

Conservation Pays Program Information FAQ's

****Always feel free to give the customer the Conservation Pays phone number 1-800-270-9794 or email ConservationPays@Broward.org.**

Q: What is this program about and how do I participate?

A: This program is a partnership between Broward County and a number of municipalities and water utilities to promote water conservation, offer rebates for replacing old toilets, and other water savings devices.

*The first step in filling out the online application is by visiting www.Conservationpays.com.

Or, if they do not have access to a computer, please mail them an [application](#) or ask them to call 1-800-270-9794 to request one.

Q: What do I need to be eligible for the program?

A: There are many requirements to be eligible to receive the rebate. However, the most common things to check for are:

- They must live within participating areas
- Their house must have been built before 1994 and their toilet(s) must be original to the house
- They must own the home/unit
- Their old toilet must use more than 1.6 gallons per flush

Q: How long will it take to receive a response on my application?

A: You will hear within 5 business days from the day we receive the application.

Q: How many toilet rebates are allowed and how much money will I get back?

A: You are eligible for up to two toilets per residential household and up to \$100 per toilet (toilets that cost below \$100 will not be rebated at the full amount of \$100). The following items may be included in the total rebate amount

- Wax ring
- Supply line
- Bolts
- New shut-off valve, if needed

Note: Cost of the toilet seat, if purchased separately, and any sales taxes, are not eligible.

Q: Can commercial businesses, HOAs and nonprofits apply?

A: If you are a non-profit, HOA or commercial property, you may be eligible for 5 or more rebates, but it's on a case-by-case basis. *Please refer these individuals to the Program Manager.*

Q: I already purchased my toilet, can I still get the rebate?

A: It depends on the level of proof that you can provide through your rebate documentation. Things that impact this include:

- When did you purchase the toilet? *(Could not have been before program start date of 10-01-11)*
- Is the toilet a 1.28 gallon per flush or less? *(For both flush options if they purchased a dual flush)*
- Did you throw away the box the toilet(s) came in? *(Some required information comes from the box but it is possible to get the information depending on where the toilet was purchased)*
- Did the old toilet you replace use more than 1.6 gpf? *(Most people won't know this but this is very important for the approval process)*

Q: What information is required to receive my rebate??

A: The following information is required to receive your rebate:

Receipts- When submitting your receipts and other required documentation, your/the applicant's name must appear on the receipt(s) and must be the same name as the person who applied and was approved for the rebate.

Other Documents Required for the Rebate in Addition to the Receipt for each toilet

- UPC/Barcode from the packaging
- WaterSense label from the packaging
- Proof of the gallons per flush of the purchased toilet
- Photo of the entire toilet installed in the qualifying residence

Q: How can I submit my documents?

A: Documents may be submitted online at the rebate center, via email, via US mail, or may be dropped off.

Q: What is the Program's Mailing Address?

A: Attn: Rebate Administrator

EPCRD

115 South Andrews Avenue, Room 329H

Fort Lauderdale, FL 33301

Q: Can I contact the program by e-mail?

A: Yes, you can contact the program by email at: Conservationpays@broward.org

Q: Program Manager's Contact Info

A: Samantha (for customer service personnel only, please!!!)

8:00am-4:30 pm M-F

Samantha Baker

stbaker@broward.org

or

Kim Mayo

kmayo@broward.org

Q: What happens when my city/program partner is out of rebates?

A: If you enter your application online and your city is out of rebates, you will be notified and asked if you would like to be placed on a wait list. If you say yes, you will be notified when rebates become available. This may happen at any time on or before October 1.

Q. How long will this program be available?

A. This program is part of a partnership agreement between Broward County and its municipal/utility partners. The current agreement ends on September 30, 2016, but is subject to approval by the participating partners on an annual basis. New rebates are available in each participating area every October 1.