

	A	B	C	D	E	F	G	H	I	J	W
1	APPENDIX A - Cascade WaterSense® Toilet Replacement Program Surveys										
2	What is the brand of the new toilet?	What is the model of the new toilet?	How would you rate the performance of the new toilet?	How does the performance of the new toilet compare with the old toilet?	Does the new toilet frequently require multiple flushes (more than 10% of the time)?	Has the new toilet frequently clogged (three or more times)?	Have you experienced any sewer line backups since the installation of the new toilet?	What factors prompted you to make the change to a WaterSense labeled toilet?	How would you rate the Cascade Toilet Replacement Program?	Comments	
3	American Standard	Cadet 3	Excellent	About the same	No	No	No		Excellent		
4	American Standard	Cadet 3	Good	About the same	No	No	No	Conservation	Good		
5	American Standard	Cadet 3	Good	About the same	No	No	No	Lower Water Bill	Excellent	Great incentive program!	
6	American Standard	Cadet 3	Excellent	About the same	No	No	No	Lower Water Bill	Good		
7	American Standard	Cadet 3	Excellent	About the same	No	No	No	Rebate	Excellent		
8	American Standard	Cadet 3	Average	About the same	No	No	No	Rebate	Excellent		
9	American Standard	Cadet 3	Excellent	Better	No	No	No	Conservation	Excellent	Perfect timing; empty nesters trying to save money without breaking the bank!	
10	American Standard	Cadet 3	Excellent	Better	No	No	No	Rebate	Excellent	Continue this program - it is great!	
11	American Standard	Cadet 3	Excellent	Better	No	No	No	Conservation	Excellent		
12	American Standard	Cadet 3	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
13	American Standard	Cadet 3	Excellent	Better	No	No	No	Recommended by Plumber	Good		
14	American Standard	Cadet 3	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Thank you!	
15	American Standard	Cadet 3	Excellent	Better	No	No	No	Rebate	Excellent		
16	American Standard	Cadet 3	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Thank you!	
17	American Standard	Cadet 3	Excellent	Better	No	No	No	Conservation	Excellent	Thank you for making it an easy choice to do the right thing.	
18	American Standard	Cadet 3	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Before buying new toilet, saw three different sales people. Only one mentioned rebate and offered form.	
19	American Standard	Cadet 3	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
20	American Standard	Cadet 3	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Excellent program and incentive!	
21	American Standard	Cadet 3	Excellent	Better	No	No	No	Remodel	Excellent		
22	American Standard	Cadet 3	Good	Better	No	No	No	Rebate	Excellent		
23	American Standard	Cadet 3	Good	Better	No	No	No	Rebate	Excellent		
24	American Standard	Cadet 3	Good	Better	No	No	No	Conservation	Good		
25	American Standard	Cadet 3	Good	Better	No	No	No	Conservation	Excellent		
26	American Standard	Cadet 3	Good	Better	No	No	No	Remodel	Excellent	I'll be buying two more in the near future.	
27	American Standard	Cadet 3	Good	Better	No	No	No	Problems with Old Toilet	Excellent		
28	American Standard	Cadet 3	Good	Better	No	No	No	Conservation	Excellent	Thank you!	
29	American Standard	Cadet 3	Excellent	Better	No	No	No	Lower Water Bill	Excellent	Great program!!!	
30	American Standard	Cadet 3	Excellent	Better	No	No	No	Conservation	Excellent	Excellent program, thanks for the rebate.	
31	American Standard	Cadet 3	Good	Better	No	No	No	Conservation	Excellent	How would anyone who has no computer get info, such as other conservation opportunities?	
32	American Standard	Cadet 3	Excellent	Better	No	No	No		Excellent		
33	American Standard	Cadet 3	Excellent	Better	No	No	No	Conservation	Excellent		
34	American Standard	Cadet 3	Good	Better	No	No	No	Remodel	Excellent		
35	American Standard	Cadet 3	Excellent	Better	No	No	No	Rebate	Excellent		
36	American Standard	Cadet 3	Excellent	Better	No	No	No	Rebate	Excellent	Powerful flush!	
37	American Standard	Cadet 3	Excellent	Better	No	No	No	Rebate	Excellent		
38	American Standard	Cadet 3	Excellent	Better	No	No	No	Lower Water Bill	Excellent		
39	American Standard	Cadet 3	Excellent	Better	No	No	No	Lower Water Bill	Excellent		
40	American Standard	Cadet 3	Excellent	Better	No	No	No	Conservation	Excellent		
41	American Standard	Cadet 3	Good	Better	No	No	No	Remodel	Excellent		
42	American Standard	Cadet 3	Excellent	Better	No	No	No	Conservation	Excellent		
43	American Standard	Cadet 3	Average	Better	No	No	No	Conservation	Excellent		
44	American Standard	Cadet 3	Good	Better	No	No	No		Excellent		
45	American Standard	Cadet 3	Excellent	Better	No	No	No	Rebate	Excellent		
46	American Standard	Cadet 3	Good	Better	No	No	No	Conservation	Excellent		
47	American Standard	Cadet 3	Excellent	Better	No	No	No		Excellent		
48	American Standard	Cadet 3	Good	About the same	No	Yes	No	Protect the Environment	Excellent		
49	American Standard	Cadet 3	Average	About the same	Yes	Yes	No	Problems with Old Toilet	Average	Got to make larger density outlet.	
50	American Standard	Cadet 3	Fair	Worse	Yes	Yes	No	Conservation	Excellent		
51	American Standard	Cadet 3	Excellent	About the same	No	No	No	Conservation	Excellent	Thanks, wouldn't have put any thought into replacing old toilets without the rebates.	
52	American Standard	Cadet 3	Excellent	About the same	No	No	No	Rebate	Excellent	Don't like the quality of the lid on the seat (plastic).	
53	American Standard	Cadet 3	Fair	About the same	No	No	No	Rebate	Excellent	Thank you.	
54	American Standard	Cadet 3	Good	About the same	No	No	No	Rebate	Excellent	Thanks for helping us offset the cost of a new toilet!	
55	American Standard	Cadet 3	Good	About the same	No	No	No	Conservation	Excellent		
56	American Standard	Cadet 3	Excellent	Better	No	No	No	Remodel	Excellent	Very satisfactory performance of new toilets.	
57	American Standard	Cadet 3	Excellent	Better	No	No	No	Rebate	Excellent		
58	American Standard	Cadet 3	Excellent	Better	No	No	No	Conservation	Excellent		
59	American Standard	Cadet 3	Excellent	Better	No	No	No	Conservation	Excellent		

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1	APPENDIX A - Cascade WaterSense® Toilet Replacement Program Surveys										
2	What is the brand of the new toilet?	What is the model of the new toilet?	How would you rate the performance of the new toilet?	How does the performance of the new toilet compare with the old toilet?	Does the new toilet frequently require multiple flushes (more than 10% of the time)?	Has the new toilet frequently clogged (three or more times)?	Have you experienced any sewer line backups since the installation of the new toilet?	What factors prompted you to make the change to a WaterSense labeled toilet?	How would you rate the Cascade Toilet Replacement Program?	Comments	
60	American Standard	Cadet 3	Excellent	Better	No	No	No	Conservation	Excellent	I hope this program continues to next year (as with the federal credits) to incentivize this!	
61	American Standard	Cadet 3	Excellent	Better	No	No	No	Rebate	Excellent	Make your rebate only good on toilets with high ranking that don't have these issues (1,000 grams).	
62	American Standard	Cadet 3	Excellent	Better	No	No	No	Rebate	Excellent	The opportunity to recycle the old one was appreciated without cost to me.	
63	American Standard	Cadet 3	Excellent	Better	No	No	No	Conservation	Excellent		
64	American Standard	Cadet 3	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
65	American Standard	Cadet 3	Excellent	Better	No	No	No	Advertising	Excellent		
66	American Standard	Cadet 3	Excellent	Better	No	No	No	Conservation	Excellent		
67	American Standard	Cadet 3	Excellent	Better	No	No	No	Rebate	Excellent	Thanks! Win/Win.	
68	American Standard	Cadet 3	Excellent	Better	No	No	No	Conservation	Excellent		
69	American Standard	Cadet 3	Excellent	Better	No	No	No	Conservation	Excellent	We bought 2 American Standard Cadet 3 and 1 Glacier Bay. American Standard much better.	
70	American Standard	Cadet 3	Good	Better	No	No	No	Conservation	Excellent		
71	American Standard	Cadet 3	Good	Better	No	No	No	Rebate	Excellent		
72	American Standard	Cadet 3	Fair	Better	Yes	No	No	Conservation	Excellent	I should have bought a Toto - I checked the toilet out and it sounded good before I bought it, but after I got it I re-checked and all the	
73	American Standard	Cadet 3	Good	About the same	Yes	Yes	No	Rebate	Excellent	Hope the rebate program continues long enough to replace my other old toilet.	
74	American Standard	Cadet 3	Excellent	Better	No	No	No	Conservation	Excellent	Thanks for helping me to replace my old toilets. I really like saving water and they perform great!	
75	American Standard	Cadet 3	Excellent	Better	No	No	No	Conservation	Excellent	We were very grateful to learn about the program when we were at Lowe's to look at toilet replacements.	
76	American Standard	Cadet 3	Excellent	Better	No	No	No	Advertising	Good		
77	American Standard	Cadet 3	Good	Better	Yes	No	No	Conservation	Excellent		
78	American Standard	Dual Flush	Excellent	Better	No	No	No	Conservation	Good		
79	American Standard	Dual Flush	Excellent	Better	No	No	No	Conservation	Excellent	We are very happy with the toilet and the follow through with rebate program.	
80	American Standard	Dual Flush	Excellent	Better	No	No	No	Lower Water Bill	Excellent	Thanks for the opportunity!	
81	American Standard	Dual Flush	Excellent	Better	No	No	No	Lower Water Bill	Excellent		
82	American Standard	Evolution	Good	About the same	No	Yes	No	Conservation	Excellent	The toilet works, but it tends to clog.	
83	American Standard	Flowise	Good	About the same	No	No	No	Rebate	Excellent		
84	American Standard	Flowise	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	New toilet works better than 4-5 yr old model.	
85	American Standard	Flowise	Excellent	Better	No	No	No	Conservation	Excellent	Did not know about the old toilet recycling before we went to the landfill.	
86	American Standard	Flowise	Good	Better	No	No	No	Conservation	Good		
87	American Standard	Flowise	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Thank you, good program.	
88	American Standard	Flowise	Excellent	Better	No	No	No	Conservation	Excellent	We see the savings already, exceeded our expectations, great program.	
89	American Standard	Flowise	Good	Better	Yes	No	No	Problems with Old Toilet	Excellent		
90	American Standard	Flowise	Fair	Worse	Yes	No	No	Conservation	Excellent		
91	American Standard	Flowise	Good	Better	No	No	No	Rebate	Excellent		
92	American Standard	Flowise	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
93	American Standard	Flowise	Excellent	Better	No	No	No	Rebate	Excellent	The new toilets flush much better and faster disposing of waste completely.	
94	American Standard	Flowise	Excellent	Better	No	No	No	Conservation	Excellent	Thanks!	
95	American Standard	Flowise	Good	Better	No	No	No	Lower Water Bill	Excellent	Saves me money and water. Green too.	
96	American Standard		Good	About the same	No	No	No	Remodel	Excellent		
97	American Standard		Excellent	About the same	No	No	No	Conservation	Excellent	Thanks!	
98	American Standard		Good	About the same	No	No	No	Rebate	Excellent	I appreciated that there was no hassle getting a new rebate check when the first one was invalid (unsigned).	
99	American Standard		Good	About the same	No	No	No	Conservation	Excellent		
100	American Standard		Good	About the same	No	No	No	Conservation	Excellent	Thanks!	
101	American Standard		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
102	American Standard		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
103	American Standard		Excellent	Better	No	No	No	Rebate	Excellent		
104	American Standard		Excellent	Better	No	No	No	Advertising	Excellent	Thanks.	
105	American Standard		Excellent	Better	No	No	No	Rebate	Excellent		
106	American Standard		Excellent	Better	No	No	No	Conservation	Excellent		
107	American Standard		Excellent	Better	No	No	No	Conservation	Excellent		
108	American Standard		Excellent	Better	No	No	No	Remodel	Excellent	Make sure you spell a customer's name correctly before you ask for their help!	
109	American Standard		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
110	American Standard		Good	Better	No	No	No	Problems with Old Toilet	Excellent		
111	American Standard		Good	Better	No	No	No	Conservation	Excellent	An excellent program to encourage residents to save water.	
112	American Standard		Good	Better	No	No	No	Rebate	Excellent	The rebate influenced our choosing a more efficient product.	
113	American Standard		Good	Better	No	No	No	Conservation	Excellent		
114	American Standard		Good	Better	No	No	No	Problems with Old Toilet	Excellent	One comment is the stores should provide more volume flush ones. Need to hold the flush lever down another second.	
115	American Standard		Good	Better	No	No	No	Conservation	Excellent		
116	American Standard		Good	Better	No	No	No	Rebate	Excellent	Thanks.	

