

Arizona Water Company Rebate Terms and Conditions

Effective June 1st, 2024

Last updated: April 10th, 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

- 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. Rebate applications must be submitted and received by AWC by May 29th, 2026 or until funds are exhausted, whichever is earlier.
- 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 WIFA Grant, 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. Rebate applications must be submitted and received by AWC by May 29th, 2026 or before funds are exhausted, whichever is earlier.
- 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 Survey 123 application form available at 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 form 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