

1. **Is every customer eligible for the Toilet Rebate Program?**

This program is available for Cobb County Water System customers whose homes were completed before 1993. The goal of the program is to retrofit such homes with low flow fixtures. Homes constructed during 1993 and after already have low flow toilets because the Federal Energy Policy Act of 1992 mandated.

2. **I live in a condo/townhome. Do I pay a water bill to Cobb County Water?**

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Master metered townhome and condo associations are considered multi-family accounts. These residents are not eligible for the single-family program since it is a credit applied to the participant's water bill, the community may be eligible for our commercial program. Information can be found in the Commercial Toilet Rebate FAQ.

3. **Do I have to be a Cobb County Water System customer to take advantage of this program?**

Yes. In order to qualify for this program, you must be a customer of Cobb County Water System. City water customers are not eligible for this program.

4. **What if I have a special plumbing situation and have to buy a product not on the list?**

If you have a particular plumbing situation where none of the approved toilets will fit in your existing home, please contact Cobb Water at 770-528-8214, prior to purchasing them to discuss the situation.

5. **How do I participate in the program?**

Eligible customers can visit the WaterSense website to view the list of approved toilets and download an application above or receive the information by contacting the Water Efficiency Office at 770-419-6244. After purchasing the toilet and having it installed, the customer must complete the application and send it, along with the original receipt, to the Water Efficiency Office at 660 South Cobb Dr. Marietta, GA 30060. To ensure you receive the credit, please include the model number of the toilet, removed from the box, if not listed on the receipt. The application will be reviewed, and provided funding is still available for the program, a credit will be issued on the customer's water bill.

6. **Will I automatically get my credit?**

The toilet rebate program has a designated annual budget. Customers are advised to check with the Water Efficiency Office to see if funds are available. The Water Efficiency Office cannot guarantee funds will be available when your application is received. The customer must have purchased a toilet from the approved lists and be in a home built prior to 1993.

- 7. What is a WaterSense High-Efficiency Toilet?**  
These toilets are the only toilets eligible for a \$100.00 rebate. WaterSense is the Environmental Protection Agency's labeling program for water efficiency, modeled after the Energy Star labeling program. The WaterSense labeled toilets only use an average of 1.28 gallons of water per flush and have passed rigorous third-party testing standards.
- 8. Why do the lists have tanks and bowls listed separately?**  
Most toilets are sold in two pieces. Be sure to get both a tank and bowl that are listed together on the toilet lists. A representative at the retailer should be able to assist you with this. Make sure and bring the lists with you to the retailer.
- 9. Do I have to buy the toilet at a particular store?**  
No. As long as the toilet is WaterSense labeled, a customer can buy it from any retailer, even online, but we do need the original invoice sent in with the application. Cobb Water System advises customers to keep a copy of the receipt, for their records.
- 10. Is there anything else I need to buy with the toilet?**  
It may be possible that a new wax ring or additional bolts may be needed when purchasing the toilet. Please work with your retailer or plumber to ensure you have all the equipment you need to have a working toilet.
- 11. I have more than one toilet. Can I receive a credit for more than one toilet?**  
Yes. Cobb County Water System realizes many homes in Cobb County have more than one bathroom. The program is limited to three toilets per household.
- 12. Do I have to hire someone to install the toilet?**  
No. The decision on installation is up to the individual customer.
- 13. Are all of these toilets available at all retailers?**  
Probably not. Cobb County Water System has informed local retailers about the program and encouraged them to carry stock. No retailer will have every toilet, but approved toilets are available locally.
- 14. Can Businesses qualify for this program?**  
The residential toilet rebate program is for single-family customers only. We now have a commercial rebate program and you may be eligible. More information can be found in the Commercial Toilet Rebate Program.
- 15. What if I own rental property. Can I get the rebate?**  
If the property meets the program qualifications a rebate will be issued as a credit to the water bill of the account holder at the rental property. If you are not the account holder it will be credited to the current water account holder's bill (renter). Cobb County Water System will not become involved in renter landlord disputes.