



Fall 2008 Season to Save Frequently Asked Questions:

Deadlines & Dates? Sign-up of customers begins October 15. Toilet applications must be received by December 15 at the SAWS Conservation Department to count toward \$25 credit. Toilets should be picked up at the Morrison Supply located at 10130 Jones Maltberger.

Why does SAWS do this program?

Trading out older, less-efficient toilets is an important way to conserve water. For every 100 homes that trade out older toilets, the community saves approximately one million gallons of water a year!

Who is eligible?

SAWS residential water customers whose residence was built prior to 1992, and that still have high flow toilets in their home. Please note that renters must obtain landlord consent.

Are the toilets any good...do they work?

The toilets are white round-front models. With proper documentation, customers can qualify for toilets that comply with the Americans with Disabilities Act (ADA). SAWS took a lot of time in researching brands and models of toilets in an effort to ensure that they work properly.

Won't I get a better toilet if I buy my own at a store?

You will not necessarily get as good of a toilet if you buy one at a store. Not all toilets perform their function well. Unfortunately, studies have shown that cost is not necessarily an indicator of performance for toilets. To see reviews of toilets check out:

<http://www.awwa.org/waterwiser/watch/WaterClosetPerformanceTesting.pdf>

Why work with non-profits on trading out toilets?

This program was experimental its first year to test the idea that non-profits would be more effective than using advertising to find eligible customers. It worked! Participating organizations helped SAWS give out 3,000 toilets earlier this year with no paid advertising.

Can I get a special color or elongated seat?

No. We are sorry, but the program is only cost-effective if we can order large quantities in bulk. Special orders make the cost of each toilet go up by 50%.

What about ADA or handicapped toilets for elderly or physically challenged citizens?

SAWS will provide a white, ADA toilet for those who can document a need through a note from a medical professional. ADA toilets are taller and have a larger seat. If a customer is older than 65 years, a copy of a driver's license or other photo identification that shows age and address is adequate documentation of need.

How do people get their toilets?

Customers who qualify for the toilet(s) will receive a voucher in the mail indicating when and where and by what date they should pick up their toilet(s). They may sign this voucher and give it to a third party to pick up the toilet for them. The customers will pick up the toilet(s) at the Morrison Supply located at 10130 Jones Maltberger. Toilets will be loaded into cars for customers.

When will we get a check?

Groups will get checks after toilet(s) have been picked up. You can increase the amount of your check by calling people a few days before the pick-up date and reminding them to go get their toilet(s). There will be no other opportunity to pick up the toilet that will earn you the \$25 per unit.