

**CITY OF AUSTELL  
FREQUENTLY ASKES QUESTIONS  
TOILET RETROFIT REBATE PROGRAM**

- 1. Is every customer eligible for the program?**  
This program is available for City of Austell customers whose homes were built 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 low flow fixtures in all homes.
- 2. Do I have to be a City of Austell customer to take advantage of this program?**  
Yes. In order to qualify for this program you must have a water account established with the City of Austell. If you are not a City of Austell customer, visit the Metro North Georgia Water Planning Districts website at [www.northgeorgiawater.org](http://www.northgeorgiawater.org) to see if your utility participates in this program.
- 3. How do I participate in the program?**  
Eligible customers can download the lists of approved toilets and the application from our website ([www.austell.org/pw](http://www.austell.org/pw)) or receive the information by contacting Austell Public Works at (770) 944-4325. After purchasing the toilet and having it installed, the customer must complete the application and sent it, along with the original receipt, to Austell Public Works at 5000 Austell-Powder Springs Road, Suite 105, Austell, Georgia 30106. The application will be reviewed, provided funding is still available for the program, a credit will be issued to the customers water account.
- 4. Will I automatically get my credit?**  
The toilet rebate program has a designated annual budget. Customers are advised to check with Austell Public Works to see if funds are still available. Austell Public Works cannot guarantee funds will be available when your application is received.
- 5. What is a WaterSense High Efficiency Toilet?**  
These toilets are eligible for a \$100.00 rebate. WaterSense is the United States Environmental Protection Agency's new 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 testing standards.
- 6. 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 you bring the lists with you to the retailer.
- 7. Do I have to buy the toilet at a particular store?**  
No. As long as the toilet is on the list, a customer can buy it from any retailer, even online, but we do need the original receipt sent in with the application. The City of Austell advises customers to keep a copy of the receipt for their records.
- 8. 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.

- 9. I have more than one toilet. Can I receive credit for more than one toilet?**  
Yes. The City of Austell realizes many homes in Austell have more than one bathroom. The program is limited to three toilets per household.
- 10. Do I have to hire someone to install the toilet?**  
No. The decision on installation is up to the individual customer.
- 11. Are all of these toilets available at all retailers?**  
Probably not. Local retailers have been informed about the program and have been encouraged to carry them in stock. No retailer will have every toilet, but approved toilets are available locally.
- 12. Can businesses qualify for this program?**  
At this time, this program is for residential customers only.