



Residential Toilet and Washing Machine Rebate Program Additional Information

Q. What is the effective date of this program?

A. The City Council approved the program at their December 8, 2014 meeting. This is the effective start date of the program. Only installations after this date will qualify for the rebate

Q. Why is Portsmouth offering toilet and washing machine rebates?

A. We are offering this program to our customers as an incentive to replace older, inefficient toilets and washing machines with high efficiency models. This is another step toward making our water and sewer systems as efficient as possible. When customers use less water then we have to produce and treat less water and wastewater, which saves water and money for everyone in the long run.

Q. Who qualifies for the program?

A. Residential customers who receive water service from the Portsmouth Water Division. Customers must submit an application with their original toilet and/or washing machine purchase receipt.

Q. How do I get an application?

A. You can download and print an application from the City of Portsmouth's website:
<http://www.cityofportsmouth.com/publicworks/index.htm>

You can also stop by City Hall or call our water billing department at (603) 610-7248 to receive one by mail.

Q. Do multi-family units qualify?

A. Multi-Family residential customers qualify but must provide additional information regarding their property and washing machines to receive the rebate. Please contact the Department of Public Works Metering office at 766-1443 to get further information.

Q. I live in a condo/townhome. I do not pay a water bill to a water utility, but to my condo association. Can I participate in the rebate program?

A. Yes! Master-metered condo and townhome associations are considered multifamily accounts by the Portsmouth Water Division. If you own your condo/townhome and are interested in replacing older fixtures, you may be eligible for a residential rebate. Customers must submit an application with their original toilet purchase receipt. To ensure you receive your rebate, include the model number of the toilet, removed from the box if it is not listed on the toilet purchase

receipt. Include your condo/townhome association's name and primary address on your application.

Q. Is new construction eligible?

A. No, only existing customers are eligible.

Q. Can I email my application to you?

A. No. We must have an original signed application and the original purchase receipt.

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

A. Yes. If you decide to purchase one toilet now and the next toilet at a later date (and funding is still available), you may apply for the second toilet.

Q. Why were only WaterSense toilets chosen for the rebate toilet list?

A. WaterSense toilets were chosen for the rebate list (1.3 gallons per flush) because it is the U.S. Environmental Protection Agency's labeling program for water efficiency. The WaterSense labeled toilets use an average of 1.28 gallons of water per flush and have passed rigorous testing standards. A list of the eligible toilets can be found at the following website:

http://www.epa.gov/watersense/product_search.html

Q. I want to make sure that I get the most for my money. Where can I find more information about toilet performance?

A. Visit the Maximum Performance (MaP) testing website for their assessment of popular toilet models. The MaP Testing program is a cooperative effort among Canadian and American partners to identify how well popular toilets models perform bulk removal using a realistic test media and to grade each toilet model based on this performance. Their website is:

<http://www.map-testing.com/>

Q. What stores participate in the program?

A. Any retailer that sells approved WaterSense labeled toilets can participate in the program.

Q. Can I purchase my toilet online?

A. You may purchase your toilet online and still receive a rebate. However, we will need the actual toilet purchase receipt shipped in the package you receive with your toilet(s).

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 and the price of the toilet(s) listed separately from any installation charges. Send the original work order along with your completed application.

Q. Who pays for installation?

A. Customers are responsible for the installation.

Q. The applications state that a site visit may be conducted to verify toilet replacements and washing machine installations. What does this mean?

A. Portsmouth will randomly select customers for inspections.

Q. How much water is saved by replacing my toilet and/or washing machine?

A. The amount of water savings depends on what type of toilet you are replacing, the number of persons in the household, and how often you use the fixture. Typical pre-1980 toilets use 8.0 to 5.0 gallons per flush (gpf); installing a more efficient toilet will save between 6.72 to 3.4 gpf. Typical homes built between 1981 and 1993 use 4.5 to 3.5 gpf. The following examples show the estimated water and cost savings for customers installing higher efficiency toilets and washing machines utilizing FY15 water and sewer billing rates:

- **Typical Family of Four, each flushing 4x/day:**
 - 3.5 gallon toilet = 56 gallons/day
 - 1.28 gallons toilet = 20.5 gallons/day
 - Estimated Savings of 13,000 gallons/year
 - 17.4 billable units
 - \$72.13 – water
 - \$194.83 - sewer

- **One Load of Laundry a Day:**
 - Older Top Loading Washer = 40 gallons/day
 - High Efficiency Washer = 13 gallons/day
 - Estimated Savings of 10,000 gallons/year
 - 13.4 billable units
 - \$55.48 – water
 - \$149.87 - sewer