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117	American Standard		Good	Better	No	No	No	Conservation	Excellent		
118	American Standard		Excellent	Better	No	No	No	Advertising	Excellent		
119	American Standard		Excellent	Better	No	No	No	Conservation	Excellent		
120	American Standard		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
121	American Standard		Excellent	Better	No	No	No	Conservation	Excellent	Program made it worthwhile to change to new models	
122	American Standard		Excellent	Better	No	No	No	Rebate	Excellent	Thank you.	
123	American Standard		Excellent	Better	No	No	No	Conservation	Excellent		
124	American Standard		Good	Better	No	No	No	Rebate	Excellent	Thank you.	
125	American Standard		Good	Better	No	No	No	Conservation	Good		
126	American Standard		Good	Better	No	No	No	Rebate	Excellent	Thank you.	
127	American Standard		Excellent	Better	No	No	No	Remodel	Excellent		
128	American Standard		Excellent	Better	No	No	No	Remodel	Excellent		
129	American Standard		Excellent	Better	No	No	No	Rebate	Excellent		
130	American Standard		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
131	American Standard		Excellent	Better	No	No	No	Conservation	Excellent		
132	American Standard		Excellent	Better	No	No	No	Remodel	Excellent		
133	American Standard		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
134	American Standard		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
135	American Standard		Excellent	Better	No	No	No	Remodel	Excellent		
136	American Standard		Good	Better	No	No	No	Rebate	Good		
137	American Standard		Excellent	Better	No	No	No	Rebate	Excellent		
138	American Standard		Average	Better	Yes	No	No	Conservation	Excellent	Not real great; have to clean all the time. Not a high enough water level in bowl. Trying to adjust - that may help.	
139	American Standard		Excellent		No	No	No	Problems with Old Toilet	Excellent		
140	American Standard		Good	About the same	No	Yes	No	Rebate	Excellent		
141	American Standard		Excellent	Better	No	No	No	Conservation	Excellent		
142	American Standard		Good	Better	No	No	No	Conservation	Excellent	Thank you for suggesting this program; need to make it known so more people hear about it.	
143	American Standard		Good	Better	No	No	No	Rebate	Good	Easy to do, helpful, satisfied with program.	
144	American Standard		Good	Better	No	No	No	Conservation	Excellent		
145	American Standard		Good	Better	No	No	No	Remodel	Good		
146	American Standard		Excellent	Better	No	No	No	Rebate	Excellent		
147	Aqua Source		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
148	Aqua Source		Good	Better	No	No	No	Problems with Old Toilet	Good		
149	Aqua Source		Good	Better	No	No	No	Rebate	Good		
150	Aqua Source		Excellent	Better	No	No	No	Remodel	Excellent	Our entering into this was a bit of a fluke. We needed a toilet but weren't necessarily looking for low flow. Because of Rebate, involved	
151	Aqua Source		Good	Better	No	No	No	Rebate	Excellent		
152	Aqua Source		Excellent	Better	No	No	No	Remodel	Excellent	Thank you for helping me save water. :)	
153	Aqua Source		Excellent	Better	No	No	No	Remodel	Excellent		
154	Aqua Source		Average	About the same	Yes	No	No	Conservation	Excellent		
155	Caroma	Caravelle	Excellent	Better	No	No	No	Conservation	Excellent	We plan to replace the other toilets between 2010-2012.	
156	Caroma	Sydney	Good	Better	No	No	No	Problems with Old Toilet	Excellent		
157	Caroma	Sydney	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
158	Caroma	Sydney	Excellent	About the same	No	No	No	Protect the Environment	Excellent		
159	Caroma	Sydney	Excellent	Better	No	No	No	Conservation	Excellent		
160	Caroma	Sydney	Excellent	Better	No	No	No	Conservation	Excellent		
161	Caroma		Excellent	Better	No	No	No		Excellent	Thank you - good program.	
162	Caroma		Excellent	Better	No	No	No	Rebate	Excellent		
163	Caroma		Excellent	Better	No	No	No	Conservation	Excellent	Continue with more water savings programs!	
164	Caroma		Good	Better	Yes	No	No				
165	Cascadian	Toscano	Good	About the same	No	No	No	Conservation	Excellent		
166	Cascadian		Excellent	Better	No	No	No	Rebate	Excellent	I used the \$200 to pay off the toilet purchase on my credit card.	
167	Cascadian		Good	Better	No	No	No	Conservation	Excellent		
168	Cascadian		Poor	Worse	Yes	No	No	Rebate	Good	I question the testing agency's claim about these new toilets' performance. They don't perform well at all.	
169	Cascadian		Excellent	Better	Yes	No	No	Rebate	Excellent		
170	Foremost	Gemini	Excellent	Better	No	No	No	Rebate	Excellent		
171	Foremost		Excellent	Better	No	No	No	Conservation	Excellent		
172	Foremost		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	My utility company told me about this program.	
173	Gerber		Poor	Worse	No	No	No	Conservation	Excellent	Your program is great. Both of the new Gerber toilets have been returned and replaced due to broken flush mechanisms. Supplier's	

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174	Glacier Bay	AIO	Good	About the same	No	No	No	Rebate	Excellent		
175	Glacier Bay	AIO	Average	About the same	No	No	No	Conservation	Excellent		
176	Glacier Bay	AIO	Excellent	About the same	No	No	No	Conservation	Excellent	Excellent toilet -- I am thankful it is a good quality toilet. Only minor issue is with the lid becoming loose every now and then.	
177	Glacier Bay	AIO	Excellent	About the same	No	No	No	Rebate	Excellent		
178	Glacier Bay	AIO	Good	About the same	No	No	No	Rebate	Excellent	Bowl does not always clean.	
179	Glacier Bay	AIO	Good	About the same	No	No	No	Rebate	Excellent		
180	Glacier Bay	AIO	Excellent	Better	No	No	No	Rebate	Excellent	Thank you!	
181	Glacier Bay	AIO	Excellent	Better	No	No	No	Rebate	Excellent		
182	Glacier Bay	AIO	Excellent	Better	No	No	No	Conservation	Excellent	Good change for us.	
183	Glacier Bay	AIO	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	I am not at home now. Your program will pay long term benefits.	
184	Glacier Bay	AIO	Excellent	Better	No	No	No	Rebate	Excellent		
185	Glacier Bay	AIO	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
186	Glacier Bay	AIO	Excellent	Better	No	No	No	Remodel	Excellent		
187	Glacier Bay	AIO	Excellent	Better	No	No	No	Conservation	Excellent	Toilets were almost free after Rebate. Great program - Thanks!	
188	Glacier Bay	AIO	Excellent	Better	No	No	No	Conservation	Excellent	Thank you!	
189	Glacier Bay	AIO	Excellent	Better	No	No	No	Conservation	Excellent	THIS TOILET IS AWESOME-YOU SELECT A HALF OR FULL FLUSH ACCORDINGLY, AND IT HAS NEVER HAD ANY PROBLEM AT ALL - WE	
190	Glacier Bay	AIO	Good	Better	No	No	No	Conservation	Excellent		
191	Glacier Bay	AIO	Good	Better	No	No	No	Problems with Old Toilet	Good		
192	Glacier Bay	AIO	Good	Better	No	No	No	Problems with Old Toilet	Excellent		
193	Glacier Bay	AIO	Good	Better	No	No	No	Problems with Old Toilet	Excellent		
194	Glacier Bay	AIO	Good	Better	No	No	No	Problems with Old Toilet	Excellent		
195	Glacier Bay	AIO	Excellent	Better	No	No	No	Rebate	Excellent		
196	Glacier Bay	AIO	Excellent	Better	No	No	No	Rebate	Excellent	Good move!	
197	Glacier Bay	AIO	Excellent	Better	No	No	No	Advertising	Excellent	We are pleased with their [the toilets] operation.	
198	Glacier Bay	AIO	Good	Better	No	No	No	Rebate	Excellent		
199	Glacier Bay	AIO	Excellent	Better	No	No	No	Conservation	Excellent		
200	Glacier Bay	AIO	Excellent	Better	No	No	No	Conservation	Excellent		
201	Glacier Bay	AIO	Excellent	Better	No	No	No	Conservation	Excellent		
202	Glacier Bay	AIO	Excellent	Better	No	No	No	Conservation	Excellent		
203	Glacier Bay	AIO	Excellent	Better	No	No	No	Rebate	Excellent		
204	Glacier Bay	AIO	Excellent	Better	No	No	No	Rebate	Excellent		
205	Glacier Bay	AIO	Good	Better	No	No	No	Conservation	Excellent	The flusher is on top, getting used to the height.	
206	Glacier Bay	AIO	Excellent	Better	No	No	No	Rebate	Excellent	Thank you.	
207	Glacier Bay	AIO	Excellent	Better	No	No	No	Conservation	Excellent	Thank you.	
208	Glacier Bay	AIO	Good	Better	No	No	No	Rebate	Excellent		
209	Glacier Bay	AIO	Good	Better	No	No	No	Problems with Old Toilet	Excellent		
210	Glacier Bay	AIO	Excellent	Better	No	No	No		Excellent	Thank you.	
211	Glacier Bay	AIO	fair	worse	No	No	No		Fair	The pump is already making noise and taking more time to fill up hence for water loss.	
212	Glacier Bay	AIO	Good	About the same	yes	No	No	Rebate	Excellent	But toilet is loud so we are changing it soon.	
213	Glacier Bay	AIO	Fair	About the same	Yes	No	No	Problems with Old Toilet	Good	Many times we have to flush more than once, so I'm not sure how much water we're saving.	
214	Glacier Bay	AIO	Good	Better	Yes	No	No	Lower Water Bill	Good	Toilet sometimes requires two flushes when larger amounts of solids are present.	
215	Glacier Bay	AIO	Average	Worse	Yes	No	No	Rebate	Excellent	Too good to pass up. Great idea. Thank you!	
216	Glacier Bay	AIO	Average	Worse	Yes	No	No	Problems with Old Toilet	Excellent		
217	Glacier Bay	AIO	Average	Worse	No	No	No		Excellent		
218	Glacier Bay	AIO	Good	About the same	No	Yes	No	Conservation	Excellent		
219	Glacier Bay	AIO	Good	About the same	No	Yes	No	Conservation	Excellent		
220	Glacier Bay	AIO	Good	Better	No	Yes	No	Conservation	Excellent		
221	Glacier Bay	AIO	Poor	Worse	Yes	Yes	No	Conservation	Excellent	I was told the new toilet had great flush - but no -one flush for urine and 2+ for poop. Poop sticks on the sides. Hate this toilet.	
222	Glacier Bay	AIO	Excellent	Better	No	No	No	Rebate	Excellent		
223	Glacier Bay	AIO	Excellent	Better	No	No	No	Problems with Old Toilet	Poor	This new toilet is one of the most efficient, yet inexpensive. I bought 3.	
224	Glacier Bay	AIO	Good	Better	No	No	No	Remodel	Excellent	Have not received Rebate.	
225	Glacier Bay	AIO	Good	About the same	Yes	No	No	Rebate	Excellent	I did buy separate toilet seats because those with toilets were too flimsy.	
226	Glacier Bay	AIO	Good	About the same	Yes	No	No	Rebate	Good		
227	Glacier Bay	AIO	Good	About the same	Yes	No	No	Conservation	Good	Uses much less water but doesn't clean bowl consistently. I got no rebate from your program!	
228	Glacier Bay	AIO	Good	Better	Yes	No	No	Rebate	Excellent	Keep it up! Great program.	
229	Glacier Bay	Dual Flush	Excellent	About the same	No	No	No	Rebate	Excellent	Great program!	
230	Glacier Bay	Dual Flush	Excellent	About the same	No	No	No	Remodel	Excellent	Great program!	

