

CVRD's Low Flow Toilet Rebate

Frequently Asked Questions

1. What is the purpose of the toilet rebate program?

The CVRD's aim is to help residents be more efficient with water use and to reduce water consumption, which lowers demand for water and lessens wasted water. This, in turn, will keep future infrastructure costs down. Flushing the toilet accounts for approximately 30 per cent of indoor household water use. Replacing a 13 litre (L) toilet with a dual flush (usually three and six L) toilet or high-efficiency (4.8 L) toilet would reduce indoor use by approximately 18 per cent. Homes with older 20 L flush toilets would experience even larger reductions.

2. Who is eligible to participate in the 2013 toilet rebate program?

To be eligible for the program you must meet the following criteria:

1. Applicants must be registered homeowners connected to the Comox Valley water system which includes most homes within the City of Courtenay, Town of Comox, and CVRD water local service areas such as Arden, Comox Valley, England Road, Marsden/Camco and Greaves Crescent.
2. Properties serviced by private wells or utilities, improvement districts (e.g. Sandwick, Union Bay), the Village of Cumberland, Black Creek-Oyster Bay water system. as well as the Royston water system do not qualify as they are not fed by the Comox Valley water system. The program is funded only by those connected to the Comox Valley water system and the Black Creek-Oyster Bay water system. Maps of the Comox Valley water system water local service areas.
3. Must have replaced an old inefficient toilet that uses 13 L or more per flush (ensure flush volume, usually stamped on toilet) with one that is considered high-efficiency (4.8 L/flush) or dual flush (usually three and six L/flush toilet) and is CSA (Canadian Standards Association) approved.
4. Must be in a residence built prior to September 2008 as newer homes should have water efficient toilets already installed under the BC Building Code requirements.
5. Must have a sales receipt for a new high efficiency or dual flush toilet dated January 1, 2012 or later AND a disposal receipt for each toilet included in the application. Disposal receipts can be obtained by disposing of the old toilet at the Comox Valley waste management centre (2400 Pidgeon Lake Road, Cumberland). Homeowners who retain the services of qualified plumbers do not have to include a sales receipt or a disposal receipt provided they include a copy of the plumber's receipt indicating the plumber's name, company info, signature and Trades Qualification (TQ) Number, toilet model information (name and number) and confirmation of disposal at the landfill.
6. Must complete an application form. Applications will be processed on a first come, first served basis while the funding lasts.

3. Are commercial users eligible to receive toilet rebates?

The 2013 toilet rebate program is aimed at residential water users as they account for approximately 80 per cent of the annual system water consumption.

4. I'm not the registered owner of my home; I'm a renter. Am I eligible?

If you are a renter or have other arrangements for living in your home, and are interested in this water-saving initiative, you need to have the owner of the home submit the application and other supporting documents as described previously (eg. disposal document, plumber's document).

5. I bought a toilet under the 2012 toilet rebate program but have not yet submitted my application. Will I be eligible still?

Toilets purchased under the 2012 Comox Valley water system rebate program (receipts dated January 1, 2012 or later) will be honoured as long as the homeowner meets the eligibility requirements.

6. When will the application forms be available and where can I obtain one from?

Applications are now available from the CVRD, City of Courtenay or Town of Comox offices. [Low Flow Toilet Rebate Form.pdf \[PDF - 162 KB\]](#)

7. Are there a maximum number of rebates that I can apply for?

Continuing for 2013, there is a maximum of two rebates per applicant and home. This includes any toilet rebates received under previous rebate programs.

8. Do high efficiency and dual flush toilets perform as well as older versions?

New models perform much better than older models that were available in the 1990's. High efficiency and dual flush toilets available today have been engineered differently (rather than just having less water stored in the tank).

9. Which toilets are recommended?

Performance testing information and toilet buying guides are available at the following locations:

- [Canadian Mortgage and Housing Corporation](#)
- [Maximum Performance Testing of Popular Toilet Models](#)

10. Where can I take my old toilet?

Old toilets must be disposed of at the Comox Valley waste management centre (2400 Bevan Road, Cumberland). A disposal receipt will be issued for EACH toilet as required by the toilet rebate program. Homeowners who retain the services of qualified plumbers do not have to include a disposal receipt provided they include a copy of the plumber's receipt indicating the plumber's name, company info, signature and Trades Qualification (TQ) Number, toilet model information (name and number) and confirmation of disposal at the landfill.

11. How much does it cost to dispose of my old toilet?

Disposal at the Comox Valley waste management centre is charged by the metric tonne with a minimum charge of \$4. If you are bringing only an old toilet for disposal you will be charged the minimum \$4. If the toilet is included with other wastes, please ensure you ask for a separate toilet rebate disposal for EACH toilet. For more information on disposal fees, visit the [rate schedule](#) on the Comox Strathcona waste management's website. **Sample of the disposal slip date stamped at the Comox Valley waste management centre.**



**Comox Strathcona
Waste Management**

Date Stamp
**OFFICIAL
STAMP
REQUIRED**

Toilet Rebate Disposal Receipt

Next Steps:

1. Visit www.comoxvalleyrd.ca/rebates to read the complete eligibility requirements and to download the rebate application form. Forms are also available at the address below or at the City of Courtenay or the Town of Comox.
2. Complete the rebate application form.
3. Gather your completed rebate application form along with this disposal receipt and your dated sales receipt for the purchase of your qualifying toilet(s) indicating the make/model.
4. Mail or drop off your application and receipts directly to:

**Rebate Program
Comox Valley Regional District
600 Comox Road
Courtenay, BC V9N 3P6**
5. Allow six weeks for eligible applications to be processed. Registered owners will be mailed a rebate cheque.

**WATER
EFFICIENCY
UNHAVE2KNOW**

Questions? Call 250-334-6000 or email rebate@comoxvalleyrd.ca

13. Why can't I bring my old toilet to the ReStore or give it to someone else to use?

The goal of the program is to replace older toilets with more water efficient versions and reduce the overall water consumption on the Comox Valley water system. If an older toilet is put back into use somewhere else then the overall reduction in water use associated with the rebate will not be realized.

14. How can I submit my rebate application?

To avoid delays in processing your rebate application, completed forms and receipts should be mailed or submitted in person directly to:

**Rebate Program
Property Services Branch
Comox Valley Regional District
600 Comox Road
Courtenay, BC V9N 3P6**

15. Do I need to submit original receipts with my rebate application?

Photocopied receipts are acceptable for toilet rebate applications.

16. Can I submit one rebate application to cover all toilets replaced?

Yes. The same rebate application form can be used for both toilets. However, a separate toilet rebate disposal receipt is required for EACH toilet.

17. How long does it take to get a rebate once an application has been submitted?

It may take approximately six weeks to process eligible applications and mail the registered owner a rebate cheque.

18. Additional Information

- Newer homes built after September 2008 have low flow toilets already installed (the BC Building Code now requires low flow toilets and fixtures).