



CITY OF DALLAS WATER UTILITIES

New Throne For Your Home Toilet Voucher Instructions

11700 Preston Rd. • Suite 660-522 • Dallas, Texas 75230
Telephone: (214) 670-3155

The residential *New Throne For Your Home* Voucher Program offers up to \$90 per toilet to replace existing high-flow toilets with low-flow models. It is possible for a family to save over 30 gallons of water per day or 10,600 gallons annually. This saves you money on both water and wastewater charges.

This voucher program is for point-of-purchase discount only. No cash or credit will be returned if the toilet price is less than \$90.00. **Vouchers are limited and will be issued on a first-come, first-served basis.**

TO QUALIFY

- Toilet(s) must be installed in a residence built before 1992 that receives water directly from the City of Dallas Water Utilities. A copy of your most recent bill needs to be included with the application.
- There is a limit of two (2) toilets per residence. The new toilets are a complete unit. They can be one piece (tank and bowl as one unit) or two pieces (tank and bowl) to be fitted together for a complete unit.
- Each new toilet must replace an existing large-capacity toilet (7, 5, or 3.5 gpf). Use the tips below to calculate the flush volume of your current toilets.
- Old toilet(s) cannot be reused. Customer agrees to destroy or disable their old toilet(s).
- Customer agrees to an installation verification visit by City of Dallas staff.
- Customer agrees to complete a post-installation survey.
- Customer agrees to pay for the sales tax on the toilet(s), installation cost (if not installing the fixture yourself) and needed materials to install new toilets.
- Customer has not received a low-flow toilet from other City of Dallas programs.

E-mail any application questions using the contact form at:

www.ci.dallas.tx.us/forms/water_conservation_contact.html or call (214) 670-3155.

TIPS TO DETERMINE THE GALLONS-PER-FLUSH VOLUME

1. Look for marks or labels near the toilet seat hinge. A 5-gallon per flush (gpf) toilet might be shown as 22.73 liters, a 3.5 gpf as 15.91 liters. All 1.6 gpf (6.1 liters) toilets should be marked at the toilet seat hinge.
If no markings, check the underside of the tank lid or the tank's back inside wall for a date stamped in the porcelain. Toilets produced before 1985 are 5-7 gpf, a date between 1985 to 1991 would be 3.5 gpf. All toilets made after 1991 are 1.6 gpf.
2. There are two ways to conduct a Toilet Water Use Test. The most accurate way is by measuring the tank.
 - a. Measure the length of the tank.
 - b. Measure the width of the tank.
 - c. Measure the full water level in the toilet tank (depth 1).
 - d. Flush the toilet and measure the drop at the lowest level (depth 2).
 - e. Subtract depth 2 from depth 1. This will give you the "drop" measurement.
 - f. Multiply the length times the width times the "drop" to determine the volume of cubic inches of water used per flush.
 - g. Divide the volume by 231 to get the number of gallons per flush.



CITY OF DALLAS WATER UTILITIES

New Throne For Your Home Toilet Voucher Application

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This program applies to residential customers of the City of Dallas Water Utilities (DWU). You must apply for and receive voucher(s) before you purchase toilet(s).

INSTRUCTIONS: Participating in the City of Dallas New Throne For Your Home Toilet Voucher Program is easy.

- 1. Complete and return this application and a copy of your most recent City of Dallas water bill.
2. Mail completed application and copy of your water bill to: New Throne For Your Home Voucher Program, 11700 Preston Rd. • Suite 660-522 • Dallas, Texas 75230
3. Vouchers will be sent to you with a list of approved toilets and retailers.
4. Choose the replacement toilet make/model and present the voucher to the Customer Service Desk for credit toward purchase of complete toilet (tank and bowl).
5. Voucher covers porcelain (tank and bowl), participant will pay any cost differential for toilet/wax ring/seat/parts, etc. Voucher funds cannot be used to pay sales tax costs.
6. We will contact you to schedule the installation verification of the new toilet(s).

E-mail any application questions using the contact form at: www.ci.dallas.tx.us/forms/water_conservation_contact.html or call (214) 670-3155.

CUSTOMER AND ACCOUNT DATA (Installation Address) Please print clearly or type information.

Customer Name: _____

Street Address: _____

City/State/Zip Code: _____

Homeowner name (if different from Customer Name): _____

Mailing Address (if different than above): _____

Daytime Telephone: _____ E-mail: _____

DWU Account Number: _____ Year Home Built: _____

No. of Toilets: _____ Toilets to be Replaced: (1 or 2) Number of Household occupants: _____

Gallons per Flush (gpf) Toilet #1: _____ Gallons per Flush (gpf) Toilet #2: _____

How did you hear about the program? Mailer: ___ Newspaper: ___ Radio: ___ DWU Website: ___ Other: ___

I hereby certify that I am a City of Dallas Water Utilities customer or property owner authorized to replace the toilet at the address listed above. I have read and agree with the terms and qualifications as stated in the City of Dallas Water Utilities New Throne For Your Home Voucher Program.

- 1) City of Dallas does not guarantee toilet performance or workmanship. 2) I agree to a post-installation verification. 3) The high volume toilets being replaced will be destroyed or disabled before disposal. 4) I am responsible for toilet costs above the voucher amount, Texas Sales Tax and installation charges. 5) Vouchers expire 45 days after issuance.

Signature _____ Printed Name _____ Date _____

CITY OF DALLAS USE ONLY Date Received: _____ Application Status: Approved / Denied Date Approved/Denied: _____ Voucher No.: _____