



City of Madera High Efficiency Toilet Rebate Program (HET)

Utility customers of the City of Madera who wish to receive a \$100 rebate (a \$100 credit to their City utility bill) for replacing either a water-guzzling toilet that uses from 5 gallons per flush (gpf) to 3.5 gpf with a high efficiency toilet that uses 1.28 gpf are eligible to sign up for this service. Applications will be processed on a **first come first served basis** until 500 rebates have been processed.

How do I begin the rebate process?

Begin by filling out the following application and returning it to the Public Works Office located at 1030 S. Gateway Drive, Madera, CA 93637. You may also return your completed application by FAX to: 661-0760 or by email at: www.cityofmadera.com.

How the HET Rebate Program Works

- The HET Rebate Program begins on November 2, 2009
- You must obtain a high efficiency toilet rebate application from Public Works Department Office, from the Finance Department at City Hall, download from the Internet, or call 661-5466 for a copy to be mailed to you
- Fill out and return the completed application to Public Works Department for processing by either dropping it off, mailing it, return by email, or send by FAX
- The City will schedule a pre-inspection visit to determine your eligibility for the program confirming (that you are going to replace either a 5.0 to 3.5 gpf toilet with a high efficiency toilet rated at 1.28 gpf **and** that you are a City utility customer)
- **Do not purchase HET until you are given the approval of a City Inspector**
- Once determined eligible for the program, you purchase the high efficiency replacement toilet(s) at the address listed on the rebate application
- After installation (within **60 days** of notice of eligibility and first inspection) contact Public Works Department at 661-5466 to schedule your second/final inspection
- At the second/final inspection please present the original sales purchase receipt to City Inspector as proof of purchase and show the inspector the installed HET units.
- Once the second/final inspection is completed you will receive a \$100 credit to your City utility bill within **45-days subject to availability of funds.**

High Efficiency Toilet Rebate Program Guidelines & Conditions

Who Qualifies?

- Any active City of Madera utility customer who pay a water utility bill to the City of Madera.
- Has water-guzzling toilets that use from 5.0 gpf to 3.5 gpf

What do I do first?

- Determine if you have an eligible water-guzzling toilet that uses 5.0 gpf or 3.5 gpf. **Note:** toilets made from 1980 to 1992 use 3.5 gpf with pre-1980 toilets that use 5.0 gpf.
- Fill out an application completely and return the application to the Public Works Department.
- You must agree for an on-site inspection to determine your eligibility by City Inspector.

Then what happens?

- City inspectors will call you to set up your eligibility inspection.
- If approved for the program by a City inspector, purchase and have installed the number of high efficiency toilets approved by the City inspector within **60-days of your eligibility** inspection.

How do I claim my high efficiency toilet rebate?

- Call for your final inspection by City inspector within **60-days** of your eligibility date.
- Present your original sales receipt of purchase of a 1.28 gpf HET, show the City inspector your installed HET, and have City inspector sign off that you have been approved for a \$100 rebate for eligible units by complying with the program guidelines.

When do I receive my \$100 HET rebate?

- Within **45-days** of your final inspection by City staff that you have complied with the program guidelines, your City of Madera utility bill will be credited for \$100 for the number of approved HET units installed. All rebates subject to availability of funds.

Other Considerations?

- The HET Rebate Program is not responsible for applications lost by mail.
- **Rebates are processed on a first come first served basis** until 500 rebates are processed.
- Rebates are limited to available resources established by City Council.
- Toilets installed that do not meet 1.28 gpf do not qualify for rebate.
- Rebate must be approved by City inspector prior to HET installation.
- HET's must be installed within **60-days** of approval from City inspector
- Rebate program shall at all times be subject to change or termination without prior notice.
- Questions about the program can be addressed by contacting the Public Works Office at 661-5466.
- Customer is responsible for disposal of old toilets.

HET Rebate Application

Residential Customer Water Account

Date of Application: _____ Utility Bill Account # _____

Name on Utility Bill Account: _____

Address of Account: _____

Contact Information: Telephone: _____ Email: _____

Current Toilet Information & Contact Information

Number of units to be replaced: _____

Best time to call you for inspection: Day of week _____ Time to call _____

Agreement of Terms and Conditions
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City of Madera may deny any application that does not meet program requirements. The undersigned expressly agrees that the City may inspect all properties participating in the HET Rebate Program; that the City does not guarantee the performance of any toilet; and the City does not warrant any toilet or installation to be free of defects, the quality of the workmanship, or the suitability of the premises or the toilet for installation. The undersigned further agrees to hold harmless the City of Madera against all loss, damage, expense and liability resulting from the loss, destruction or damage to property arising out of or in any way connected with installation of a HET. The City reserves the right to alter this program at any time. Funding for this rebate program is limited to available resources. Rebates are processed on a first come, first served basis.

I have read, understand, and agree to the terms and condition of this rebate program.

Signature of Applicant: _____ Date: _____

Mail to: Public Works Department
HET Rebate Program
1030 S. Gateway Drive
Madera, CA 93637
Telephone: 661-5466
FAX: 661-0760
Email: www.cityofmadera.com