

**Travis County WC&ID 17 – LCRA  
Free Toilet Program  
Frequently Asked Questions**

**Why is this program being offered?**

**What are *WaterSense*® labeled toilets?**

**How do I qualify for the program?**

**How do I know if my current toilet is already a low-flow model?**

**How do I submit my application?**

**What if my voucher is expired?**

**If I am a residence, how many toilets can I apply for?**

**Where do I pick up my toilets?**

**Can I take my voucher to any other plumbing supply store?**

**What kind of toilet is available through this program?**

**What if I want a toilet that is a special color or size to fit in my bathroom?**

**What happens if I have a problem with my new toilet?**

**Do I have to hire a licensed plumber to install the toilet? Would I get reimbursed for that expense?**

**Where do I find a licensed plumber or other person to help me with the installation?**

**I have heard that low-flow toilets don't work very well and you sometimes have to flush twice—is that true?**

**How do I dispose of my old toilet?**

**How long will this program be in place?**

**Why is this program being offered?**

Toilets represent one of the highest indoor water uses in the LCRA basin. These high efficiency toilets are being provided to qualified customers to help conserve water. By reducing the amount of water used for each flush, significant water savings can be achieved saving customers' water and money.

**What are *WaterSense*® labeled toilets?**

*WaterSense*® labeled toilets are a type of toilet called high efficiency toilet (HET). HETs use no more than 1.28 gallons per flush (gpf) on average, or 20 percent less than the current plumbing standard. All toilets with the *WaterSense*® label have been rigorously tested by independent laboratories and must exceed flushing qualifications.

**How do I qualify for the program?**

To qualify for the program, the place where you are installing the toilets must have been built before 1992 and have an active water account with WCID 17. Also, the installation address must not currently have low-flow toilets in place.

**How do I know if my current toilet is already a low-flow model?**

Look for marks or labels near the toilet seat hinge. A 5-gallon per flush (gpf) toilet might be shown as 22.73 liters, a 3.5 gpf as 15.91 liters. All low-flow 1.6 gpf (6.1 liters) toilets should be marked at the toilet seat hinge.

If there are no markings, check the underside of the tank lid or the tank's back inside wall for a date stamped in the porcelain. Toilets produced before 1985 are 5 to 7 gpf, a date between 1985 and 1991 would be 3.5 gpf. All toilets made after 1991 are 1.6 gpf. If the flush volume label or stamp reads 1.6 gpf / 6.0 lpf or the date stamp is 1992 or later, your toilet is already a low-flow model and does not qualify for this distribution program.

### **How do I submit my application?**

Completed applications should be mailed to or dropped off at the WC&ID 17 office. Once reviewed and approved, staff will mail you a voucher, similar to a coupon, for the toilets you have requested. Your voucher will have an expiration date from the time it is issued—so you will want to redeem your voucher during that timeframe (typically 30 days).

### **What if my voucher is expired?**

WCID17 customers will be able to receive a replacement voucher, by contacting WCID17 for details.

### **If I am a residence, how many toilets can I apply for?**

You may apply for 2 toilets if your home has 2 bathrooms. Also, should you choose to replace your toilets one by one and not altogether, you may apply for one toilet and the other one at a later time.

### **Where do I pick up my toilets?**

You can redeem your vouchers for toilets at one of the following locations:

<b>Location</b>	<b>Address</b>	<b>Hours</b>	<b>Phone number</b>
Morrison Plumbing Supply	8210 Springdale Rd Austin 78722	Mon-Fri 7:00 am - 6:00 pm Sat 8:30 am – 1:30 pm	512-928-1110
Morrison Plumbing Supply	12301 Roxie Drive Austin 78729	Mon-Fri 7:00 am – 5:00 pm	512-219-8335
Morrison Plumbing Supply	4211 Willow Springs Rd Austin 78745	Mon-Fri 7:00 am – 5:00 pm	512-916-4901
Ferguson Plumbing Supply	2300 Lohmans Spur Lakeway 78734	Mon-Fri 6:30 am – 5:00 pm Sat 7:30 am -- 12:00 pm	512-402-9223
Ferguson Plumbing Supply	2551 North Mays Round Rock 78665	Mon-Fri 6:30 am – 5:00 pm Sat 7:30 am -- 1:00 pm	512-248-4050
Ferguson Plumbing Supply	10500 Metropolitan Austin 78758	Mon-Fri 7:00 am –5:30 pm Sat 7:30am –12:00 pm	512-837-2290

### **Can I take my voucher to any other plumbing supply store?**

No. LCRA has a contract in place that allows the program to be offered through particular plumbing supply stores. Other plumbing stores not under contract will not accept the vouchers.

