

Arizona Water Company Rebate/ Grant Terms and Conditions

Effective June 1st, 2024

Last updated: June 2, 2026

Universal Terms and Conditions

- A. Programs are available to active Arizona Water Company customers only. The installation address must be within the Arizona Water Company (AWC) Certificate of Convenience and Necessity (CCN) service areas.
- B. Applicant must be the owner of the property or have the written permission of the owner to implement the specific conversion or efficiency upgrade and to apply for and receive rebate funds. Form available upon request.
- C. All rebates are subject to availability of funds.
- D. AWC reserves the right to change, update, or suspend programs at any time.
- E. New construction or additions to homes do not qualify.
- F. Inspection of the property may be required to verify installation or conversion.
- G. Any photos submitted are the property of AWC and may be shared in AWC reports and promotional materials.
- H. Itemized receipts must show the total amount paid, subtotal cost before tax, the date purchased, and the business purchased from. Discounts towards the purchase price will be subtracted from the amount eligible for rebate. Taxes and shipping costs are not eligible for rebate. The amount of a rebate cannot exceed the amount paid.
- I. Rebates will be provided as a credit on the customer's account, effective immediately once approved.

Single-Family Residential High-Efficiency Toilet Rebate

- A. **Purpose of rebate:** This rebate provides an incentive for all qualifying AWC customers to upgrade inefficient toilets to efficient Environmental Protection Agency (EPA) [WaterSense-labeled toilets](#) to conserve water.
- B. Applicant must also abide by the Universal Terms and Conditions.
- C. Toilet purchased and installed must be an EPA [WaterSense-labeled toilet](#) that flushes 1.28 gallons per flush (GPF) or less, or a dual flush toilet which uses no more than 1.6 GPF at maximum.
- D. Only single-family residential properties that are privately maintained and have a dedicated water meter qualify. Multi-family properties and master-metered properties do not qualify.
- E. Rebate explanation:
 - a. Applicants may receive a rebate up to \$100 toward the purchase of an EPA WaterSense-labeled toilet and a rebate of up to \$100 toward the cost of a licensed contractor to install the toilet. No rebate will exceed \$200.
 - b. If you have questions regarding this explanation, call 602-294-2479. This line goes straight to voicemail. The water conservation team checks messages daily and respond within 2-3 business days.

- F. Only one toilet per property is applicable for the rebate. If you are new to the house or unsure of your eligibility, please contact the Water Conservation team by calling 602-294-2479, or by emailing savewater@azwater.com prior to submitting the rebate form to determine if your home qualifies.
- G. Applications must be submitted within six (6) months of the purchase and installation of an eligible toilet. A toilet purchased and/or installed before January 1st, 2024 is not eligible for the rebate.
- H. All rebates are subject to availability of funds.
- I. The application must include a copy of the toilet purchase receipt as proof of purchase. The application must also include a copy of the toilet installation invoice or receipt as proof of installation. Installations need to be conducted by a licensed contractor to qualify for this portion of the rebate. Applications submitted without receipts will not be processed.
- J. To qualify for this rebate, the application must include a photo or photos showing the old toilet, and a photo or photos showing the new toilet after it has been installed.

Kohler Company Toilet Rebate Expansion

Purpose of rebate: AWC is partnering with Kohler Company to expand the Toilet Rebate Program for AWC customers in Pinal Valley, which includes the cities of Casa Grande and Coolidge, and surrounding areas. Under this expansion, customers can get an additional rebate towards the price of a high-efficiency Kohler toilet, as follows.

- A. The rebate is effective February 18th, 2025 for AWC customers in the Cities of Casa Grande, Coolidge, and surrounding areas.
- B. Applicant must also abide by the Rebate Universal Terms and Conditions.
- C. The customer can purchase and install one high-efficiency Kohler toilet that meets the following flow rate criteria:
 - a. Single Flush - 1.28 gallons per flush (gpf) or less
 - b. Dual Flush - 1.28/1.0 gpf or less
- D. Rebate explanation:
 - a. In addition to receiving \$100 from the AWC funding, Kohler will provide up to \$250 towards the purchase price of a high-efficiency toilet. Customers who have the toilet installed by a licensed contractor may receive an additional \$100 towards installation costs, making the total possible rebate amount \$450.
 - b. If you have questions regarding this explanation, call 602-294-2479. This line goes straight to voicemail. The water conservation team checks messages daily and will respond within 2-3 business days.
- E. Only single-family residential properties that are privately maintained and have a dedicated water meter qualify. Multi-family properties and master-metered properties do not qualify.
- F. The expanded rebate is available for only one toilet per property. If you are new to the house or unsure of your eligibility, please contact the Water Conservation team by calling 602-294-2479, or by emailing savewater@azwater.com prior to submitting the rebate form to determine if your home qualifies.

- G. Applications must be submitted within six (6) months of the purchase and installation of an eligible Kohler toilet. A toilet purchased and/or installed before August 18th, 2024 is not eligible for the rebate.
- H. All rebates are subject to availability of funds.
- I. The application must include a copy of the toilet purchase receipt as proof of purchase. The application must also include a copy of the toilet installation invoice or receipt as proof of installation. Installations need to be conducted by a licensed contractor to qualify for this portion of the rebate. Applications submitted without receipts will not be processed.
- J. To qualify for this rebate, the application must include a photo or photos showing the old toilet, and a photo or photos showing the new toilet after it has been installed.