	A	B	C	D	E	F	G	H	I	J	W
1	APPENDIX A - Cascade WaterSense® Toilet Replacement Program Surveys										
2	What is the brand of the new toilet?	What is the model of the new toilet?	How would you rate the performance of the new toilet?	How does the performance of the new toilet compare with the old toilet?	Does the new toilet frequently require multiple flushes (more than 10% of the time)?	Has the new toilet frequently clogged (three or more times)?	Have you experienced any sewer line backups since the installation of the new toilet?	What factors prompted you to make the change to a WaterSense labeled toilet?	How would you rate the Cascade Toilet Replacement Program?	Comments	
231	Glacier Bay	Dual Flush	Good	About the same	No	No	No	Rebate	Excellent		
232	Glacier Bay	Dual Flush	Good	About the same	No	No	No	Rebate	Excellent		
233	Glacier Bay	Dual Flush	Excellent	About the same	No	No	No	Conservation	Excellent		Thanks for this positive environmental program as well as the financial incentive, which really helps.
234	Glacier Bay	Dual Flush	Average	Better	No	No	No	Problems with Old Toilet	Excellent		Thanks for the phone information.
235	Glacier Bay	Dual Flush	Excellent	Better	No	No	No	Conservation	Excellent		
236	Glacier Bay	Dual Flush	Excellent	Better	No	No	No	Advertising	Excellent		I was going to replace only one until I saw your program so I replace all three.
237	Glacier Bay	Dual Flush	Excellent	Better	No	No	No	Conservation	Excellent		
238	Glacier Bay	Dual Flush	Excellent	Better	No	No	No	Conservation	Excellent		
239	Glacier Bay	Dual Flush	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		Thank you. This is a great way to promote water conservation.
240	Glacier Bay	Dual Flush	Excellent	Better	No	No	No	Conservation	Excellent		
241	Glacier Bay	Dual Flush	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		I hope this decreases our water usage.
242	Glacier Bay	Dual Flush	Excellent	Better	No	No	No	Conservation	Excellent		I like this toilet very much! I wish I had another one like that.
243	Glacier Bay	Dual Flush	Excellent	Better	No	No	No	Conservation	Excellent		Thanks for the rebate; it really helps the cost to replace the old one.
244	Glacier Bay	Dual Flush	Excellent	Better	No	No	No	Remodel	Excellent		
245	Glacier Bay	Dual Flush	Good	Better	No	No	No	Remodel	Excellent		
246	Glacier Bay	Dual Flush	Good	Better	No	No	No		Excellent		
247	Glacier Bay	Dual Flush	Good	Better	No	No	No	Remodel	Excellent		
248	Glacier Bay	Dual Flush	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		Keep the program going. Thank you.
249	Glacier Bay	Dual Flush	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
250	Glacier Bay	Dual Flush	Excellent	Better	No	No	No	Conservation	Good		Keep it coming, very much appreciated.
251	Glacier Bay	Dual flush	Excellent	Better	No	No	No	Conservation	Good		
252	Glacier Bay	Dual Flush	Good	Better	No	No	No	Rebate	Excellent		
253	Glacier Bay	Dual Flush	Good	Better	No	No	No	Conservation	Excellent		
254	Glacier Bay	Dual Flush	Good	Better	No	No	No	Rebate	Excellent		
255	Glacier Bay	Dual Flush	Excellent	Better	No	No	No	Conservation	Excellent		
256	Glacier Bay	Dual Flush	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
257	Glacier Bay	Dual Flush	Good	Better	No	No	No	Rebate	Excellent		
258	Glacier Bay	Dual Flush	Excellent	Better	Yes	No	No	Conservation	Excellent		Good program!
259	Glacier Bay	Dual Flush	Good	About the same	No	Yes	No	Rebate	Good		
260	Glacier Bay	Dual Flush	Excellent	Better	No	Yes	No		Good		
261	Glacier Bay	Dual Flush	Fair	Worse	Yes	Yes	No	Conservation	Excellent		This toilet has issues with solids, that is the reason for the low marks.
262	Glacier Bay	Dual Flush	Poor	Worse	Yes	Yes	No	Conservation	Excellent		
263	Glacier Bay		Average	About the same	No	No	No	Conservation	Excellent		
264	Glacier Bay		Average	About the same	No	No	No	Rebate	Excellent		
265	Glacier Bay		Excellent	About the same	No	No	No	Remodel	Excellent		
266	Glacier Bay		Good	About the same	No	No	No	Conservation	Excellent		
267	Glacier Bay		Good	About the same	No	No	No	Remodel	Excellent		
268	Glacier Bay		Good	About the same	No	No	No	Rebate	Excellent		
269	Glacier Bay		Good	About the same	No	No	No	Problems with Old Toilet	Good		
270	Glacier Bay		Good	About the same	No	No	No	Rebate	Excellent		
271	Glacier Bay		Good	About the same	No	No	No	Conservation	Good		This is a good idea.
272	Glacier Bay		Good	About the same	No	No	No	Conservation	Excellent		
273	Glacier Bay		Good	About the same	No	No	No	Remodel	Excellent		
274	Glacier Bay		Good	About the same	No	No	No	Conservation	Good		Sorry I just do not remember what the model type is.
275	Glacier Bay		Good	About the same	No	No	No	Remodel	Excellent		Thanks for offering the rebate program. I feel good about saving water and my husband liked the rebate.
276	Glacier Bay		Average	About the same	No	No	No	Rebate	Excellent		
277	Glacier Bay		Excellent	About the same	No	No	No	Rebate	Excellent		Thank you.
278	Glacier Bay		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		Put maps on web that show coverage areas.
279	Glacier Bay		Excellent	Better	No	No	No	Rebate	Excellent		
280	Glacier Bay		Excellent	Better	No	No	No	Conservation	Excellent		
281	Glacier Bay		Excellent	Better	No	No	No	Lower Water Bill	Excellent		This toilet is great.
282	Glacier Bay		Excellent	Better	No	No	No	Conservation	Excellent		Need an easier way to recycle old toilet.
283	Glacier Bay		Excellent	Better	No	No	No	Conservation	Excellent		Thanks!
284	Glacier Bay		Excellent	Better	No	No	No	Rebate	Good		Program is great. Rebate slow in coming.
285	Glacier Bay		Excellent	Better	No	No	No	Conservation	Excellent		We feel very fortunate to live in an area that makes saving water easier and possible.
286	Glacier Bay		Excellent	Better	No	No	No	Rebate	Excellent		
287	Glacier Bay		Excellent	Better	No	No	No	Rebate	Excellent		Awesome program! So glad we did it.

	A	B	C	D	E	F	G	H	I	J	W
1	APPENDIX A - Cascade WaterSense® Toilet Replacement Program Surveys										
2	What is the brand of the new toilet?	What is the model of the new toilet?	How would you rate the performance of the new toilet?	How does the performance of the new toilet compare with the old toilet?	Does the new toilet frequently require multiple flushes (more than 10% of the time)?	Has the new toilet frequently clogged (three or more times)?	Have you experienced any sewer line backups since the installation of the new toilet?	What factors prompted you to make the change to a WaterSense labeled toilet?	How would you rate the Cascade Toilet Replacement Program?	Comments	
288	Glacier Bay		Excellent	Better	No	No	No	Rebate	Excellent	Continue program until all toilets are replaced.	
289	Glacier Bay		Excellent	Better	No	No	No	Conservation	Excellent		
290	Glacier Bay		Excellent	Better	No	No	No	Rebate	Excellent		
291	Glacier Bay		Excellent	Better	No	No	No	Protect the Environment	Excellent	I would like to know how I can get a better, sturdier lid for the toilet.	
292	Glacier Bay		Excellent	Better	No	No	No	Rebate	Excellent	I am pleased with the program. It is a help financially and hopefully will conserve water usage.	
293	Glacier Bay		Excellent	Better	No	No	No	Conservation	Excellent		
294	Glacier Bay		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
295	Glacier Bay		Excellent	Better	No	No	No	Conservation	Excellent	Keep up the good work and thanks for making it happen.	
296	Glacier Bay		Excellent	Better	No	No	No	Conservation	Excellent	I have a dark brown tub and toilet - I haven't found a dark brown replacement	
297	Glacier Bay		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
298	Glacier Bay		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
299	Glacier Bay		Excellent	Better	No	No	No	Conservation	Excellent	Flapperless design works fast and great. Toilet height is much more comfortable to use.	
300	Glacier Bay		Excellent	Better	No	No	No	Conservation	Excellent		
301	Glacier Bay		Excellent	Better	No	No	No	Conservation	Excellent	Dual Flush was a great way to go. Toilet height is much more comfortable to use.	
302	Glacier Bay		Excellent	Better	No	No	No	Advertising	Excellent	Thank you!	
303	Glacier Bay		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
304	Glacier Bay		Excellent	Better	No	No	No	Conservation	Excellent	We were all set to buy 3 Kohler toilets when Eric (Home Depot) made us aware of rebates and helped us choose the models we did	
305	Glacier Bay		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	I plan to replace the 2 other toilets soon.	
306	Glacier Bay		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	I am surprised at its efficiency.	
307	Glacier Bay		Excellent	Better	No	No	No	Conservation	Average	Sending out multiple post cards, all with stamps, is wasteful. Recycling old toilets is difficult. All metal must first be removed.	
308	Glacier Bay		Excellent	Better	No	No	No	Conservation	Excellent		
309	Glacier Bay		Excellent	Better	No	No	No	Conservation	Excellent		
310	Glacier Bay		Excellent	Better	No	No	No		Excellent		
311	Glacier Bay		Excellent	Better	No	No	No	Remodel	Excellent		
312	Glacier Bay		Excellent	Better	No	No	No	Rebate	Excellent		
313	Glacier Bay		Excellent	Better	No	No	No	Remodel	Excellent		
314	Glacier Bay		Excellent	Better	No	No	No	Lower Water Bill	Excellent		
315	Glacier Bay		Excellent	Better	No	No	No	Rebate	Excellent	Improved comfort of chair height and flushes great no problems with new toilet and Rebate was the main factor in replacing the old	
316	Glacier Bay		Good	Better	No	No	No		Excellent		
317	Glacier Bay		Good	Better	No	No	No	Problems with Old Toilet	Excellent	Keep up the good work.	
318	Glacier Bay		Good	Better	No	No	No	Rebate	Excellent	Perfect, fast refunds, they took care of everything.	
319	Glacier Bay		Good	Better	No	No	No	Rebate	Excellent	Better publicity would be helpful.	
320	Glacier Bay		Good	Better	No	No	No	Rebate	Excellent		
321	Glacier Bay		Good	Better	No	No	No	Conservation	Excellent		
322	Glacier Bay		Good	Better	No	No	No	Problems with Old Toilet	Good		
323	Glacier Bay		Good	Better	No	No	No	Conservation	Excellent		
324	Glacier Bay		Good	Better	No	No	No	Conservation	Excellent		
325	Glacier Bay		Good	Better	No	No	No	Conservation	Excellent		
326	Glacier Bay		Good	Better	No	No	No	Conservation	Excellent		
327	Glacier Bay		Good	Better	No	No	No	Problems with Old Toilet	Good		
328	Glacier Bay		Good	Better	No	No	No	Rebate	Excellent	May replace 1 or 2 other toilets.	
329	Glacier Bay		Good	Better	No	No	No	Rebate	Good		
330	Glacier Bay		Good	Better	No	No	No	Conservation	Excellent		
331	Glacier Bay		Good	Better	No	No	No	Rebate	Excellent	Great program for cutting water use.	
332	Glacier Bay		Good	Better	No	No	No	Rebate	Excellent		
333	Glacier Bay		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
334	Glacier Bay			Better	No	No	No	Problems with Old Toilet		Excellent except for the defective handle - flush handle falls off.	
335	Glacier Bay		Excellent	Better	No	No	No	Conservation	Excellent	Thank you!!	
336	Glacier Bay		Excellent	Better	No	No	No		Excellent		
337	Glacier Bay		Excellent	Better	No	No	No	Rebate	Excellent		
338	Glacier Bay		Good	Better	No	No	No	Rebate	Good	Thank you for the rebate and help in saving water.	
339	Glacier Bay		Excellent	Better	No	No	No	Rebate	Excellent		
340	Glacier Bay		Good	Worse	No	No	No	Lower Water Bill	Excellent	We also have 2 Toto Eco Drake toilets much better, but more expensive.	
341	Glacier Bay		Good		No	No	No	Rebate	Excellent		
342	Glacier Bay		Good	About the same	Yes	No	No	Remodel	Excellent		
343	Glacier Bay		Good	About the same	Yes	No	No	Rebate	Excellent		
344	Glacier Bay		Good	About the same	Yes	No	No	Rebate	Fair	Usually have to flush twice.	