### **What kind of toilets are available through this program?**

At Morrison Supply locations, customers can select a Round or ADA model (taller height) Niagara Ecologic, 1.28 gallon per flush. This toilet is *WaterSense*® labeled and has been used in other retrofit programs throughout the U.S. You can find the toilet specification including dimensions at the following Web site: [www.niagaraconservation.com/Sales\\_Spec\\_Sheets](http://www.niagaraconservation.com/Sales_Spec_Sheets)

At Ferguson Plumbing Supply locations, customers can select a Round or ADA model Pro Flo High Performance Dual Flush toilet. This toilet is *WaterSense*® labeled and is currently being used in the City of Austin free toilet distribution program. You can find the toilet specification including dimensions at the following Web site: <http://www.proflo.com/proflo/home.do>

### **What if I want a toilet that is a special color or size to fit in my bathroom?**

The two toilets under contract will fit in nearly all bathrooms. However, should you have a special request you can apply the dollar amount of the voucher to another *WaterSense*® labeled toilet at

Morrison Supply or Ferguson Plumbing store locations. If there is an additional cost associated with that toilet, it is up to you to pay the difference.

**What happens if I have a problem with my new toilet?**

The toilets being distributed under the program have a 10-year warranty on all parts. Should you have a problem with the toilet, contact Niagara Conservation at (800) 831-8383 ext. 180 or the Ferguson location where the toilet was picked up. If you are missing a part, you will need to contact the plumbing supply store where you picked up the toilet for a replacement.

**Do I have to hire a licensed plumber to install the toilet? Would I get reimbursed for that expense?**

Installation by a licensed plumber is not a requirement of the program and there is no rebate currently being offered at this time. Replacement of existing fixtures does not require a plumbing permit.

**Where do I find a licensed plumber or other person to help me with the installation?**

You can find licensed plumbers or other installation companies online or in the yellow pages. It is recommended that you price around and get quotes before the work is done. Each quote should include any related jobs that need to be part of the project and any extra work items that could develop during the job.

The quote should also include the total number of hours, the plumber's rate per hour and an itemized list of direct expense costs so that a comparison between quotes can be easily made.

**I have heard that low-flow toilets don't work very well and you have to flush twice—is that true?**

Although early low-flow toilet models gained a reputation for some models' inability to flush well, third-party independent testing began in the late 1990s to measure performance. All *WaterSense*® labeled toilets must adhere to strict flushing performance and water efficiency standards.

**How do I dispose of my old toilet?**

Customers can dispose of their old toilets at their bulk collection day or carefully break the toilet up into smaller pieces, put the pieces in heavy duty trash bags and put it out for your weekly trash pickup. Porcelain can be sharp, so you will need to wear safety goggles for eye protection and gloves.

LCRA and WCID 17 are also developing a toilet recycling program. The recycling day will likely be held in early June and customers can drop off their old toilets on that day. Collection day details, including location and hours, will be sent to all participants once the program is finalized. **LCRA is hosting a ONE-HALF DAY COLLECTION EVENT. BRING OLD TOILET (with all hardware removed) to HUDSON BEND MIDDLE SCHOOL starting 9am to Noon ONLY, SATURDAY, JULY 17, 2010**

**ONE-HALF DAY COLLECTION EVENT  
HUDSON BEND MIDDLE SCHOOL  
SATURDAY, JULY 17, 2010, 9am to Noon ONLY**

**How long will this program be in place?**

There are a limited number of vouchers available and the program is operated on a first come, first served basis through August 31, 2010.