Options for submitting a toilet rebate application:

- 1. Online via the MyAWC customer account portal at <https://www.azwater.com/customer-care/pay-a-bill/>. This form allows for photos and documents to be attached to the form.
- 2. Use the fillable PDF version of the application from available at www.azwater.com/conservation/toilet-rebate-program/. Email the form with photos and receipts to savewater@azwater.com
- 3. Stop by your local division office to pick up a printed version of the application form. Print off photos and copies of receipts, and either drop it off to local division office or mail it to the following address:

Attention: Arizona Water Company Water Conservation Team
3805 North Black Canyon Highway
Phoenix, AZ 85015

Commercial, Industrial, Institutional (CII) Grant Program

Purpose of rebate: AWC is partnering with Kohler Company to provide rebate funds to eligible CII customers in Pinal Valley, which includes the cities of Casa Grande and Coolidge, and surrounding areas. With this program, customers can receive funds towards the cost of implementing water-saving recommendations as follows:

- A. The rebate is effective March 1st, 2026, for AWC Commercial, Industrial, Institutional (CII) customers in the Cities of Casa Grande, Coolidge, and surrounding areas (Pinal Valley).
 - a. Non-CII customers and customers outside of Pinal Valley are not eligible for this grant.
- B. Applicants must also abide by the Universal Terms and Conditions.
- C. Applicants must have a Water Efficiency Checkup (WEC) conducted at the facility after January 1st, 2025 to be eligible for grant funds.
 - a. CII WECs are funded entirely by AWC and conducted by Water Resources Consulting LLC. A WEC includes pre-analysis, an in-person inspection, and a follow-up report from Water Resources Consulting. The follow-up report includes a list of customized recommendations for the facility to implement to achieve water savings.
 - b. Any WEC performed by an external company will not be eligible for this CII grant.
 - c. Only recommendations provided in the WEC follow-up report are eligible for CII Grant program funding.
- D. Up to \$5,000 in grant funds are available. Grants are limited to one grant per facility. If an entity

receives multiple WECs at different facilities, each individual facility is eligible for separate CII grant funds. A facility is defined as a location with a single and unique service address.

- a. For example, if a unified school district received multiple WECs at facilities with different service addresses, each facility with a unique service address is eligible for a grant.
- E. The applicant, not Kohler or AWC, will pay for all project expenses over \$5,000. The applicant must agree to pay for all project costs over \$5,000, for the project to be approved.
 - a. For example, if it costs \$7,500 to upgrade the irrigation equipment at a facility, the project will only be approved if the applicant agrees to pay for the \$2,500 remaining after CII Grant funds are distributed. If not, the project will not be approved.
- F. The applicant, not Kohler or AWC, is responsible for ongoing maintenance and operation costs of the project after project completion. Any repairs or miscellaneous costs will not be covered by this grant.
- G. The process of receiving the grant is as follows:
 - a. The applicant will schedule and receive a free WEC from AWC and Water Resources Consulting. The WEC will provide customized water-saving recommendations in the follow-up report.
 - b. The applicant will submit a pre-approval application that lists the desired facility upgrades, from the WEC report, that they would like to implement. Only recommendations listed in the follow-up report will be eligible for grant funds.
 - i. Projects that have already been started are not eligible for grant funding, unless otherwise discussed and decided upon by Kohler and AWC.
 - c. AWC and Kohler will review application submissions within two weeks of receiving them. AWC will contact the applicant regarding application status and recommend any necessary changes, if applicable.
 - d. If approved, AWC will send the project agreement to the applicant for signature. The project agreement will include project scope, deadline for project completion, funds awarded, etc. The applicant will sign the agreement and send it back to AWC.
 - i. If changes need to be made to project scope, timeline, costs, etc., the applicant must notify and get approval from AWC before changes are completed to guarantee grant funds.
 - e. Once the applicant has signed and returned the project agreement, the applicant will move forward with implementing the pre-approved recommendations.
 - f. Applicants must complete the project and provide evidence of completion to AWC Conservation staff no more than (6) months after signing the CII Grant Agreement. If applicant does not complete the project and submit evidence of completion to AWC within 6 months of signing the CII Grant Agreement, AWC and Kohler may, in their sole discretion, deny approval and/ or distribution of grant funds. The applicant is responsible for notifying AWC once the project has been completed.
 - i. Evidence of completion must include documentation proving the date of installation, photos, and invoices.

- g. AWC may request additional documentation. AWC reserves the right to determine, in its sole discretion, whether an applicant's evidence of completion is sufficient to deny award of funds if AWC determines the applicant's evidence of completion is insufficient. If documentation does not reflect previously agreed-upon work, AWC has the right not to distribute grant funding.
- h. Once post-project documentation is verified and accepted, AWC will notify the applicant and distribute the funds.
- i. Rebate applications must be submitted and received by AWC by March 1st, 2027, or before funds are exhausted, whichever is earlier