	A	B	C	D	E	F	G	H	I	J	W
1	APPENDIX A - Cascade WaterSense® Toilet Replacement Program Surveys										
2	What is the brand of the new toilet?	What is the model of the new toilet?	How would you rate the performance of the new toilet?	How does the performance of the new toilet compare with the old toilet?	Does the new toilet frequently require multiple flushes (more than 10% of the time)?	Has the new toilet frequently clogged (three or more times)?	Have you experienced any sewer line backups since the installation of the new toilet?	What factors prompted you to make the change to a WaterSense labeled toilet?	How would you rate the Cascade Toilet Replacement Program?	Comments	
345	Glacier Bay		Good	About the same	Yes	No	No	Problems with Old Toilet	Excellent	HOA investigating changing all 84 toilets in complex.	
346	Glacier Bay		Average	Better	Yes	No	No	Conservation	Excellent	Really good idea.	
347	Glacier Bay		Excellent	Better	Yes	No	No	Advertising	Excellent	It uses sooo much less water!	
348	Glacier Bay		Good	Better	Yes	No	No	Problems with Old Toilet	Good	Plan to replace the remaining 2 toilets as money allows.	
349	Glacier Bay		Average	Worse	Yes	No	No	Rebate	Excellent	I probably would not buy "watersense" toilets again. You have to double flush most of the time, which defeats the purpose!	
350	Glacier Bay		Good	Worse	Yes	No	No	Conservation	Good		
351	Glacier Bay		Poor	Worse	Yes	No	No	Problems with Old Toilet	Excellent	Long way to go to compare to old system. Need more powerful flush.	
352	Glacier Bay		Poor	Worse	Yes	No	No	Conservation	Excellent	Very Noisy; don't flush very well. I need to flush 2-3 times. Very disappointed!!!!	
353	Glacier Bay		Good	About the same	No	Yes	No	Rebate	Excellent	The toilets need cleaning more frequently. Perhaps because I can't use the clorox tablets with these toilets.	
354	Glacier Bay		Good	About the same	No	Yes	No		Excellent		
355	Glacier Bay		Good	Better	No	Yes	No		Good		
356	Glacier Bay		Average	About the same	Yes	Yes	No	Lower Water Bill	Excellent		
357	Glacier Bay		Excellent	About the same	No	No	No	Rebate	Excellent	Thanks. Good Job.	
358	Glacier Bay		Excellent	Better	No	No	No	Conservation	Excellent	Program stated I would receive \$100 to replace toilet. I received \$88. I paid \$100 at Home Depot, 618 174th Pl NE, Bellevue, WA 98004	
359	Glacier Bay		Excellent	Better	No	No	No	Conservation	Excellent	Would recommend to everyone!	
360	Glacier Bay		Excellent	Better	No	No	No	Remodel	Good	Thanks. It made it worth the effort!	
361	Glacier Bay		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
362	Glacier Bay		Excellent	Better	No	No	No	Rebate	Excellent	We would have replaced one but are glad we could afford to replace all three.	
363	Glacier Bay		Excellent	Better	No	No	No	Advertising	Excellent		
364	Glacier Bay		Excellent	Better	No	No	No	Conservation	Good		
365	Glacier Bay		Excellent	Better	No	No	No	Conservation	Excellent		
366	Glacier Bay		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Thank you for offering this program!	
367	Glacier Bay		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
368	Glacier Bay		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
369	Glacier Bay		Good	Better	No	No	No	Rebate	Excellent		
370	Glacier Bay		Excellent	About the same	Yes	No	No	Advertising	Excellent		
371	Glacier Bay		Good	About the same	Yes	No	No	Rebate	Excellent	If the rebate was offered again we would purchase more for our rental properties.	
372	Glacier Bay		Good	About the same	Yes	No	No	Rebate	Excellent		
373	Glacier Bay		Good	About the same	Yes	No	No	Conservation	Excellent		
374	Glacier Bay		Excellent	Better	Yes	No	No	Rebate	Excellent	Thankful for Rebate and recycling paid for by Home Depot. Cleaning more often - less water.	
375	Glacier Bay		Good	Better	Yes	No	No	Rebate	Excellent		
376	Glacier Bay		Good	Better	Yes	No	No	Conservation	Excellent	Thanks for the financial help.	
377	Glacier Bay		Good	Better	Yes	No	No	Problems with Old Toilet	Excellent		
378	Glacier Bay		Average	Worse	Yes	No	No	Problems with Old Toilet	Excellent	Everytime we flush the new toilet, we have to hold the handle down 5 seconds or it won't flush.	
379	Glacier Bay		Excellent	Worse	Yes	No	No	Rebate	Excellent	I understand saving water. I don't understand how to get BM (pooh) to go down it. Need multiple flushes so how much have I saved?	
380	Glacier Bay		Fair	Worse	Yes	No	No	Conservation	Excellent	Toilet "cheaply" made. Needed to purchase better "ring" for install and bolts.	
381	Glacier Bay		Good	Better	Yes	Yes	No	Conservation	Good		
382	Glacier Bay		Good	About the same	No	No	No	Rebate	Excellent		
383	Jacuzzi	Espree	Good	About the same	No	No	No	Rebate	Excellent		
384	Jacuzzi	Espree	Good	About the same	No	No	No		Excellent		
385	Jacuzzi	Espree	Excellent	Better	No	No	No	Advertising	Excellent	We are waiting to replace hot water heater but want to do it soon.	
386	Jacuzzi	Espree	Excellent	Better	No	No	No	Conservation	Excellent		
387	Jacuzzi	Espree	Excellent	Better	No	No	No	Remodel	Excellent	This is a great toilet. I recommended it my sister an Albuquerque and she bought two for replacements in her house.	
388	Jacuzzi	Espree	Good	Better	No	No	No	Rebate	Excellent	Great program; made it cost effective.	
389	Jacuzzi	Espree	Excellent	Better	No	No	No	Remodel	Excellent		
390	Jacuzzi	Espree	Excellent	Better	No	No	No	Rebate	Excellent	We have replaced two toilets and have helped two other owners replace theirs. Great program, thank you	
391	Jacuzzi	Espree	Good	About the same	Yes	Yes	No	Problems with Old Toilet	Excellent	We also bought 2 cheaper - American Standard toilets - they work excellent.	
392	Jacuzzi	Espree	Excellent	Better	No	No	No	Conservation	Excellent	Excellent!	
393	Jacuzzi	Espree	Excellent	Better	No	No	No	Conservation	Excellent		
394	Jacuzzi	Espree	Excellent	Better	Yes	No	No	Rebate	Good	We told everyone about the program and encouraged Lowe's to feature it with signs and take-home flyers.	
395	Jacuzzi	Espree	Fair	Worse	Yes	No	No		Excellent	Thank you for your program - you're helping to move us forward.	
396	Jacuzzi	Espree	Excellent	Better	No	No	No	Conservation	Excellent		
397	Jacuzzi	Perfecta	Excellent	Better	No	No	No	Conservation	Excellent	Thanks!	
398	Jacuzzi	Perfecta	Excellent	Better	No	No	No	Recommended by Plumber	Excellent		
399	Jacuzzi	Prestige	Good	Better	No	No	No	Rebate	Good		
400	Jacuzzi		Excellent	About the same	No	No	No	Remodel	Excellent		
401	Jacuzzi		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	With the rebate we got a greater toilet for a very low price!	

	A	B	C	D	E	F	G	H	I	J	W
1	APPENDIX A - Cascade WaterSense® Toilet Replacement Program Surveys										
2	What is the brand of the new toilet?	What is the model of the new toilet?	How would you rate the performance of the new toilet?	How does the performance of the new toilet compare with the old toilet?	Does the new toilet frequently require multiple flushes (more than 10% of the time)?	Has the new toilet frequently clogged (three or more times)?	Have you experienced any sewer line backups since the installation of the new toilet?	What factors prompted you to make the change to a WaterSense labeled toilet?	How would you rate the Cascade Toilet Replacement Program?	Comments	
402	Jacuzzi		Excellent	Better	No	No	No	Problems with Old Toilet	Good	Seat is too flat for comfort.	
403	Jacuzzi		Good	Better	No	No	No	Rebate	Excellent		
404	Jacuzzi		Good	Better	No	No	No	Rebate	Excellent	Toilet was difficult to install - couldn't tighten supply lines on toilet.	
405	Jacuzzi		Average	About the same	Yes	Yes	No	Remodel	Poor	Took 4 months to get the Rebate.	
406	Jacuzzi		Excellent	Better	No	No	No	Conservation	Excellent		
407	Jacuzzi		Excellent	Better	No	No	No	Conservation	Excellent		
408	Jacuzzi		Average	Better	Yes	No	No	Problems with Old Toilet	Excellent	Need more dual flush toilets in USA.	
409	Jacuzzi		Excellent	Better	Yes	No	No	Problems with Old Toilet	Excellent	Rebate definitely made my decision to buy this toilet.	
410	Jacuzzi		Good	Better	No	No	Yes	Lower Water Bill	Excellent	If most household/people can replace their old toilets that uses too much water - I am sure everybody will benefit from the dollars saved.	
411	Kohler	Cimarron	Good	About the same	No	No	No	Conservation	Good	Disappointed that Rebate covered only 3 out of 4 toilets replaced - surprised - blindsided.	
412	Kohler	Cimarron	Good	About the same	No	No	No	Conservation	Excellent	Unfortunately, saw no reduction in water bill, but great program!	
413	Kohler	Cimarron	Good	About the same	No	No	No	Rebate	Good		
414	Kohler	Cimarron	Good	About the same	No	No	No	Problems with Old Toilet	Excellent	Great program - saves money and water, and the lower GPF doesn't seem to make a difference.	
415	Kohler	Cimarron	Good	About the same	No	No	No	Problems with Old Toilet	Excellent		
416	Kohler	Cimarron	Excellent	Better	No	No	No	Conservation	Excellent	Sure worked for us.	
417	Kohler	Cimarron	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Our son had the same toilet and we were so impressed by it we bought one!	
418	Kohler	Cimarron	Excellent	Better	No	No	No	Conservation	Excellent	Mike was very helpful and pleasant providing the info that we needed for this project.	
419	Kohler	Cimarron	Excellent	Better	No	No	No	Conservation	Excellent	I will do the third toilet swap-out soon.	
420	Kohler	Cimarron	Excellent	Better	No	No	No	Advertising	Good	Info on free recycling should be easier to find. I paid to have mine recycled since I didn't know about the free program. Boo!	
421	Kohler	Cimarron	Excellent	Better	No	No	No	Remodel	Excellent	Very easy to participate.	
422	Kohler	Cimarron	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Great program.	
423	Kohler	Cimarron	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
424	Kohler	Cimarron	Excellent	Better	No	No	No	Conservation	Good		
425	Kohler	Cimarron	Excellent	Better	No	No	No	Conservation	Excellent	Love the rebates!	
426	Kohler	Cimarron	Excellent	Better	No	No	No	Conservation	Excellent		
427	Kohler	Cimarron	Excellent	Better	No	No	No	Conservation	Excellent		
428	Kohler	Cimarron	Excellent	Better	No	No	No	Rebate	Excellent		
429	Kohler	Cimarron	Excellent	Better	No	No	No	Conservation	Excellent		
430	Kohler	Cimarron	Excellent	Better	No	No	No	Conservation	Excellent	I told my friend and he did his too!	
431	Kohler	Cimarron	Excellent	Better	No	No	No	Rebate	Excellent		
432	Kohler	Cimarron	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Thanks.	
433	Kohler	Cimarron	Excellent	Better	No	No	No	Conservation	Excellent	Thank you for making my decision easier.	
434	Kohler	Cimarron	Excellent	Better	No	No	No	Rebate	Excellent	A great incentive.	
435	Kohler	Cimarron	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
436	Kohler	Cimarron	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
437	Kohler	Cimarron	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Thank you.	
438	Kohler	Cimarron	Excellent	Better	No	No	No	Rebate	Excellent	We will exchange the last toilet as well.	
439	Kohler	Cimarron	Excellent	Better	No	No	No	Conservation	Excellent		
440	Kohler	Cimarron	Excellent	Better	No	No	No	Conservation	Excellent		
441	Kohler	Cimarron	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
442	Kohler	Cimarron	Excellent	Better	No	No	No	Rebate	Excellent	Great Job!	
443	Kohler	Cimarron	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
444	Kohler	Cimarron	Excellent	Better	No	No	No	Conservation	Excellent		
445	Kohler	Cimarron	Excellent	Better	No	No	No	Conservation	Excellent		
446	Kohler	Cimarron	Excellent	Better	No	No	No	Conservation	Excellent		
447	Kohler	Cimarron	Excellent	Better	No	No	No	Remodel	Excellent		
448	Kohler	Cimarron	Excellent	Better	No	No	No	Conservation	Excellent	Very quick with the rebate and love that the old toilets can be replaced.	
449	Kohler	Cimarron	Excellent	Better	No	No	No	Remodel	Excellent	By counting on rebate I was able to buy a good toilet that doesn't use water as much and one flush is enough.	
450	Kohler	Cimarron	Excellent	Better	No	No	No	Rebate	Excellent	Unbelievably better.	
451	Kohler	Cimarron	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
452	Kohler	Cimarron	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Rebate came very quickly which was great!!	
453	Kohler	Cimarron	Excellent	Better	No	No	No	Remodel	Excellent		
454	Kohler	Cimarron	Good	Better	No	No	No	Remodel	Excellent		
455	Kohler	Cimarron	Good	Better	No	No	No	Problems with Old Toilet	Good		
456	Kohler	Cimarron	Good	Better	No	No	No	Remodel	Excellent	Thank you!	
457	Kohler	Cimarron	Good	Better	No	No	No	Problems with Old Toilet	Good	So far I am happy with it and is in the mail bathroom. So far so good but time will tell!	
458	Kohler	Cimarron	Good	Better	No	No	No	Problems with Old Toilet	Excellent		

