

FAQs

Q: How many vouchers can I receive?

Each account has a number of units registered with the New York City Department of Environmental Protection Customer Information System. The number of units on your account determines the maximum number of vouchers you can receive.

Q: If I have several properties and water and sewer accounts, do I need to apply for each one separately?

Yes, a separate application is needed for each account.

Q: Where can I use the vouchers?

You can choose from any of the authorized vendors listed inside this pamphlet.

Q: Who can redeem the vouchers?

The name of the person redeeming the voucher must be indicated on the original voucher application. This individual must present the voucher at the time of purchase along with a valid government-issued photo ID (i.e., driver's license, passport, or Non-Driver State ID).

Q: How long do I have to redeem my voucher?

The 2014 Toilet Replacement Program ends in 2016 or when supplies run out, whichever occurs first. There are a limited number of vouchers available. Vouchers are valid for 90 days after issuance and will be automatically deactivated if not used during this time.

Q: Can I still get a voucher if I do not have a Multi-Family Conservation Rate?

No. If you are not currently in the Multi-Family Conservation Program, you are not eligible for a voucher under the 2014 Toilet Replacement Program.

Q: Where can I get more information?

For more details about the program and additional FAQs, please visit nyc.gov/dep and click on *Conservation Programs* under the Citywide Initiatives menu at the left.

TOILET REPLACEMENT PROGRAM

The New York City Department of Environmental Protection is pleased to offer the 2014 Toilet Replacement Program for qualified multi-family property owners. Participants receive a \$125 instant rebate on each new EPA WaterSense®-labeled high-efficiency toilet purchased through the program.



You can check the status of your application at any time. Just log in to your My DEP Account and go to the TRP tab.

ARE YOU ELIGIBLE?

You may be eligible to participate in the 2014 Toilet Replacement Program if you meet **all** of the following criteria:

- You are a multi-family property owner who converted to the Multi-Family Conservation Rate effective July 1, 2012;
- Your water meter is connected to an Automated Meter Reading (AMR) device;
- Your building has four or more units;
- Your water and sewer account is in good standing;
- Your building did not receive a rebate during the 1994-1997 Toilet Rebate Program; **and**
- You have not installed 1.6gpf (gallons per flush) low-flow or 1.28gpf high-efficiency fixtures in your building.

HOW THE PROGRAM WORKS

Eligible property owners can apply to participate in the 2014 Toilet Replacement Program using our user-friendly online application process. Follow these simple steps:

STEP 1: APPLY ONLINE

- Go to nyc.gov/dep and log in to your My DEP Account.
- Click on the TRP tab. If you are eligible to participate in the program, you will be automatically directed to the online application. Follow the instructions to complete the application.
- Select the property where you would like to replace toilets. A separate application is required for each eligible account.
- Enter contact information for the owner and/or an authorized representative.
- Using the drop-down menu, enter the number of toilets you wish to replace. Please note that you are required to bring old toilets back to the vendor for recycling.
- Click the button to submit your application. You will receive an email confirming receipt of your application. If approved, your voucher will arrive via email within ten days. If your application is denied for any reason, we will notify you via email.

STEP 2: GET NEW TOILETS AND INSTALL

- Once you have your voucher information, you will need to bring it to an authorized vendor location along with a valid government-issued photo ID and the My DEP Account user ID associated with the account. Make sure you are listed as either the owner or authorized representative for the account.
- Visit any of the authorized vendor locations listed on the right of this page. If you know which WaterSense®-labeled high-efficiency toilets you wish to purchase, it is a good idea to call the vendor in advance to confirm availability.
- Redeem your voucher for new WaterSense®-labeled high-efficiency 1.28gpf toilets. Be sure that each toilet has a MaP test score of at least 600 grams.
- Replace old toilets with your new WaterSense®-labeled high-efficiency toilets.

STEP 3: RECYCLE OLD TOILETS

After you have installed your new WaterSense®-labeled high-efficiency toilets, you are required to properly dispose of the toilets you replaced. Bring your old toilets to the vendor where you purchased your new toilets. There is no charge for disposal.

STEP 4: CONFIRM INSTALLATION

After you have installed your new toilets and have properly disposed of each old toilet, you are required to complete the Installation Confirmation Form and have it notarized. Mail it to the address indicated on the form. Failure to return this form may result in penalty charges on your water bill. Please be aware that your property may be inspected to confirm installation of the new toilets.

AUTHORIZED VENDORS


To redeem your voucher, visit any of the authorized vendor locations listed below. Only vendor locations authorized by the New York City Department of Environmental Protection can accept program vouchers.

Brooklyn


 **Solco Plumbing Supply**
413 Liberty Ave
Brooklyn, NY 11207
solco.com

The Bronx

 **Central Plumbing Specialties**
3619 White Plains Rd
Bronx, NY 10467
centralplumbingspec.com

 **Westchester Square Plumbing Supply**
2255 Westchester Ave
Bronx, NY 10462
wspsonline.com

Queens

 **Blackman Plumbing Supply**
134-07 Northern Blvd
Flushing, NY 11354
blackman.com

Staten Island

 **Coastal Plumbing Supply**
480 Bay St
Staten Island, NY 10304
coastaltrp.com

**The Toilet Replacement Program can help save New York City ten million gallons of water per day.
Start saving today, one flush at a time.**