

Frequently Asked Questions

City of Auburn WaterSense® Toilet Rebate Program

Updated April 2024

How much is the rebate and what is the limit?

The Auburn Water Utility is offering a \$100 rebate or the pre-tax purchase price of a WaterSense® toilet, whichever is lower, for up to two toilets per account (i.e. a maximum of \$200 per account).

Who qualifies for the rebate?

Any classification of Auburn water account (except irrigation) is eligible to apply for the rebate.

Are multifamily or mobile home residents eligible for a rebate?

Yes, as long as they are billed for water directly by the City.

Which toilets qualify for the rebate?

Any toilet that is WaterSense® labeled qualifies for the rebate. A list of WaterSense® labeled toilets can be found at http://www.epa.gov/WaterSense/product_search.html

What are WaterSense® labeled toilets?

WaterSense® labeled toilets are a type of toilet called an HET (high efficiency toilet). HETs use no more than 1.28 gallons per flush on average, or 20% less than the current plumbing standard. All toilets with the WaterSense® label have been rigorously tested by independent laboratories and must reliably flush a minimum of 350 grams of solid waste.

Who makes WaterSense® labeled toilets and where are they sold?

All major toilet manufacturers produce WaterSense® labeled models and all hardware and bathroom specialty stores carry at least a few models.

What documentation must be provided with an application?

A copy of the receipt for the purchase of the new toilet and a copy of the customer's water bill must be submitted with the application. If the receipt does not clearly show the toilet model purchased, other documentation must be provided, such as a copy of the owner's manual, packaging, or store specification sheet that shows the toilet is a WaterSense® labeled model. In addition, a completed copy of the Department of the Treasury Internal Revenue Service Form W-9 must be submitted in order to process the rebate.

How soon must an application for the rebate be submitted?

Applications must be submitted within 90 calendar days after purchasing the toilet.

How long does it take to receive a rebate?

It usually takes about 6 weeks, depending on when in the monthly payment cycle a rebate application is received.

How much savings on a utility bill can be expected if old toilets are replaced?

The reduction on a utility bill will vary depending on the flush volume of the old toilet(s) and the size of the household. A three-person household replacing a 3.5 gallon per flush toilet with a 1.28 gallon per flush toilet could see a savings of around \$30.00 per year (based on an estimate of 5 flushes per person and SFR rates).

Am I required to have a plumber install the toilet in order to receive a rebate?

No, but you are encouraged to consider using the services of a licensed, bonded professional plumber.

Does the City of Auburn guarantee or warrantee any toilets rebated under this program?

No. The City of Auburn encourages customers to install high-efficiency fixtures, but it is the customer’s responsibility to determine which toilet model is best for their household and to mitigate any problems that may arise from the installation of the new fixture.

What happens to the old toilets?

Various options for old toilet disposal are available:

- Check King County’s “What Do I Do With” website for other regional options.
- [DTG Recycling Group](#)
All non-porcelain hardware and wax rings must be removed.
Locations in Georgetown, Renton, Redmond, and Woodinville
(425) 549-3000
- [The United Group](#)
Locations in Seattle and Snohomish
(360) 668-4300

Check for requirements, typically all metal and plastic must be removed prior to recycling.

Where can I find the application form and IRS Form W-9?

The application and W-9 forms can be accessed here:

- [W-9 Form](#)
- [Rebate Application Form](#)

Why must I submit a Department of the Treasury Internal Revenue Service Form W-9?

It is the City’s policy to obtain a completed W-9 for rebates issued. This information is stored in a secure database and is not shared with any other organization.

What if I have additional questions about the Program?

You may send an e-mail to utilitiesengineering@auburnwa.gov or call (253) 288-4349 if you have additional questions.