	A	B	C	D	E	F	G	H	I	J	W
1	APPENDIX A - Cascade WaterSense® Toilet Replacement Program Surveys										
2	What is the brand of the new toilet?	What is the model of the new toilet?	How would you rate the performance of the new toilet?	How does the performance of the new toilet compare with the old toilet?	Does the new toilet frequently require multiple flushes (more than 10% of the time)?	Has the new toilet frequently clogged (three or more times)?	Have you experienced any sewer line backups since the installation of the new toilet?	What factors prompted you to make the change to a WaterSense labeled toilet?	How would you rate the Cascade Toilet Replacement Program?	Comments	
459	Kohler	Cimarron	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
460	Kohler	Cimarron	Excellent	Better	No	No	No	Lower Water Bill	Excellent		
461	Kohler	Cimarron	Excellent	Better	No	No	No	Lower Water Bill	Excellent		
462	Kohler	Cimarron	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Thank you.	
463	Kohler	Cimarron	Excellent	Better	No	No	No	Conservation	Excellent		
464	Kohler	Cimarron	Excellent	Better	No	No	No	Remodel	Excellent		
465	Kohler	Cimarron	Excellent	Better	No	No	No	Conservation	Excellent		
466	Kohler	Cimarron	Excellent	Better	No	No	No	Conservation	Excellent	The program was great! Thanks!	
467	Kohler	Cimarron	Excellent	Better	No	No	No	Rebate	Excellent	Quick turnaround on rebate -- great!	
468	Kohler	Cimarron	Excellent	Better	No	No	No	Rebate	Excellent		
469	Kohler	Cimarron	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Thanks.	
470	Kohler	Cimarron	Good	Better	No	No	No	Conservation	Good		
471	Kohler	Cimarron	Excellent	Better	No	No	No	Conservation	Excellent	Zero problems, fast rebate, great program!	
472	Kohler	Cimarron	Excellent	Better	No	No	No	Conservation	Excellent		
473	Kohler	Cimarron	Excellent	Better	No	No	No		Excellent	Thanks.	
474	Kohler	Cimarron	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Excellent program, I replaced all three toilets and bill went down.	
475	Kohler	Cimarron	Excellent	Better	No	No	No	Remodel	Excellent		
476	Kohler	Cimarron	Excellent	Better	No	No	No	Rebate	Excellent		
477	Kohler	Cimarron	Excellent	Better	No	No	No	Remodel	Excellent		
478	Kohler	Cimarron	Excellent	Better	No	No	No	Protect the Environment	Excellent		
479	Kohler	Cimarron	Excellent	Better	No	No	No	Remodel	Excellent		
480	Kohler	Cimarron	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Toilets are heavy maybe a pick-up option, especially for seniors, thank you.	
481	Kohler	Cimarron	Excellent	Better	No	No	No		Excellent		
482	Kohler	Cimarron	Excellent	Better	No	No	No	Conservation	Excellent		
483	Kohler	Cimarron	Excellent	Better	No	No	No	Conservation	Excellent	Thanks.	
484	Kohler	Cimarron	Excellent	Better	No	No	No	Remodel	Excellent		
485	Kohler	Cimarron	Good	Better	No	No	No	Problems with Old Toilet	Excellent	I like this program a lot it gave me motivation to change and resulted in win-win.	
486	Kohler	Cimarron	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Program was very easy to use.	
487	Kohler	Cimarron	Good	Better	No	No	No	Lower Water Bill	Excellent		
488	Kohler	Cimarron	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
489	Kohler	Cimarron	Excellent	Better	No	No	No	Conservation	Excellent	Thanks.	
490	Kohler	Cimarron	Excellent	Better	No	No	No	Protect the Environment	Excellent		
491	Kohler	Cimarron	Fair	Better	Yes	No	No	Remodel	Excellent	I am quite dissatisfied with my choice. When it is time to replace my other toilets I will only use a standard toilet and I will purposefully not use WaterSense.	
492	Kohler	Cimarron	Good	Better	Yes	No	No	Problems with Old Toilet	Excellent		
493	Kohler	Cimarron	Good	Worse	Yes	No	No	Remodel	Excellent	Original valve mechanism needed to be replaced. Water doesn't swirl and requires extra flush at times.	
494	Kohler	Cimarron	Poor	Worse	Yes	No	No	Conservation	Good	Does not self clean adequately.	
495	Kohler	Cimarron	Good	Better	No	Yes	No	Problems with Old Toilet	Excellent		
496	Kohler	Cimarron	Excellent	Better	No	No	No	Remodel	Excellent	Because of the program, we were able to upgrade to better toilets.	
497	Kohler	Cimarron	Excellent	Better	No	No	No	Rebate	Excellent		
498	Kohler	Cimarron	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
499	Kohler	Highline Pressure Lite	Excellent	Better	No	No	No	Lower Water Bill	Excellent		
500	Kohler	Highline Pressure Lite	Excellent	Better	No	No	No	Rebate	Excellent	Thank you.	
501	Kohler	Highline Pressure Lite	Excellent	Better	No	No	No	Conservation	Excellent		
502	Kohler	Kelston	Good	About the same	No	No	No	Remodel	Good	My wife likes the Kohler model best because it is shorter and has a round bowl and seat.	
503	Kohler	Kelston	Excellent	Better	No	No	No	Lower Water Bill	Excellent	Receiving the Rebate highly influenced the purchase.	
504	Kohler	Kelston	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	We were able to replace these toilets because of the rebates. We would love to replace our old washer, but even with rebates, it is still a lot of money.	
505	Kohler	Kelston	Excellent	Better	No	No	No	Protect the Environment	Excellent		
506	Kohler	kelston	Excellent	Better	No	No	No	Rebate	Excellent	Kohler one box kit was easy to install, cost effective works great. Self lowering seat. Comfort height is great!	
507	Kohler	Kelston	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	We are considering replacing the other toilets.	
508	Kohler	Kelston	Excellent	Better	No	No	No	Rebate	Excellent	Love them. Thanks for the dollar boost. We probably would not have done 2 at a time otherwise.	
509	Kohler	Persuade	Excellent	Better	No	No	No	Conservation	Excellent		
510	Kohler	Persuade	Good	Worse	Yes	No	No	Remodel	Good		
511	Kohler	Saile	Excellent	Better	No	No	No	Conservation	Excellent	It was wonderful and working with Mike Brent made it easy!	
512	Kohler	Sterling	Good	About the same	No	No	No	Conservation	Excellent		
513	Kohler	Sterling	Good	Better	No	No	No	Problems with Old Toilet	Excellent	Rebate arrived promptly and was easy to apply for.	
514	Kohler	Sterling	Excellent	Better	No	No	No		Excellent		
515	Kohler	Sterling	Excellent	Better	No	No	No	Conservation	Excellent		

	A	B	C	D	E	F	G	H	I	J	W
1	APPENDIX A - Cascade WaterSense® Toilet Replacement Program Surveys										
2	What is the brand of the new toilet?	What is the model of the new toilet?	How would you rate the performance of the new toilet?	How does the performance of the new toilet compare with the old toilet?	Does the new toilet frequently require multiple flushes (more than 10% of the time)?	Has the new toilet frequently clogged (three or more times)?	Have you experienced any sewer line backups since the installation of the new toilet?	What factors prompted you to make the change to a WaterSense labeled toilet?	How would you rate the Cascade Toilet Replacement Program?	Comments	
516	Kohler	Sterling	Excellent	Better	No	No	No	Remodel	Excellent		
517	Kohler	Sterling	Excellent	Better	No	No	No	Conservation	Excellent	Thank you.	
518	Kohler	Sterling	Excellent	Better	No	No	No	Rebate	Excellent	Your program is an excellent green act.	
519	Kohler	Sterling	Excellent	Better	No	No	No	Rebate	Excellent		
520	Kohler	Sterling	Excellent	Better	No	No	No	Rebate	Excellent	Would like three rebates per year	
521	Kohler	Sterling	Average	About the same	Yes	No	No	Rebate	Excellent		
522	Kohler	Sterling	Excellent	Better	Yes	Yes	No		Excellent		
523	Kohler	Wellworth	Excellent	About the same	No	No	No	Conservation	Excellent	Good program	
524	Kohler	Wellworth	Excellent	Better	No	No	No	Remodel			
525	Kohler	Wellworth	Excellent	Better	No	No	No	Lower Water Bill	Excellent		
526	Kohler	Wellworth	Excellent	Better	No	No	No	Rebate	Excellent	Very well run program, timely rebates.	
527	Kohler	Wellworth	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Found irrigation leak by checking master meter for action when system is shut off.	
528	Kohler	Wellworth	Excellent	Better	No	No	No	Rebate	Excellent		
529	Kohler	Wellworth	Good	Better	No	No	No	Conservation	Good	I'd like to see more energy saving programs.	
530	Kohler	Wellworth	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	your program is great.	
531	Kohler	Wellworth	Good	Better	No	No	No	Conservation	Excellent		
532	Kohler	Wellworth	Excellent	Better	No	No	No	Remodel	Excellent		
533	Kohler	Wellworth	Excellent	Better	No	No	No	Conservation	Excellent		
534	Kohler	Wellworth	Excellent	Better	No	No	No	Lower Water Bill	Excellent	Your co is doing a great job, thanks.	
535	Kohler	Wellworth	Good	Better	No	No	No	Conservation	Excellent		
536	Kohler	Wellworth	Excellent	Better	No	No	Yes	Remodel	Excellent		
537	Kohler	Windham	Excellent	Better	No	No	No	Lower Water Bill	Excellent	Thank you.	
538	Kohler	Windham	Excellent	Better	No	No	No	Rebate	Excellent	I really love the program & the toilet is a lot better + water savings.	
539	Kohler	Windham	Excellent	Better	No	No	No	Advertising	Excellent		
540	Kohler		Excellent	About the same	No	No	No	Rebate	Excellent		
541	Kohler		Good	About the same	No	No	No	Rebate	Average		
542	Kohler		Good	About the same	No	No	No	Advertising	Good		
543	Kohler		Good	About the same	No	No	No	Remodel	Excellent	Good program, fast rebate return.	
544	Kohler		Good	About the same	No	No	No	Conservation	Excellent		
545	Kohler		Good	About the same	No	No	No	Rebate	Excellent		
546	Kohler		Excellent	About the same	No	No	No		Excellent		
547	Kohler		fair	About the same	No	No	No	Rebate	Excellent	Keep up the good work.	
548	Kohler		Excellent	Better	No	No	No	Conservation	Excellent	The program is excellent. And our new toilet runs great. Thank you so much!	
549	Kohler		Excellent	Better	No	No	No	Rebate	Excellent	Home Depot was very good about telling me about rebate and giving me duplicate copies of receipt, etc.	
550	Kohler		Excellent	Better	No	No	No	Conservation	Excellent		
551	Kohler		Excellent	Better	No	No	No	Rebate	Excellent	I appreciate this program and the helpful customer service via phone conversation.	
552	Kohler		Excellent	Better	No	No	No	Conservation	Excellent		
553	Kohler		Excellent	Better	No	No	No		Excellent		
554	Kohler		Excellent	Better	No	No	No	Recommended by Plumber	Excellent		
555	Kohler		Excellent	Better	No	No	No	Rebate	Excellent		
556	Kohler		Excellent	Better	No	No	No	Rebate	Excellent	Thank you!	
557	Kohler		Excellent	Better	No	No	No	Rebate	Excellent		
558	Kohler		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
559	Kohler		Excellent	Better	No	No	No	Rebate	Excellent	When I replace the other toilets I'll replace with the same.	
560	Kohler		Excellent	Better	No	No	No	Rebate	Excellent		
561	Kohler		Excellent	Better	No	No	No	Conservation	Excellent	Great incentive to replace toilets with better ones - water sense and quality.	
562	Kohler		Excellent	Better	No	No	No	Lower Water Bill	Excellent		
563	Kohler		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
564	Kohler		Excellent	Better	No	No	No	Remodel	Excellent		
565	Kohler		Excellent	Better	No	No	No	Lower Water Bill	Excellent		
566	Kohler		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
567	Kohler		Excellent	Better	No	No	No	Rebate	Excellent		
568	Kohler		Excellent	Better	No	No	No	Rebate	Excellent	Didn't know about the rebate until we shopped to replace broken toilet.	
569	Kohler		Excellent	Better	No	No	No	Conservation	Excellent		
570	Kohler		Excellent	Better	No	No	No	Remodel	Excellent		
571	Kohler		Excellent	Better	No	No	No	Rebate	Excellent		
572	Kohler		Excellent	Better	No	No	No		Excellent		

