the toilet on receipt and specification sheet have been installed in the Stratford residence or business. Once everything has been submitted, there is an approximate 2-week waiting period for processing prior to rebate mail-out.

Q. Can I email my application, receipt and proof of residence/business ownership sheet to you?

A. Yes; however, all photocopied information must be easy-to-read and clearly visible.

Q. Do we need to provide any documentation regarding the old toilet?

A. Yes, a copy of the disposal receipt from Green Isle must be submitted along with the program application.

Q. I have my own well, but am on the municipal sewer system; am I eligible?

A. Yes, as you are part of the municipal sewer system, you are a utility customer and; therefore, are eligible to participate.

Q. May I apply for each of my toilet rebates separately?

A. Yes. If you decide to purchase one toilet now and the second toilet at a later date and this funding is still available, you may apply for the second toilet. NOTE: a second in-home inspection will be conducted.

Q. How long will I have to apply for my rebate?

A. You may apply for the rebate as long as this program is active, but please note this rebate program will run on a first-come, first-served basis.

Q. What else will I need to buy with the toilet?

A. It may be possible that a new wax ring or additional bolts may be required when purchasing the toilet. Please work with your retailer or licensed plumber to ensure you have all the equipment you need to have a well-working, leak-free toilet.

Q. What happens if something goes wrong with my installation? Who is responsible?

A. The Town of Stratford is not responsible for any damages incurred as a result of the removal and installation of toilets.

Q. How long will it take after I submit my application to receive my rebate(s)?

A. Please feel free to contact the front desk at 902-569-1995 if you do not receive your mailed check after approximately 2 weeks.

Q. After the allotted number of rebates for this program are gone, will you maintain a waiting list?

A. No. We will not maintain a waiting list, as this program is run on a first come, first-served basis.

Q. What stores will participate in this program? How will I know what toilet to get?

A. Various stores throughout Charlottetown and Stratford will participate; any retailer who sells toilets meeting the criteria can participate in this program. The Town of Stratford will be approaching all major dealers to encourage them to promote eligible toilets and the rebate program. Watch for details in various local stores.

Q. Can I purchase my toilet online?

A. You may purchase your toilet online and still receive a rebate. However, we will need the original packing slip and specification information shipped in the package you receive, and a copy of any emailed receipt.

Q. Can I purchase my toilet through a plumber?

A. Yes. Make sure the receipt from the plumber shows the toilet manufacturer, make and model number. Submit the official work order along with a copy of your water bill and your completed application.

Q. Who pays for any installation?

A. Customers are responsible for all installations.

Q. Will the rebate cover the entire cost of the toilet?

A. No, the rebate will have a value of up to \$100 for an approved high efficiency toilet. Most toilets that meet the program's criteria will cost \$200 or more.

Q. What is the warranty on the toilet?

A. Any warranty or defects will be the responsibility of the manufacturer and/or the retailer. The Town of Stratford assumes no responsibility for defects or performance problems.

Q. What do I do with my old toilet?

A. It is the responsibility of the customer to properly dispose of their old toilet. However, customers may take their old toilet to the Green Isle Environmental Drop-Off Centre, located at 7 Superior Crescent in Charlottetown. There will be a small fee for disposal (starting at \$5). Please feel free to contact Greenisle at 1-800-810-0155. If a plumber is installing your toilet(s), ask them if they can properly dispose of your old toilet.

Q. How do I know what size my old toilet is?

A. First look for a stamp on your toilet that lists the flushing volume. It may be on the inside or rear of the tank, on the tank label, on the top of the tank, or on the flush valve. If you can't find a stamp you will have to measure the tank to calculate its volume. This is very easy to do by following three simple steps:

1. Using a ruler or measuring tape: Record the length, width, and depth of water in the tank. Record measurements in centimetres!
2. Use a calculator to multiply the length (cm) by the width (cm) by the depth (cm) and record this number.
3. Divide the number from Step 2 by 1000 and record the result. The result is the flushing volume of your toilet measure in litres per flush.

For example:

Step 1: Using a ruler or tape measure you record a length of 40 cm, width of 30 cm, and a depth of water 20 cm for your old toilet tank.

Step 2: $40 \times 30 \times 20 = 24,000$

Step 3: $24,000 / 1000 = 24$ litres per flush.

The size should always be clearly marked on your toilet. If not, or you know your toilet is more than 10 years old, it is most likely *not* a low-flow toilet.

Q. How do I find out more information about this program?

A. Please contact the town hall at 902-569-1995, email info@townofstratford.ca or visit the Town Centre at 234 Shakespeare Drive. You may also visit www.townofstratford.ca for more information.