



THE CITY OF
CALGARY

Canyon Showroom
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October 20, 2009

Attention Plumbing and Kitchen & Bath Managers and Supervisors:

Subject: Changes to The City of Calgary Residential Toilet Replacement Program

The City of Calgary recognizes you as a vital part to the success of the toilet rebate program. For that reason we want to ensure that you receive up-to-date information regarding the program that might affect your business. The Toilet Replacement Program is an important contributor to our water efficiency goal in Calgary, and we value your support and participation.

What is the change?

The City of Calgary will be changing the criteria used for approving eligible toilets. As of **January 1, 2010**, all eligible toilets approved to participate in this program must satisfy the Unified North American Requirements for Toilet Fixtures (UNAR) specification and appear on the published UNAR reports.

After **January 1, 2010**, a customized City of Calgary eligible toilet list will no longer be available. A direct link to the UNAR reports will be used and citizens will be referred to the UNAR reports for a list of toilets eligible to participate in the program. The UNAR reports are managed, maintained and updated by Veritec Consulting, Inc. and Koeller Company.

When does this change take effect?

The change will be effective **January 1, 2010**.

Why the change?

We continually strive to improve the program to ensure Calgarians install toilets that perform well, meet customer satisfaction, and sustain water savings over time. We also look at similar programs that are offered by other municipalities and the common trends and improvements that are currently being made. As a result, we have decided to adopt the UNAR specification.

What is UNAR?

The UNAR standards incorporate elements of the MaP testing protocol with the Los Angeles Supplementary Purchase Specification (SPS) requirements for chemical resistant flappers and a maximum flush volume under maximum adjustment conditions. In addition, the UNAR specifies that all toilets must successfully clear a minimum of 350g of test media.

The UNAR approved toilet performance listing is split up into two separate published reports; the UNAR-Qualified Ultra-Low-Flush Toilet Fixture (ULFT) and the UNAR-Compliant High-Efficiency Toilet Fixtures (HET). To view the current reports and for more information about UNAR please visit the Alliance for Water Efficiency (AWE) website at:

http://www.a4we.org/UNAR_Unified_North_American_Requirements_for_Toilet_Fixtures.aspx



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How will this change affect my business?

As a result of the new UNAR criteria, some toilet models that are currently listed on our eligible toilet list will no longer be eligible to participate in the program. Please review both UNAR reports prior to January 1, 2010 to ensure that the toilet models you currently promote appear on the UNAR reports and will still be eligible to participate in the program after the change comes into effect.

It is your responsibility to ensure that your staff is up-to-date on the program changes. Any toilets that are purchased after **January 1, 2010** that do not appear on the UNAR reports will be rejected for the rebate and customers will be referred back to the place of purchase.

How will this change affect the Eligible Toilet List between now and January 1, 2010?

As a transition to this new change, we have added toilets that are currently listed on the published UNAR reports to our eligible toilet list. No toilet models will be removed until the new changes come into effect.

Any toilet that appears on the current eligible toilet list will be eligible to participate in the program if purchased on or before **December 31, 2009**. Any toilet purchased after that date must appear on one of the two UNAR reports in order to be eligible to receive the rebate.

How will the change be implemented?

On **January 1, 2010**, a customized City of Calgary eligible toilet list will no longer be available. A direct link to the UNAR reports will be available on our website at www.calgary.ca/toilet and citizens will be referred to the UNAR reports for a list of toilets eligible to participate in the program. If a toilet does not appear on the UNAR report, it will not be eligible to participate in this program and the applicant will not receive the toilet rebate.

The current City of Calgary September 2009 eligible toilet list is enclosed for your reference. Please schedule a training session with your staff to advise them of the changes to the program and to review the following eligibility requirements that must be met by all applicants to the program.

Eligibility requirements to participate in the Residential Toilet Replacement Rebate Program

- The residential property must be located within the City of Calgary
- Participants must have a water meter installed at the residence and be actively billed on that water meter
- New toilets must *replace* a toilet that has a flush volume of 13 litres or more. New construction or basement developments do not qualify
- Old toilets must be removed and disposed of to ensure they are not sold for reuse and *proof of disposal is required* (i.e picture of destroyed old toilet, landfill receipt, or disposal indicated on the plumber's invoice)
- Participants must submit an *original* detailed receipt that shows the toilet make and model (name and number) or an item number/product identifier
- Participants must complete an application form and submit it along with the original receipt and proof of disposal

Please ensure that you have the new brochures and promotional material as they have changed to reflect the program changes. Not sure if you have the most up-to-date materials? Just call the 3-1-1 or the Water Efficiency Program Assistant and we will make sure you have everything you need.



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Available promotional material

We would like to help you promote the toilet rebate program at your business. Therefore, we offer the following promotional opportunities:

- Our Water Educator is available to spend time in your store speaking with customers about the program and referring them to eligible toilets available in your store.
- Promotional materials such as promotional posters, eligible toilet stickers and displays are available for your store
- Toilet Rebate brochures with the program application form are available by calling 3-1-1. Let them know how many you wish to receive and we will mail them to you. If you currently have brochures, please make sure they are up-to-date as changes have been made to the brochure. The most recent brochures have the code number 2009-1925 or 2009-0025 located in the bottom right hand corner on the back of the brochure.

We are actively reviewing the program and are excited for future improvements. We understand that changes made to the program may impact your business operations and we recognize that businesses will require a transition period. We will notify you of any future changes and updates.

Thank you for being a part of the program and for your continued support. We hope that you have found the program has created success for your business. With your continued help we can ensure that Calgary has a lasting supply of water for the future.

If you have any questions about the program or are interested in receiving any promotional material for your store, please do not hesitate to contact me.

Regards,

Shauna Flynn

Water Efficiency Program Assistant

Water Resources

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