



TOWN OF HIGH RIVER PROCEDURE

Procedure Number: PRO-28-105-00
Procedure Name: Low Flow Toilet Replacement Procedure

Related Policy No: POL-28-105-00
Related Policy Name: Low Flow Toilet Replacement Policy

Approval Date:
Revision Date:

Procedure Category: Operational Services
Responsible Department: Engineering & Operational Services

POL-28-105-00 Low Flow Toilet Replacement Policy states;

The Low Flow Toilet Replacement Policy is intended to recognize Town of High River water utility customers who are committed to reducing water consumption by incorporating new Low Flow Toilets in their homes and/or Business.

Procedure Statement: This procedure supports the Low Flow Toilet Replacement Policy and outlines the steps required to receive the low flow toilet rebate as well as program eligibility.

Reason For Procedure: This procedure is intended to ensure that employees and water utility customers know the steps required to receive the low flow toilet rebate and that all applicants are treated equally.

Related Documents: Bylaw 4212/2010 Water Conservation

Program Benefits:

The Town of High River offers conditional rebates on qualifying toilets as an incentive for water conservation. Customers can benefit from the low flow or dual flush toilets in a reduction of water consumption and therefore a reduction in their water utility bill. The Town of High River will benefit from a reduction in water usage, conservation of well water, and a reduction in power usage used to treat the water.

Low Flow toilet eligible for a \$65.00 credit

Dual Flush toilet eligible for a \$90.00 credit

Steps to Receive Credit:

Step 1: Confirm Eligibility

Step 2: Purchase new toilet

Step 3: Verify new toilet

Step 4: Verify old toilet

Step 5: Submit rebate application

Overview Rebate Requirements:

1. New toilet consisting of both tank and bowl.
2. Maximum 3 toilets per household and or business.
3. Toilet being replaced must be 13L or more.
4. Rebate will not exceed purchase price.
5. Consumer is responsible for the installation of the toilet. The Town of High River recommends installation by a licensed plumber.
6. Must provide a picture of the old toilet prior to being removed and a picture of the new toilet installed in the same bathroom.
7. The toilet purchased must be a CSA approved 6L or less low flow or dual flush toilet.

Program Eligibility:

Program goes in effect July 19, 2010 when passed by Council. All receipts must be dated on or after July 19, 2010. No grandfathering of toilets purchased prior to July 19, 2010

Eligible Applicants:

1. Must be a Town of High River water utility customer, must show proof of residency and/or business license with mail or identification
2. Applicant must be a water utility customer in good standing
3. The toilet is being installed on the customers property within the Town of High River

Ineligible Applicants:

1. New construction is not eligible
2. New bathroom additions (considered new construction)
3. Replacement of an existing low flow or dual flush toilet
4. Utility customer who is not in good standing

Additional Terms:

The Town of High River reserves the right to:

- Alter the rebate program at any time without notice.
- To discontinue the program, the program is subject to available funding.
- Compensation to be paid in form of a credit on their utility bill.

Responsibilities:

The Director of Corporate Services is responsible for administration of the program. The Director of Engineering & Operational Services is responsible for policy and procedure review and contents.

Limits of Liability:

In no way shall the Town of High River and/or its employees be liable for the loss, damage, cost or expense, including attorney's fees that may arise from the installation and or operation of the low flush or dual flush toilet outlined in this policy.

Approval

This procedure shall come into force and effect upon adoption by Management of the Town of High River.

TOWN MANAGER/
DIRECTOR OF LEGISLATIVE AND
ADMINISTRATIVE SERVICES/
DIRECTOR OF RESPONSIBLE DEPARTMENT

DATE