



CONCORD PUBLIC WORKS

Water and Sewer Division

Toilet Replacement Rebate Program

Frequently Asked Questions

WHY REPLACE YOUR TOILET?

Toilets account for approximately 26% of indoor residential water use. Today's toilets use only 1.6 gallons or less per flush. Toilets installed in the 1980s use 3.5 gallons and older toilets use 5 gallons or more per flush. Installing water-efficient appliances means your household can reduce water use and save on water and sewer bills.

HOW CAN I TELL THE AGE OF MY OLD TOILET?

Many toilet manufacturers stamp the date the toilet was made on the underside of the tank lid.

WHAT KIND OF TOILET DO I HAVE TO INSTALL?

Toilets must be a WaterSense certified High-Efficiency Toilet to be eligible for a rebate.

HOW MUCH CAN I SAVE?

A family of four replacing a 3.5 gallon toilet will use 11,000 fewer gallons of water and save approximately \$50 per year in water bills. Sewer customers can save an additional \$100.

WHO CAN APPLY FOR A REBATE?

Any Concord water customer in good standing replacing a toilet that is was installed prior to 1999. Toilets must be installed at either a residential or commercial property served by Concord Water. Owners of multi-family residences and condominium associations can also apply. Each metered account must have an application.

HOW MUCH ARE THE REBATES?

Customers can receive up to \$150 for replacing a toilet designed to flush 3.5 gallons or more per flush (pre 1989 installation). Customers replacing an early model of 1.6 gallon per flush toilet (pre 1999 installation) can receive a \$50 rebate. The rebate will appear as a credit on your water bill.

BUT DO THEY WORK?

Consumer surveys show that most newer water-efficient toilets perform as well, if not better, than the older toilets they replace. Customer concerns about clogging and double-flushing of earlier low-flow models have been addressed by manufacturers; today's toilets have been redesigned to improve performance.

WHY DO I HAVE TO BUY A TOILET ON YOUR LIST? AREN'T ALL TOILETS THE SAME?

While there are many water-efficient toilets available in the marketplace that perform satisfactory, the makes and models on the WaterSense list have been tested for water savings reliability and flush performance to ensure that rebate funds are effectively used. Go to www.a4we.org/MaP-main.aspx to find learn more about the testing protocol and how toilets qualify to be on the list.

WHAT ELSE DO I NEED TO KNOW?

Massachusetts building regulations require a plumbing permit for toilet installation/replacement. Plumbing permits are obtained at the Building Department, 141 Keyes Road. Call 978-318-3280 for more information.

WHERE CAN I FIND OUT MORE?

Contact the Water/Sewer Division of Concord Public Works at 978-318-3250 and ask for a toilet rebate application. Applications can also be downloaded from the Town's web site: www.concordma.gov.