



## Arizona Water Company Toilet Rebate Program

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](#)<sup>1</sup> to conserve water.

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.

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.

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 and 6)
- 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 January 1st, 2024 is not eligible for the rebate.
- G.** Rebate applications must be submitted and received by AWC by May 29<sup>th</sup>, 2026 or until funds are exhausted.
- 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 qualify 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.

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<sup>1</sup> Environmental Protection Agency Water Sense: Residential Toilets  
<https://www.epa.gov/watersense/residential-toilets>



## Arizona Water Company Toilet Rebate Program

- 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](mailto: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/](https://www.azwater.com/conservation/toilet-rebate-program/)

Phone: 602-294-2479

Email: [savewater@azwater.com](mailto: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. A rebate check will be mailed to the applicant within 6-8 weeks of the application approval.

If you have additional questions, please contact the AWC Water Conservation Team by calling 602-294-2479, or by emailing [savewater@azwater.com](mailto:savewater@azwater.com)



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### 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?:** *(pick one)*

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

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

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



## Arizona Water Company Toilet Rebate Program

### 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 qualify 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 CONDITIONS

**By signing below, you agree to the Rebate Universal Terms and Conditions** (see page 5 and 6)

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date



### **Arizona Water Company Rebate Terms and Conditions**

*Effective June 1<sup>st</sup>, 2024*

*Last updated: April 10, 2025*

#### **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. The rebate will be provided to AWC customers as a check mailed within 6-8 weeks of AWC approving the application, unless otherwise specified.

#### **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:



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- 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.
- 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 602-294-2479, or by emailing [savewater@azwater.com](mailto: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. Rebate applications must be submitted and received by AWC by May 29<sup>th</sup>, 2026 or until funds are exhausted, whichever is earlier.
- 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.

### Options for submitting a toilet rebate application:

- 1. Online via the Survey 123 application form available at [www.azwater.com/conservation/toilet-rebate-program/](http://www.azwater.com/conservation/toilet-rebate-program/). 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/](http://www.azwater.com/conservation/toilet-rebate-program/). Email the form with photos and receipts to [savewater@azwater.com](mailto: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