	A	B	C	D	E	F	G	H	I	J	W
1	APPENDIX A - Cascade WaterSense® Toilet Replacement Program Surveys										
2	What is the brand of the new toilet?	What is the model of the new toilet?	How would you rate the performance of the new toilet?	How does the performance of the new toilet compare with the old toilet?	Does the new toilet frequently require multiple flushes (more than 10% of the time)?	Has the new toilet frequently clogged (three or more times)?	Have you experienced any sewer line backups since the installation of the new toilet?	What factors prompted you to make the change to a WaterSense labeled toilet?	How would you rate the Cascade Toilet Replacement Program?	Comments	
573	Kohler		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
574	Kohler		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
575	Kohler		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
576	Kohler		Excellent	Better	No	No	No	Rebate	Excellent		
577	Kohler		Excellent	Better	No	No	No	Rebate	Excellent		
578	Kohler		Excellent	Better	No	No	No	Conservation	Excellent		
579	Kohler		Excellent	Better	No	No	No	Conservation	Excellent		
580	Kohler		Good	Better	No	No	No	Protect the Environment	Excellent	We are so pleased with the new toilet. We have not had to do multiple flushes at all and saved money on our water bill.	
581	Kohler		Good	Better	No	No	No	Problems with Old Toilet	Good	This program encourages customers to make better choices.	
582	Kohler		Good	Better	No	No	No	Problems with Old Toilet	Excellent	After we installed 2 toilets our pipes rattled from the pressure of the toilets.	
583	Kohler		Good	Better	No	No	No	Lower Water Bill	Excellent	Rebate program helped in making the decision.	
584	Kohler		Good	Better	No	No	No	Rebate	Excellent		
585	Kohler		Excellent	Better	No	No	No	Conservation	Excellent		
586	Kohler		Good	Better	No	No	No	Problems with Old Toilet	Excellent	A very positive program that helps people dispose of environmentally unsafe toilets more cost efficient.	
587	Kohler		Excellent	Better	No	No	No	Remodel	Excellent		
588	Kohler		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Thanks!	
589	Kohler		Excellent	Better	No	No	No	Conservation	Excellent		
590	Kohler		Excellent	Better	No	No	No	Rebate	Excellent		
591	Kohler		Excellent	Better	No	No	No	Conservation	Excellent	Excellent program.	
592	Kohler		Excellent	Better	No	No	No	Remodel	Excellent		
593	Kohler		Excellent	Better	No	No	No		Good		
594	Kohler		Excellent	Better	No	No	No	Rebate	Excellent		
595	Kohler		Good	Better	No	No	No	Conservation	Excellent		
596	Kohler		Good	Better	No	No	No	Rebate	Excellent		
597	Kohler		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
598	Kohler		Excellent	Better	No	No	No	Rebate	Excellent		
599	Kohler		Good	Better	No	No	No	Conservation	Good		
600	Kohler		Excellent	Better	No	No	No	Lower Water Bill	Good	If I'm gone for 4-6 weeks water bill doesn't change at all, also replaced faucets w/ w.s. aerators.	
601	Kohler		Good	Better	No	No	No	Remodel	Excellent	Thank you for rebate	
602	Kohler		Excellent	Better	No	No	No		Excellent	I received my rebate within 5 days.	
603	Kohler		Excellent	Better	No	No	No	Conservation	Excellent		
604	Kohler		Good	Better	No	No	No		Good		
605	Kohler		Excellent	Better	No	No	No	Remodel	Excellent		
606	Kohler		Excellent	Better	No	No	No	Conservation	Excellent		
607	Kohler		Excellent	Better	No	No	No	Rebate	Excellent	Very good program, thanks.	
608	Kohler		Good	Better	No	No	No	Conservation	Excellent	thanks	
609	Kohler		Excellent	Better	No	No	No	Rebate	Excellent		
610	Kohler		Excellent	Better	No	No	No	Rebate	Excellent	Great program.	
611	Kohler		Excellent	Better	No	No	No	Conservation	Excellent		
612	Kohler		Excellent	Better	No	No	No	Conservation	Excellent	Cascade great to deal with and prompt with refund.	
613	Kohler		Good	Better	No	No	No		Excellent	Great program.	
614	Kohler		Good	Better	No	No	No	Remodel	good		
615	Kohler		Good	Better	No	No	No	Problems with Old Toilet	Excellent		
616	Kohler		Good	Better	No	No	No	Conservation	Excellent		
617	Kohler		Excellent	Better	No	No	No	Remodel	Excellent		
618	Kohler		Excellent	Better	No	No	No	Rebate	Excellent		
619	Kohler		Excellent	Better	No	No	No		Good		
620	Kohler		Excellent	Better	No	No	No	Conservation	Excellent		
621	Kohler		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
622	Kohler		Good	Better	No	No	No	Conservation	Excellent	Need to be advertised so others are aware of the benefits.	
623	Kohler		Good		No	No	No	Rebate	Excellent		
624	Kohler		Good	About the same	Yes	No	No	Conservation	Good	I am happier with the other two that are not watersense labeled but save water use.	
625	Kohler		Excellent	Better	Yes	No	No	Rebate	Excellent	Good reason to remodel!	
626	Kohler		Good	Better	Yes	No	No	Problems with Old Toilet	Excellent	Very good toilet.	
627	Kohler		Fair	Worse	Yes	No	No	Conservation	Good	Trying to be responsible citizen. Good effort.	
628	Kohler		Average		Yes	No	No	Remodel	Excellent		
629	Kohler		Good	About the same	Yes	Yes	No	Rebate	Good		

	A	B	C	D	E	F	G	H	I	J	W
1	APPENDIX A - Cascade WaterSense® Toilet Replacement Program Surveys										
2	What is the brand of the new toilet?	What is the model of the new toilet?	How would you rate the performance of the new toilet?	How does the performance of the new toilet compare with the old toilet?	Does the new toilet frequently require multiple flushes (more than 10% of the time)?	Has the new toilet frequently clogged (three or more times)?	Have you experienced any sewer line backups since the installation of the new toilet?	What factors prompted you to make the change to a WaterSense labeled toilet?	How would you rate the Cascade Toilet Replacement Program?	Comments	
630	Kohler		fair	worse	Yes	Yes	No		Excellent		
631	Kohler		Excellent	Better	No		No	Conservation			
632	Kohler		Excellent	Better	No		No	Rebate	Excellent	Nice to see how quickly the check came after sending in the receipt and form.	
633	Kohler		Excellent	Better	No		No	Remodel	Excellent		
634	Kohler		Excellent	Better	No		No	Lower Water Bill	Excellent		
635	Kohler		Excellent	Better	No		No	Problems with Old Toilet	Excellent		
636	Kohler		Excellent	Better	No		No	Problems with Old Toilet	Excellent	Great idea. Likely would not have purchased a low-flow toilet without the replacement program.	
637	Kohler		Excellent	Better	No		No	Conservation	Excellent		
638	Kohler		Good	Better	No		No	Problems with Old Toilet	Excellent		
639	Kohler		Excellent	Better	Yes		No	Problems with Old Toilet	Excellent	Ease of use and reimbursement.	
640	Kohler		Excellent	Better	No	No	No	Conservation	Excellent		
641	Mohen		Excellent	Better	No	No	No	Rebate	Excellent	We love our new toilets - the rebate process was so easy and quick!	
642	Pegasus		Good	Better	No	No	No	Conservation	Excellent	Thank you!	
643	Pegasus		Fair	Worse	Yes	Yes	No	Rebate	Excellent		
644	Pegasus		Good	About the same	No		No	Rebate	Excellent		
645	Pegasus		Excellent	Better	No		No	Rebate	Excellent		
646	Pegasus		Poor	Worse	Yes		No	Rebate	Excellent	It is the worst toilet I have ever seen. Each use requires at least 3 flushes before a piece of toilet paper to be flushed away and some	
647	Proflo		Excellent	Better	No	No	No	Rebate	Excellent		
648	Quality Craft	Alexis	Excellent	Better	No	No	No	Conservation	Excellent		
649	Quality Craft	Alexis	Excellent	Better	No	No	No	Conservation	Excellent		
650	Toto	Aquia	Excellent	About the same	No	No	No	Conservation	Excellent		
651	Toto	Aquia	Excellent	Better	No	No	No	Conservation	Excellent	Very helpful in getting new toilets that are "green".	
652	Toto	Aquia	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	I love my new toilet (never thought I would be excited about a toilet)!	
653	Toto	Aquia	Excellent	Better	No	No	No	Remodel	Excellent	The new toilets were very expensive and it helped a lot to get the support from Cascade Water Alliance to purchase them. We are	
654	Toto	Aquia	Excellent	Better	No	No	No	Conservation	Excellent		
655	Toto	Aquia	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
656	Toto	Aquia	Excellent	Better	No	No	No	Conservation	Excellent	This is a fantastic program! Thank you! Thank you! (Great toilet also)	
657	Toto	Aquia	Excellent	Better	No	No	No	Rebate	Excellent	Thanks for issuing rebate so promptly.	
658	Toto	Aquia	Excellent	Better	No	No	No	Rebate	Excellent		
659	Toto	Aquia	Excellent	Better	No	No	No	Conservation	Excellent		
660	Toto	Aquia	Excellent	Better	No	No	No	Remodel	Excellent		
661	Toto	Aquia	Excellent	Better	No	No	No	Recommended by Plumbers	Excellent	Good to encourage upgrading to low water use.	
662	Toto	Aquia	Excellent	Better	No	No	No	Lower Water Bill	Excellent		
663	Toto	Aquia	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Our new toilet works so well we only ever have to use the small flush (for everything).	
664	Toto	Aquia	Excellent	Better	No	No	No	Lower Water Bill	Excellent		
665	Toto	Aquia	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Wonderful program - I've told other people about it. Keep it going!	
666	Toto	Aquia	Average	About the same	Yes		No	Conservation	Excellent	Particular model does not perform terrific - often requires multiple flushes.	
667	Toto	Aquia	Excellent	Better	No	No	No	Conservation	Excellent	It was so easy to fill out the form and send receipts. Rebate check came quickly!	
668	Toto	Dalton	Excellent	Better	No	No	No	Advertising	Excellent		
669	Toto	Durvit	Excellent	Better	No	No	No	Remodel	Excellent		
670	Toto	Eco drake	Good	About the same	No	No	No	Rebate	Excellent		
671	Toto	Eco drake	Good	About the same	No	No	No	Problems with Old Toilet	Excellent		
672	Toto	Eco drake	Excellent	About the same	No	No	No	Conservation	Excellent		
673	Toto	Eco drake	Excellent	Better	No	No	No	Conservation	Excellent		
674	Toto	Eco drake	Excellent	Better	No	No	No	Rebate	Excellent		
675	Toto	Eco drake	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Everyone should have a Toto.	
676	Toto	Eco drake	Excellent	Better	No	No	No	Conservation	Excellent		
677	Toto	Eco drake	Excellent	Better	No	No	No	Conservation	Excellent		
678	Toto	Eco drake	Excellent	Better	No	No	No	Protect the Environment	Excellent		
679	Toto	Eco drake	Excellent	Better	No	No	No	Conservation	Excellent		
680	Toto	Eco drake	Excellent	Better	No	No	No	Rebate	Excellent		
681	Toto	Eco drake	Excellent	Better	No	No	No	Conservation	Excellent		
682	Toto	Eco drake	Good	Better	No	No	No	Problems with Old Toilet	Good		
683	Toto	Eco drake	Excellent	Better	No	No	No	Rebate	Excellent	Actually, I've told friends about this because they were replacing toilets as well.	
684	Toto	Eco drake	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
685	Toto	Eco drake	Excellent	Better	No	No	No	Lower Water Bill	Excellent	Would like unlimited number of toilets to be replaced.	
686	Toto	Eco drake	Excellent	Better	No	No	No	Conservation	Excellent	New toilets are quieter and fill very quickly - love them!	

