

The City of Red Deer's Residential Toilet Rebate Program

Toilets use more water than any other appliance or fixture in the home and account for approximately one third of the average household's water use. Because 50 per cent of Red Deer's treated water is used for residential purposes, we all have a responsibility to use water more efficiently.

1. What is the Toilet Rebate Program?

The City of Red Deer offers \$25 rebates for Red Deer residents who replace high flow toilets (greater than 1.6 gallons or 6 litres per flush) with low flow toilets (1.6 gallons or 6 litres per flush or less). Rebates are processed on a first come, first serve basis and will be credited to the applicant's utility account within eight to twelve weeks. Please note that the value of the rebate will not exceed the purchase price of the toilet.

The budget for the Toilet Rebate Program is subject to annual approval by City Council and may be discontinued without notice.

The City of Red Deer is not responsible for the installation or function of new toilets and reserves the right to inspect premises to confirm low flow toilet installation.

2. Do low flow toilets work?

Yes. Inefficient design of the earliest low flow toilets resulted in the common misconception that they do not work. However, newer models are redesigned for maximum efficiency so most low flow toilets work as well as or better than conventional models.

Like most products, not all toilets are created equal. Only toilets that are on The City of Red Deer's list of qualifying toilets are eligible to receive rebates. The toilet models listed are third-party tested and rated for their flushing performances to help ensure customer satisfaction. For a list of qualifying toilet models, visit www.reddeer.ca/toiletrebate or call Environmental Services at 403-406-8820.

3. Will replacing my toilet really make a difference?

Older toilets use between 13 and 20 litres of water per flush, while low flow toilets typically use six litres or less. Replacing one 20 litre toilet with an efficient six litre low flow toilet will save approximately 25,550 litres of water per person annually.

4. How do I know if my toilet uses more than six litres per flush?

Low flow toilets may be marked "LC", "6 LPF", "LC/6 LPF", or "x LPF" where x indicates tested value in litres per flush and is equal to or less than six. Check for a label on or inside the tank, on the back of the bowl or on the flush valve.

If your toilet is not marked, you can calculate the tank volume by measuring (in centimetres) the width and the length of the tank as well as the height of water in the tank. Multiply the length x width x height. Multiply this number by 0.001 to get the tank volume in litres. For example, a tank measuring 45 x 25 cm and filled with water to a height of 16 cm has a volume of 18 litres.

5. Who qualifies for a rebate?

You qualify if you:

- Are a City of Red Deer resident
- Have a current utility (water bill) account
- Live in a home that was built prior to April 21, 2008 and are not replacing your toilet as part of renovations that require a plumbing permit (see Note below)
- Purchase a qualifying toilet in the current calendar year.
- Dispose of your old toilet at the Waste Management Facility.

You can apply for a maximum of two toilet rebates per household over the course of the program, which started on July 1, 2008. Condo associations or owners of multi-family residential buildings should contact Environmental Services at 403-406-8820 prior to beginning their toilet replacement program.

Note: The Utility Bylaw states that any homes built or renovated on or after April 21, 2008, must have low-flow fixtures installed. These homes are not eligible to receive rebates. For more information about when a plumbing permit is required, visit <https://www.reddeer.ca/city-services/permits-and-inspections/residential-permits-and-applications/renovations-and-basement-developments/>.

6. How do I apply for a rebate?

If applying online:

1. Purchase and install a qualifying toilet, and keep the original receipt. Please ensure your name is clearly printed on the receipt.
2. Remove the interior parts and seat from the old toilet and bring it with the qualifying toilet purchase receipt to The City of Red Deer Waste Management Facility for free disposal. Make sure to get the toilet disposal verification stamp on your receipt from the scale house. Toilets will not be picked up in our regular cart collection program.
3. Submit your completed application form online.

If applying with a paper form:

1. Purchase and install a qualifying toilet, and attach the original receipt to your application form.
2. Remove the interior parts and seat from the old toilet and bring it with the qualifying toilet purchase receipt to The City of Red Deer Waste Management Facility for free disposal. Make sure to get the toilet disposal verification stamp on your application form from the scale house. Toilets will not be picked up in our regular cart collection program.
3. Mail your completed application package to the Toilet Rebate Program, Environmental Initiatives, Box 5008, Red Deer, Alberta, T4N 3T4.

Please ensure that the utility account number on the application form is correct.

7. Do I need a permit to switch out my toilet?

No. If you are simply replacing a toilet and not moving any plumbing, you do not require a plumbing permit from The City.

8. Where can I purchase a low flow toilet?

Most hardware stores and plumbing suppliers carry low flow toilets as well as other low flow fixtures.

9. Where can I find more information on this and other water conservation programs?

For more information on the Toilet Rebate Program and other water conservation programs, visit www.reddeer.ca/environment or call Environmental Services at 403-406-8820.