



Frequently Asked Questions

Cascade WaterSense® Toilet Replacement Program

Updated March 24, 2010

How much is the rebate and what is the limit?

Cascade offers a \$100 rebate *per toilet* or the pre-tax purchase price of the toilet, whichever is lower, for up to three toilets per residence for a total of up to \$300 per applicant.

Who qualifies for the rebate?

Any residential, multifamily or commercial property served water by a member of Cascade Water Alliance is eligible to apply for the rebate. Cascade members are Bellevue, Covington Water District, Issaquah, Kirkland, Redmond, Sammamish Plateau Water and Sewer District, Skyway Water and Sewer District and Tukwila. If you do not pay your water bill to one of these agencies, you are not eligible.

I live in a HOA that is served water by a Cascade member. Am I eligible for the rebate?

Yes, as long as you or your HOA pays their water bill to a Cascade member, you are eligible for a rebate.

Which toilets qualify for the rebate?

Any toilet that is WaterSense® labeled qualifies for the rebate. You may access the most current list of WaterSense® labeled toilets [here](#).

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. Some models will flush up to 1,000 grams (2.2 pounds).

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What do I do with the old toilet?

Old toilets must be legally disposed of; they may not be resold or given away. Cascade provides free recycling of old toilets only for customers participating in this program. Participants may take up to 3 old toilets that have been replaced with WaterSense® labeled toilets to the locations listed below for recycling. Commercial accounts may take all old toilets that have been replaced through this program.

You must remove all metal and plastic parts from the toilet (everything in the tank) as well as the toilet seat and wax ring before taking the toilet to be recycled. If you don't, you will be charged a disposal fee by the recycling facility.

If your water provider is a Cascade member and you purchased a WaterSense® labeled toilet, you may take your old toilet to any of the following locations after submitting your application. You do not have to wait for further confirmation from Cascade.

All Wood Recycling ([view map >](#))

8504 192nd Avenue NE

Redmond, WA 98053

206-682-5735

Business Hours: Mon – Fri 8:00a.m. – 4:30p.m., Sat 8:00a.m. – 2:00p.m.

Pacific Topsoils - Bellevue ([view map >](#))

1733 127th Avenue NE

Bellevue, WA 98005

1-800-884-7645

Business Hours: Mon – Fri 7:00a.m. – 7:00p.m., Sat 8:00a.m. – 6:00p.m., Sun 9:00a.m. – 5:00p.m.

Pacific Topsoils - Issaquah ([view map >](#))

9830 Renton Issaquah Road SE

Issaquah, WA 98027

1-800-884-7645

Business Hours: Mon – Fri 8:00a.m. – 4:30p.m., Sat 8:00a.m. – 2:00p.m.

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Pacific Topsoils - Maple Valley ([view map >](#))

21700 SE Lake Francis Road

Maple Valley, WA 98038

1-800-884-7645

Business Hours: Mon – Fri 7:00a.m. – 5:00p.m., Sat 8:00a.m. – 4:00p.m.

Pacific Topsoils - Tukwila ([view map >](#))

6000 South 129th Street

Seattle, WA 98178

1-800-884-7645

Business Hours: Mon – Fri 7:00a.m. – 6:00p.m., Sat 9:00a.m. – 5:00p.m., Sun 9:00a.m. – 3:00p.m.

What happens to the old toilets that are recycled?

The old toilets are crushed and used in concrete, roadbed or other construction projects.

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.

Is there an end date to this program?

There is no end date to the program, but rebates are dependent on available funding.

How long does it take to receive a rebate?

It usually takes 3 – 6 weeks depending on when in the monthly payment cycle a rebate application is received.

What documentation must I provide with my application?

You must provide a copy of the receipt for the purchase of the new toilet and a copy of your water bill. If the receipt does not clearly show the toilet model you purchased, please submit other documentation, such as a copy of the owner's manual or packaging that shows the toilet is a WaterSense® labeled model.

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How soon must I apply for the rebate?

You must submit an application within 90 days after purchasing the toilet, the sooner the better.

Do I have to replace all toilets in my home at the same time?

No. You may replace up to three toilets whenever it is convenient for you.

Do I need to submit a separate application for each toilet?

No, submit one application for one, two or three rebates unless you purchased the toilets at different times.

If my current toilet was installed after 1993, should I replace it?

Beginning in 1994, toilets sold in Washington were required to use a maximum of 1.6 gallons per flush. Replacing a toilet of this vintage with a new WaterSense® labeled toilet will likely not result in a significant water savings or reduction on your utility bills. However, if your toilet was installed prior to 1994, it likely uses at least 3.5 gallons per flush. Replacing pre-1994 toilets can save a typical household 10,000 gallons of water per year.

How much can I expect to save on my utility bill if I replace my old toilets?

The reduction on your utility bill will vary depending greatly on your water provider's rate structure and whether or not sewer charges are volume-based, as well as the flush volume of the old toilets and the size of the household. However, if all old toilets are replaced with WaterSense® labeled models in a household of three to five people, an annual savings range of \$50 - \$100 is a reasonable expectation.

Are rebates retroactive?

No, you may only apply for a rebate for a WaterSense® labeled toilet purchased within 90 days.

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.

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Does Cascade Water Alliance guarantee or warrantee any toilets rebated under this program?

No. Cascade encourages residents 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.

Where can I find the application form?

The application form for homeowners may be accessed [here](#). The form for businesses and apartments may be accessed [here](#).

Where can I learn more about the WaterSense® Program?

WaterSense® is a voluntary labeling program for water fixtures administered by the US EPA. You may learn more about the program [here](#). You may access information regarding the test used to certify WaterSense® toilets [here](#).

What if I have additional questions about the Program?

You may send an email to mbrent@cascadewater.org or call (425) 453-1810 if you have additional questions.

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