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1	APPENDIX A - Cascade WaterSense® Toilet Replacement Program Surveys										
2	What is the brand of the new toilet?	What is the model of the new toilet?	How would you rate the performance of the new toilet?	How does the performance of the new toilet compare with the old toilet?	Does the new toilet frequently require multiple flushes (more than 10% of the time)?	Has the new toilet frequently clogged (three or more times)?	Have you experienced any sewer line backups since the installation of the new toilet?	What factors prompted you to make the change to a WaterSense labeled toilet?	How would you rate the Cascade Toilet Replacement Program?	Comments	
687	Toto	Eco drake	Excellent	Better	No	No	No	Remodel	Excellent		
688	Toto	Eco drake	Excellent	Better	No	No	No	Rebate	Excellent	Easy program, easy rebate process, hope to get last toilet replaced.	
689	Toto	Eco drake	Excellent	Better	No	No	No	Rebate	Good		
690	Toto	Eco drake	Excellent	Better	No	No	No	Remodel	Excellent		
691	Toto	Eco drake	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Plumber is expensive. I could use a bigger rebate!	
692	Toto	Eco drake	Excellent	Better	No	No	No	Conservation	Excellent		
693	Toto	Eco drake	Excellent	Better	No	No	No	Conservation	Excellent	The rebate provided the incentive to replace all three.	
694	Toto	Eco drake	Excellent	Better	No	No	No	Remodel	Excellent		
695	Toto	Eco drake	Excellent	Better	No	No	No	Rebate	Excellent	Received my rebate and liked free disposal of 2 old toilets at Pacific Topsoil.	
696	Toto	Eco drake	Excellent	Better	No	No	No	Protect the Environment	Excellent		
697	Toto	Eco drake	Excellent	Better	No	No	No	Conservation	Excellent	Thank you for offering this program!	
698	Toto	Eco drake	Excellent	Better	No	No	No	Rebate	Excellent		
699	Toto	Eco drake	Excellent	Better	No	No	No	Lower Water Bill	Excellent		
700	Toto	Eco drake	Excellent	Better	No	No	No	Problems with Old Toilet			
701	Toto	Eco drake	Excellent	Better	No	No	No	Conservation	Excellent		
702	Toto	Eco drake	Good	Better	No	No	No	Remodel	Excellent	Thanks!	
703	Toto	Eco drake	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	We plan to have another installed.	
704	Toto	Eco drake	Excellent	Better	No	No	No	Conservation	Excellent	Have never had to flush more than once.	
705	Toto	Eco drake	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
706	Toto	Eco drake	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
707	Toto	Eco drake	Excellent	Better	No	No	No	Conservation	Excellent		
708	Toto	Eco drake	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Love this program!	
709	Toto	Eco drake	Excellent	Better	No	No	No	Conservation	Excellent		
710	Toto	Eco drake	Excellent	Better	No	No	No	Rebate	Excellent	We waste too much water waiting for hot water to come.	
711	Toto	Eco drake	Excellent	Better	No	No	No	Remodel	Excellent	Made it easy to replace with rebate.	
712	Toto	Eco drake	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	way to go, thanks	
713	Toto	Eco drake	Excellent	Better	No	No	No	Conservation	Excellent		
714	Toto	Eco drake	Excellent	Better	No	No	No	Lower Water Bill	Excellent	We replaced all 3 toilets, 2 with Toto dual flush and one with Toto Eco drake. The Eco drake is the best toilet I have seen or used.	
715	Toto	Eco drake	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Thanks for survey.	
716	Toto	Eco drake	Excellent	Better	No	No	No	Rebate	Excellent		
717	Toto	Eco drake	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Since replacing I notice blasts of water when first turning on the faucet anywhere in the house.	
718	Toto	Eco drake	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Thank you.	
719	Toto	Eco drake	Excellent	Better	No	No	No	Remodel	Excellent		
720	Toto	Eco drake	Excellent	Better	No	No	No	Rebate	Excellent	Excellent service program.	
721	Toto	Eco drake	Excellent	Better	No	No	No	Conservation	Excellent		
722	Toto	Eco drake	Good	Better	No	No	No	Conservation	Excellent		
723	Toto	Eco drake	Good	About the same	Yes	Yes	No	Lower Water Bill	Excellent		
724	Toto	Eco drake	Excellent	About the same	No	No	No	Remodel	Good	New toilets use less water.	
725	Toto	Eco drake	Excellent	About the same	No	No	No	Conservation	Excellent		
726	Toto	Eco drake	Excellent	About the same	No	No	No	Problems with Old Toilet	Excellent		
727	Toto	Eco drake	Excellent	Better	No	No	No	Conservation	Good		
728	Toto	Eco drake	Excellent	Better	No	No	No	Protect the Environment	Excellent	Thank you for the excellent program.	
729	Toto	Eco drake	Fair	Better	No	No	No	Recommended by	Good		
730	Toto	Eco drake	Excellent	Better	No	No	No	Remodel	Excellent	We did extensive research. Toto is the best brand for water savings.	
731	Toto	Eco drake	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	It enabled us to buy the 2 toilets we needed instead of only one.	
732	Toto	Eco drake	Excellent	Better	No	No	No	Conservation	Good		
733	Toto	Eco drake	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
734	Toto	Eco drake	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
735	Toto	Eco drake	Excellent	Better	No	No	No	Remodel	Excellent		
736	Toto	Eco drake	Excellent	Better	No	No	No	Remodel	Good	Thank you for the rebate and for the promptness.	
737	Toto	Eco drake	Excellent	Better	No	No	No	Rebate	Excellent		
738	Toto	Eco drake	Excellent	Better	No	No	No	Conservation	Poor	These toilets have ben an excellent addition to our home. We no longer have to flush twice to get results.	
739	Toto	Eco drake	Excellent	Better	No	No	No		Excellent	Great program that encourages customers to become more energy efficient and to conserve water. Thank you.	
740	Toto	Eco drake	Excellent	Better	No	No	No	Conservation	Excellent	The rebate was a key factor why we picked the low-flow Eco drake over the standard Eco drake, but we are very happy with the Eco drake.	
741	Toto	Eco drake	Excellent	Better	No	No	No	Conservation	Excellent		
742	Toto	Eco drake	Excellent	Better	No	No	No	Lower Water Bill	Excellent		
743	Toto	Eco drake	Excellent	Better	No	No	No	Rebate	Excellent	It may sound lame to say so, but I love this toilet. It's one of my best purchases all year. I'm so glad the plumber mentioned this mo	

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1	APPENDIX A - Cascade WaterSense® Toilet Replacement Program Surveys										
2	What is the brand of the new toilet?	What is the model of the new toilet?	How would you rate the performance of the new toilet?	How does the performance of the new toilet compare with the old toilet?	Does the new toilet frequently require multiple flushes (more than 10% of the time)?	Has the new toilet frequently clogged (three or more times)?	Have you experienced any sewer line backups since the installation of the new toilet?	What factors prompted you to make the change to a WaterSense labeled toilet?	How would you rate the Cascade Toilet Replacement Program?	Comments	
744	Toto	Eco drake	Excellent	Better	No		No	Rebate	Excellent	Please keep it up! Thanks.	
745	Toto	Eco drake	Excellent	Better	No		No	Conservation	Excellent	We really like the Cascade Toilet Replacement Program. That will motivate us to replace an old toilet we have.	
746	Toto	Eco drake	Good	Better	Yes		No	Rebate	Excellent		
747	Toto	Eco drake	Excellent	Better	Yes		No	Problems with Old	Excellent		
748	Toto	Eco drake	Excellent	About the same	No		Yes	Problems with Old Toi	Excellent	Thank you for helping to defray the cost of upgrading to a lower flow toilet.	
749	Toto	Eco Promenade	Excellent	Better	No	No	No	Problems with Old Toi	Excellent		
750	Toto	Eco Soiree	Excellent	Better	No	No	No	Remodel	Excellent		
751	Toto	Ecomax	Good	Better	No	No	No	Lower Water Bill	Excellent		
752	Toto	Guinevere	Excellent	About the same	No	No	No	Conservation	Excellent		
753	Toto	Guinevere	Excellent	Better	No	No	No	Problems with Old Toi	Excellent		
754	Toto	Gwenyth	Excellent	Better	No	No	No	Remodel	Excellent		
755	Toto	Gwenyth	Excellent	Better	No	No	No	Conservation	Excellent	We love our toilets - all 3 of them!	
756	Toto	Gwenyth	Excellent	Better	No	No	No	Conservation	Excellent		
757	Toto	Gwenyth	Excellent	Better	No	No	No	Rebate	Excellent	Awesome program, fast response, thanks!	
758	Toto	Promenade	Excellent	Better	No	No	No	Rebate	Excellent		
759	Toto	Ultramax	Good	About the same	No	No	No		Good	Thank you for offering money back; it made the higher priced toilet more reasonable.	
760	Toto	Ultramax	Excellent	Better	No	No	No	Conservation	Excellent		
761	Toto	Ultramax	Excellent	Better	No	No	No	Remodel	Excellent		
762	Toto	Ultramax	Excellent	Better	No	No	No	Problems with Old Toi	Excellent		
763	Toto	Ultramax	Excellent	Better	No	No	No	Problems with Old Toi	Excellent		
764	Toto	Ultramax	Excellent	Better	No	No	No	Rebate	Excellent		
765	Toto	Ultramax	Excellent	Better	No	No	No	Conservation	Good		
766	Toto	Ultramax	Excellent	Better	No	No	No	Rebate	Excellent	Great program, helpful staff.	
767	Toto	Ultramax	Average	Worse	No	No	No		Good	Performance issues are unrelated to water volume.	
768	Toto	Ultramax	Excellent	Better	No	No	No	Rebate	Excellent	I wish I could afford to replace the other toilet.	
769	Toto	Ultramax	Excellent	Better	No	No	No	Conservation	Excellent		
770	Toto	Ultramax	Excellent	Better	No	No	No	Problems with Old Toi	Excellent		
771	Toto	Ultramax	Excellent	Better	No	No	No	Rebate	Excellent	The City should permit businesses to recycle scrap toilets and not only at the time of recycling events either.	
772	Toto	Ultramax	Excellent	Better	No	No	No	Rebate	Excellent		
773	Toto	Ultramax	Good	Better	No	No	No	Rebate	Excellent	Good program will/would do it again in next few years.	
774	Toto	Ultramax	Excellent	Better	No	No	No	Conservation	Excellent	Is there any money left in the rebate fund.	
775	Toto	Ultramax	Good	Better	Yes		No	Conservation	Excellent	It helps to hold down the lever to avoid clogging.	
776	Toto	Ultramax	Excellent	Better	No	No	No	Remodel	Excellent	Love the new toilet, will upgrade more.	
777	Toto		Excellent	About the same	No	No	No	Problems with Old Toi	Excellent	Thanks!	
778	Toto		Excellent	About the same	No	No	No	Remodel	Excellent		
779	Toto		Excellent	About the same	No	No	No	Rebate	Excellent		
780	Toto		Excellent	Better	No	No	No	Conservation	Excellent		
781	Toto		Excellent	Better	No	No	No	Conservation	Excellent		
782	Toto		Excellent	Better	No	No	No	Conservation	Excellent		
783	Toto		Excellent	Better	No	No	No	Conservation	Excellent	Very good.	
784	Toto		Excellent	Better	No	No	No	Conservation	Excellent		
785	Toto		Excellent	Better	No	No	No	Problems with Old Toi	Excellent	Promptness. Thanks! Pleasant installer. Very quick installation. Thanks for the rebate check!	
786	Toto		Excellent	Better	No	No	No	Problems with Old Toi	Excellent	Paid too much money!	
787	Toto		Excellent	Better	No	No	No	Recommended by Plu	Excellent		
788	Toto		Excellent	Better	No	No	No	Conservation	Excellent		
789	Toto		Excellent	Better	No	No	No	Conservation	Excellent		
790	Toto		Excellent	Better	No	No	No	Problems with Old Toi	Excellent		
791	Toto		Excellent	Better	No	No	No	Rebate	Excellent		
792	Toto		Excellent	Better	No	No	No	Conservation	Excellent		
793	Toto		Excellent	Better	No	No	No	Protect the Environme	Excellent	Great program. Recycling centers are not aware of the agreement to take toilet for free. They need better educated.	
794	Toto		Excellent	Better	No	No	No	Remodel	Excellent		
795	Toto		Excellent	Better	No	No	No	Conservation	Excellent	Thank you!	
796	Toto		Excellent	Better	No	No	No	Conservation	Excellent		
797	Toto		Excellent	Better	No	No	No	Conservation	Excellent		
798	Toto		Excellent	Better	No	No	No		Excellent		
799	Toto		Excellent	Better	No	No	No	Problems with Old Toi	Excellent		
800	Toto		Excellent	Better	No	No	No	Problems with Old Toi	Excellent	Easy paperwork - thanks!	

