



COUNTY OF MAUI DEPARTMENT OF WATER SUPPLY ULTRA-HIGH EFFICIENCY TOILET REPLACEMENT PROGRAM

IMPORTANT: PLEASE READ THE PROGRAM RULES AND GUIDELINES

Program Rules and Guidelines

1. Applicants must be a current customer with DWS and provide the current DWS metered service address indicated on the customer's water bill where the toilet is to be installed. Indicate both the installation address and the metered service billing address, if different.
2. Tenants with an active DWS service account are eligible as long as the property owner is named and agrees to and acknowledges the terms of the toilet replacement program and rules herein.
3. Replacement toilets are only available to replace existing high-volume toilets that are 3.5gpf or higher. A pre-installation photo of the toilet(s) to be replaced, including its "gpf" label, must be submitted for consideration.
4. Only single-family residential DWS customers are qualified for this toilet replacement program.
5. It is recommended that a certified plumber be contracted at owner's expense for the toilet installation. **However, this requirement is no longer necessary** and eligible applicants are now able to receive a free UHET toilet with just a commitment date for installation and before/after photos.
6. In the event applicants desire to hire a licensed plumber, provide the business contact information along with a copy of the work order containing the residential customer's name, the property address, and the scheduled date of installation. Once an application is submitted, either the DWS customer or the contracted plumber must later come in person **with a valid ID, the matching original work order no earlier than two (2) weeks before the scheduled installation date** to receive a toilet voucher at:

Department of Water Supply
Water Resources and Planning Division
One Main Plaza
2200 Main Street, Suite 102
Wailuku, HI 96793

The voucher must be submitted to Lowe's who will verify the contractor and release the toilet. Vouchers will not be provided if the work order indicates a past scheduled work date. The licensed plumber's name on your application must match the name on the work order, and who will receive the voucher.

7. DWS will verify installation of toilets with the applicant and reserves the right to conduct a post-installation inspection.
8. The person picking up the toilet must agree to return any uninstalled toilet back to DWS within thirty (30) days.
9. Installation of toilets offered by DWS are subject to post-installation inspection. DWS reserves the right to verify the installation of toilet(s).
10. DWS will only retain original applications and a **copy** of the contractor's work order. They will not be returned so please make copies for your records. Please be aware that the contracted plumber must provide the **original** work order for inspection upon pickup of a toilet voucher.
11. **Federal requirements mandated that toilets for newly built properties or replacement toilets installed on or after 1994 must have a maximum flush volume of 1.6 gallons per flush (gpf). Only low-efficiency toilets of 3.5gpf or higher are eligible.**
12. Applicants must provide a date of installation at least a month before the intended toilet pickup time to ensure the availability of a toilet. DWS cannot guarantee the availability of a toilet at the designated retail center.
13. There is a limit of one (1) toilet per household. You may reapply if the program continues the following year.
14. DWS does not warrant, endorse, or assume liability for the quality, performance, or safety of any plumber, contractor, their employees, or agents.
15. Incomplete or illegible applications will be denied.

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Disclaimer

DWS reserves the right to deny an application of any participant who does not meet all requirements as outlined. DWS also reserves the right to change the terms of this program at its discretion. DWS is not responsible for receipts or paperwork lost in the U.S. mail. DWS cannot guarantee that the installation of the incentives will result in lower water utility costs. The number of replacement toilets is dependent upon the availability of program funds. Applications will be processed when all required information is provided by the applicant; on a first-come, first-served basis.

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THE FOLLOWING PAGE CONTAINS COMMON QUESTIONS AND ANSWERS FOR THE APPLICATION PROCESS.

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Questions and Answers

<p>How do I submit my application?</p>	<p>Deliver signed print-out in person: Department of Water Supply Water Resources and Planning Division One Main Plaza 2200 Main Street, Suite 102 Wailuku, HI 96793</p>
<p>What must be included in your application?</p>	<ol style="list-style-type: none"> 1. A complete, signed, and dated high-efficiency toilet replacement program application with pre-installation photo (original only). 2. OPTIONAL: A complete, signed, and dated original plumbing work order from the contractor (copy ok). Licensed plumber no longer necessary to participate. 3. OPTIONAL: The scheduled date of installation and name of authorized plumber who will pick up the toilet for installation (name must match application). 4. A current DWS metered service address indicated on the customer's water bill where the toilet is to be installed. Also provide the billing address if different from the metered service address. 5. OPTIONAL: The contracted plumber's business contact information along with a copy of the work order containing the residential customer's name, property address, and date of installation.
<p>How do I know if I qualify?</p>	<p>Please see Program Rules</p>
<p>Who can pick up the toilet?</p>	<p>Either the contracted plumber or DWS customer can turn in their complete application at our office and get a voucher to pick up their toilet at Lowe's. In order to speed up the process, we recommend DWS clients to pick up the toilet and save the contractor driving time.</p>
<p>My 1.6 gpf toilet is leaking and also needs replacement so why don't I qualify?</p>	<p>Our current program with limited funding aims to target the lowest-efficiency, high-volume, toilets that are consuming more than 3.5 gpf.</p>
<p>I do not qualify. Is there anything I can do to make my toilet save water?</p>	<p>Yes, DWS offers toilet tank bags that reduces the water needed to fill your toilet tank. We also offer eco-friendly color tablets to help detect a leak you may have in your toilet.</p>
<p>How will I know when my application is processed?</p>	<p>A representative from DWS will contact you via email or phone once we process your application, which can be between 2-6 weeks. We will remove you from the process at your discretion or if we are unable to contact you from any of the contact information you</p>

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	provided.
Why must I provide three (3) months of past water bills?	DWS will use the information to compare with post-installation bills to gauge your water savings and the effectiveness of our program.
Where can I dispose of my old toilet?	<p>At any of Maui's Landfill Refuse and Recycling Centers (for disposal). Unfortunately, there are currently no recycling centers on island willing to process old toilets. Nonetheless, we encourage the public to be environmentally sensitive by taking their old toilets to their local dump. More information on the County of Maui's Landfills can be found here:</p> <p>https://www.mauicounty.gov/765/Landfill-Information</p>
How can I be sure that my plumber is valid and licensed in HI?	<p>A licensed plumber should be ready to provide their license number. You may also check the Professional & Vocational Licensing Search with the State of Hawaii Department of Commerce and Consumer Affairs here:</p> <p>https://pvl.ehawaii.gov/pvlsearch/</p>
How do I learn more about conservation and ways I can save on my water bill?	<p>Please visit our DWS website on conservation to learn more about what you can do to conserve water and save here:</p> <p>https://www.mauicounty.gov/227/Water-Conservation</p>
Questions?	Call (808) 463-3110 or visit www.mauewater.org