Arizona Water Company Toilet Rebate Program – Kohler Expansion

The Arizona Water Company (AWC) Single-Family Residential High-Efficiency Toilet Rebate program provides an incentive for upgrading old toilets to new high-efficiency Environmental Protection Agency (EPA) Water Sense-labeled toilets to conserve water.

Thanks to a partnership with Kohler Company, this rebate program is expanding for Arizona Water Company customers in Pinal Valley, which includes the cities of Casa Grande and Coolidge, and surrounding areas.

As of February 18th, 2025, Arizona Water Company and Kohler Company are offering rebates of up to $350.00 for the cost of a high-efficiency Kohler toilet, with an additional rebate available of up to $100 towards the cost of toilet installation by a qualified provider.

See the Terms and Conditions at the end of the application for more details.

PROGRAM ELIGIBILITY (AT A GLANCE)

A. Applicant must abide by the Rebate Universal Terms and Conditions (see page 5 to 7)
B. 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.
C. Applicant must be the owner of the property where the new toilet is being installed or must have written permission for the owner. Form available upon request.
D. Only one toilet per property is applicable for the rebate.
E. New construction or additions do not qualify.
F. Applications must be submitted within six (6) months of the purchase and installation of an eligible toilet. A toilet purchased and/or installed before August 18th, 2024 is not eligible for the rebate, unless otherwise approved by AWC staff.
G. All rebates are subject to availability of funds.
H. The following evidence must be provided as part of the application:

- Copy of the toilet purchase receipt as proof of purchase. Copy of the toilet installation invoice or receipt as proof of installation. Installations need to be conducted by a licensed contractor to quality for this portion of the rebate.
- 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.
- A photo or photos showing the old toilet, and a photo or photos showing the new toilet after it has been installed.

Send completed application, receipts, and photos to:

By mail:

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

By email:

savewater@azwater.com

Or drop off in person at your local AWC Office:

https://www.azwater.com/contact/contact-directory/

Questions about the Rebate Program:

Website: azwater.com/conservation/toilet-rebate-program/
Phone: 602-894-3305
Email: savewater@azwater.com

PLEASE SUBMIT PAGES 3-4 AND KEEP ALL OTHER PAGES FOR YOUR RECORDS

After the rebate application form, receipts, and photos have been submitted, the AWC Water Conservation Team will review the application for eligibility and completeness.

Staff may contact the applicant with any questions about the application or supporting documents. Rebates will be provided as a credit on the customer's account effective immediately once approved.

If you have additional questions, please contact the AWC Water Conservation Team by calling 602-894-3305, or by emailing savewater@azwater.com

APPLICANT DETAILS

Is this application for a single-family residential property that is privately maintained and has a dedicated water meter? Multi-family properties and master-metered properties do not qualify.

☐ Yes
☐ No

Name:

Phone Number:

E-mail Address:

Arizona Water Company Account Number:

Name on AWC Account:
(if different from applicant name)

Service Address:
(toilet must be installed at this property)

Mailing Address:
(if different from service address)

Are you the owner of the property?

☐ Yes
☐ No, but I have permission from the owner.

If known, please provide the flush volume of the toilet being replaced:

REBATE INFORMATION

What Type of Rebate is this application for?:

AWC customers in the Pinal Valley (Casa Grande, Coolidge, or surrounding areas) may choose the General Rebate **or** the Full Kohler Rebate. *(Answer either 1 or 2)*

1. General Rebate (non Kohler) *(select one)*

☐ New High Efficiency Toilet Only *(Up to $100)*

☐ New High Efficiency Toilet and Installation Fees *(Up to $200 total)*

2. Full Kohler Rebate *(For AWC Pinal Valley customers only)*

☐ New High Efficiency Toilet Only *(Up to $350)*

☐ New High Efficiency Kohler Toilet and Installation Fees *(Up to $450 total)*

Date of new high efficiency toilet installation?: *(mm/dd/yyyy)*

EVIDENCE CHECKLIST

The application must include the following evidence:

☐ Written permission of the owner to implement the specific conversion or efficiency upgrade and to apply for and receive rebate funds. Form available on request. *(applicable only if the applicant is not the owner)*

☐ A copy of the toilet purchase receipt as proof of purchase

☐ A copy of the toilet installation invoice or receipt as proof of installation. Installations need to be conducted by a licensed contractor to quality for this portion of the rebate. *(applicable only if applying for both installation and toilet rebate option)*

☐ 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.

☐ A photo or photos showing the old toilet.

☐ A photo or photos showing the new toilet after it has been installed.

REBATE UNIVERSAL TERMS AND CONDTIONS

By signing below, you agree to the Rebate Universal Terms and Conditions
(see pages 5-7))

Applicant Signature Date

Arizona Water Company Rebate Terms and Conditions

Effective June 1st, 2024
Last updated: June 2, 2026

Rebate Universal Terms and Conditions

A. Rebates 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. A limited number of rebates are available each year. Rebates will be given on a first come, first serve basis based on the date and time AWC receives the rebate application.
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

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.

A. Applicant must also abide by the Universal Terms and Conditions.
B. 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.
C. 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.
D. 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 602-894-3305. This line goes straight to voicemail. The water conservation team checks messages daily and respond within 2-3 business days.

E. 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 602-894-3305, or by emailing savewater@azwater.com prior to submitting the rebate form to determine if your home qualifies.
F. 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.
G. All rebates are subject to availability of funds.
H. 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.
I. 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 602-894-3305. 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 602-894-3305, 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