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1	APPENDIX A - Cascade WaterSense® Toilet Replacement Program Surveys										
2	What is the brand of the new toilet?	What is the model of the new toilet?	How would you rate the performance of the new toilet?	How does the performance of the new toilet compare with the old toilet?	Does the new toilet frequently require multiple flushes (more than 10% of the time)?	Has the new toilet frequently clogged (three or more times)?	Have you experienced any sewer line backups since the installation of the new toilet?	What factors prompted you to make the change to a WaterSense labeled toilet?	How would you rate the Cascade Toilet Replacement Program?	Comments	
801	Toto		Excellent	Better	No	No	No	Rebate	Excellent		
802	Toto		Excellent	Better	No	No	No	Problems with Old Toilet	Good		
803	Toto		Excellent	Better	No	No	No	Conservation	Excellent	The rebate allowed us to purchase a nicer toilet using less water.	
804	Toto		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
805	Toto		Excellent	Better	No	No	No	Rebate	Excellent	Person at recycling center seemed not to know about program.	
806	Toto		Excellent	Better	No	No	No	Problems with Old Toilet	Good	You need to keep the program going so more people will take advantage of it.	
807	Toto		Excellent	Better	No	No	No	Conservation	Excellent		
808	Toto		Excellent	Better	No	No	No	Conservation	Excellent	I found this program good for water usage and I liked the rebate.	
809	Toto		Excellent	Better	No	No	No	Rebate	Excellent		
810	Toto		Excellent	Better	No	No	No	Lower Water Bill	Excellent	Was thrilled to get a rebate too, and quickly with no hassle!!!	
811	Toto		Excellent	Better	No	No	No	Remodel	Excellent	An added bonus: to get a rebate (reward:) for doing something I believe is helpful to the environment!	
812	Toto		Excellent	Better	No	No	No	Conservation	Good	Program only covered 3 of the replaced 4 toilets.	
813	Toto		Excellent	Better	No	No	No	Remodel	Excellent		
814	Toto		Good	Better	No	No	No	Conservation	Excellent		
815	Toto		Good	Better	No	No	No	Conservation	Excellent	Thanks!	
816	Toto		Excellent	Better	No	No	No	Recommended by Plumbers	Excellent		
817	Toto		Excellent	Better	No	No	No	Conservation	Excellent		
818	Toto		Excellent	Better	No	No	No	Lower Water Bill	Excellent		
819	Toto		Excellent	Better	No	No	No	Conservation	Excellent		
820	Toto		Good	Better	No	No	No	Lower Water Bill	Good	It works ok; we have saved a little on our water bill.	
821	Toto		Excellent	Better	No	No	No	Conservation	Excellent		
822	Toto		Excellent	Better	No	No	No	Rebate	Excellent		
823	Toto		Excellent	Better	No	No	No	Conservation	Excellent		
824	Toto		Excellent	Better	No	No	No	Protect the Environment	Excellent	Thank you.	
825	Toto		Excellent	Better	No	No	No	Conservation	Excellent	While I would have done this anyway, it was nice to get a rebate. It really helped offset my cost allowing me to do it sooner than expected.	
826	Toto		Excellent	Better	No	No	No		Fair	time to send in paperwork needs to be longer	
827	Toto		Excellent	Better	No	No	No	Rebate	Good		
828	Toto		Good	Better	No	No	No	Conservation	Excellent		
829	Toto		Excellent	Better	No	No	No	Remodel	Excellent	Prefer american standard models, thanks for the program.	
830	Toto		Excellent	Better	No	No	No		Excellent		
831	Toto		Excellent	Better	No	No	No	Conservation	Excellent		
832	Toto		Excellent	Better	No	No	No	Conservation	Excellent		
833	Toto		Excellent	Better	No	No	No	Rebate	Excellent		
834	Toto		Excellent	Better	No	No	No	Remodel	Excellent	Takes too long to get the check, still waiting. No check yet.	
835	Toto		Average	About the same	Yes	No	No	Conservation	Excellent	For comments 2, 3, & 4 above because the low water volume does not have the swirling action of the water in the bowl during the flush.	
836	Toto		Average	About the same	Yes	No	No	Conservation	Excellent		
837	Toto		Average	About the same	Yes	No	No		Excellent		
838	Toto		Excellent	Better	Yes	No	No	Conservation	Good		
839	Toto		Good	Better	No	Yes	No	Problems with Old Toilet	Excellent	Amazed with the flush quality with so little water and our water bill is smaller already.	
840	Toto		Good	About the same	No	No	No	Rebate	Excellent	It does the job with less water - it doesn't make as much noise when flushing. It refills faster with less noise; however with less water it takes longer to refill.	
841	Toto		Good	About the same	No	No	No	Problems with Old Toilet	Excellent		
842	Toto		Excellent	Better	No	No	No	Lower Water Bill		Thanks. The rebate took a bit of the sting (\$) out of going with a good quality dual flush toilet.	
843	Toto		Excellent	Better	No	No	No	Protect the Environment	Excellent	I was suspicious I wouldn't see the rebate but I did. Thanks.	
844	Toto		Excellent	Better	No	No	No	Conservation	Excellent	I was going to repair the toilet but replaced it after hearing about a rebate. A larger rebate would have moved me to replace them.	
845	Toto		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	The rebate was a good incentive. We are very happy with both new toilets and with the rebate. They were not too expensive; we'll be back.	
846	Toto		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	I replaced 2 with water sense labels. A 3rd toilet was replaced with a Toto (1.6gpf). Prior to your program, the 2 water sense toilets were replaced with 2 standard toilets.	
847	Toto		Excellent	Better	No	No	No	Remodel	Excellent		
848	Toto		Excellent	Better	No	No	No	Rebate	Excellent		
849	Toto		Excellent	Better	No	No	No	Lower Water Bill	Excellent		
850	Toto		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
851	Toto		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
852	Toto		Excellent	Better	No	No	No	Conservation	Excellent	The replacement of these two toilets has made my life much happier. I retired my plunger to the garage.	
853	Toto		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent		
854	Toto		Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Needs to allow for more than one toilet per home.	
855	Toto		Excellent	Better	No	No	No	Protect the Environment	Good		
856	Toto		Excellent	Better	No	No	No	Conservation	Excellent		
857	Toto		Excellent	Better	No	No	No	Rebate	Excellent	Mike was very helpful in getting us our rebate.	

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1	APPENDIX A - Cascade WaterSense® Toilet Replacement Program Surveys										
2	What is the brand of the new toilet?	What is the model of the new toilet?	How would you rate the performance of the new toilet?	How does the performance of the new toilet compare with the old toilet?	Does the new toilet frequently require multiple flushes (more than 10% of the time)?	Has the new toilet frequently clogged (three or more times)?	Have you experienced any sewer line backups since the installation of the new toilet?	What factors prompted you to make the change to a WaterSense labeled toilet?	How would you rate the Cascade Toilet Replacement Program?	Comments	
858	Toto		Excellent	Better	No		No	Rebate	Excellent		
859	Toto		Excellent	Better	No		No	Remodel	Excellent	Excellent program. Go on with the program to encourage replacing old toilets and save much more water.	
860	Toto		Excellent	Better	No		No	Problems with Old Toilet	Excellent	The new Toto is superior in every way, flushed better and uses less water.	
861	Toto		Excellent	Better	No		No	Conservation	Excellent		
862	Toto		Excellent	Better	No		No	Conservation	Good	One, the Toto is perfect. The other is 0.25 over the water limit but nobody told us that when we bought it.	
863	Toto		Good	Better	No		No	Remodel	Excellent	I'm from Germany and use to watersense toilets. There was no question to decide otherwise.	
864	Toto		Good	Better	No		Yes	Rebate	Good	Excellent program.	
865	Toto		Good	Better	Yes	No	No	Conservation	Excellent		
866	Water Ridge	Dual Flush	Good	Better	No	No	No	Problems with Old Toilet	Excellent		
867	Water Ridge	Dual Flush	Excellent	Better	No	No	No	Conservation	Excellent	I wish home owners could be convinced to put dual flush toilets in their homes.	
868	Water Ridge	Dual Flush	Excellent	Better	No	No	No	Conservation	Excellent		
869	Water Ridge	Dual Flush	Excellent	Better	No	No	No	Rebate	Excellent	Great program and good customer service.	
870	Water Ridge	Dual Flush	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	The rebate was only icing on the cake. The fact that Costco sold the toilet made it a great savings already.	
871	Water Ridge	Dual Flush	Good	Better	No	No	No	Rebate	Excellent		
872	Water Ridge	Dual Flush	Good	Better	No	No	No	Rebate	Excellent		
873	Water Ridge	Dual Flush	Good	Better	No	No	No	Conservation	Excellent		
874	Water Ridge	Dual Flush	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Being able to replace this toilet at zero cost to us made it a no brainer. Thanks!	
875	Water Ridge	Dual Flush	Good	Better	No	No	No	Lower Water Bill	Excellent		
876	Water Ridge	Dual Flush	Good	Better	No	No	No	Rebate	Excellent		
877	Water Ridge	Dual Flush	Excellent	Better	No	No	No	Protect the Environment	Excellent	I like your program on changing shower heads to reduce water usage also!	
878	Water Ridge	Dual Flush	Good	Better	No	No	No	Remodel	Excellent	Great program - will continue to replace all others in house soon.	
879	Water Ridge	Dual Flush	Average	About the same	Yes	No	No	Rebate	Excellent		
880	Water Ridge	Dual Flush	Good	About the same	Yes	No	No	Rebate	Good	Not well publicized. Hard to tell if Cascade Water Alliance customer. Recycling company unsure of procedure.	
881	Water Ridge	Dual Flush	Excellent	Better	No		No	Rebate	Excellent		
882	Water Ridge	Dual Flush	Excellent	Better	No		No	Conservation	Excellent	We replaced 3 of our 4 toilets - two were 30 years old; one was 15. We are happy about the change. The major cost was labor.	
883	Water Ridge	Dual Flush	Excellent	Better	No	No	No	Problems with Old Toilet	Excellent	Keep up the good work.	
884	Water Ridge	Dual Flush	Excellent	Better	No		No	Conservation	Excellent	Thank you!	
885											