



High Efficiency Toilet Retrofit Rebate Program Guidelines

The City is offering rebates valuing 15% of the purchase price (excluding taxes), ranging from \$25 to \$100, to water customers who replace toilets that use 3.5 gallons or more per flush with *WaterSense* labeled high efficiency toilets (1.28 gpf) in their home or business served by the City's water system. Rebates are limited to two per residential account and four per commercial account. In order to be processed, applications must include the original receipt(s) dated on or after July 1, 2010 for the purchase of each fixture.

How Do I Qualify?

Applicants must be City of Hendersonville water customers who are either property owners or the parties legally responsible for paying the water bill. Rebates are restricted to the replacement of toilets 3.5 gpf or larger. If the size is unavailable, please provide the height, width and depth of the water level in the tank. Toilets must be replaced with a *WaterSense* labeled high-efficiency toilet. For a list of *WaterSense* approved devices, visit www.epa.gov/watersense/. For Maximum Performance (MaP) Testing results of popular toilet models, visit [http://www.allianceforwaterefficiency.org/Maximum_Performance_\(MaP\)_Testing.aspx](http://www.allianceforwaterefficiency.org/Maximum_Performance_(MaP)_Testing.aspx). Applicants must provide original receipt(s) dated on or after July 1, 2010 for the purchase of each fixture.

How Do I Apply?

1. Confirm your old toilet is eligible:
 - Providing the size, make and model stamped on the toilet; or
 - Measuring the height, depth and width of the water level (when full) in the tank.
2. Purchase and install a *WaterSense* labeled high efficiency toilet (1.28 gpf). Complete the appropriate rebate application based on your account type:

Application (html)

Applications can also be obtained at the City of Hendersonville Operations Center at 305 Williams St. or the Customer Service window at the Hendersonville City Hall, 145 5th Avenue East.

3. Mail or drop off a completed application with original dated receipt(s) attached to the address below:

Hendersonville Water and Sewer
ATTN: HET Rebate Program
305 Williams St.
Hendersonville, NC 28792

4. All replacements are subject to verification by City personnel. A city representative may contact you to schedule a site visit. Upon approval, rebates will be issued on a first come, first serve basis (maximum of 120 rebates will be issued annually). If approved, your account will receive credits each equal to 1/6th of the rebate amount over the following 6-billing cycles. You can confirm the availability of rebates by contacting Bill Ashbrook at (828) 697-3057.



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What Can I Do With My Old Toilet?

Henderson County residents may dispose of old toilets at the Henderson County landfill located on Stoney Mountain Rd. for nominal charge. Contact the County's Solid Waste division for more information at (828) 697-4505.

For additional assistance please call us at (828) 697-3073.