

Frequently Asked Questions

Is this really a free program?

Yes, the majority of the time. The program covers the cost of both the toilet and installation. However, it does not cover the cost of repairs or upgrades to existing conditions such as repairing floor damage from dry rot or retrofits for ADA compliance. The Participating Plumbers may offer additional services or upgrades for a fee.

Who can participate?

Any home or business connected to a participating sanitation district or zone may participate provided that the existing toilet(s) meets replacement criteria of being manufactured before 1993 and were designed to flush more than 1.6 gallons per flush. If you are unsure if your toilets qualify, the Participating Plumbers will be able to determine eligibility. The participating sanitation districts are Occidental, Russian River, and Sonoma Valley County Sanitation Districts. The participating sanitation zones are Airport/Larkfield/Wikiup, Geyserville, Penngrove, and Sea Ranch Sanitation Zones.

What is included in the program?

The High-Efficiency Fixture Direct Install Program includes a qualifying, high-efficiency toilet (or urinal), toilet seat, wax ring, bolt kit, recycling of the old toilet, and labor for installation. If replacement is necessary, an angle stop with water supply line, flange and/or riser will be included and installed. The Participating Plumber will also check your other water using fixtures and replace your showerheads and aerators with free, water-efficient models.

Are all of the Participating Plumbers the same?

No, any plumber can sign up and agree to participate. You should select a plumber from the Participating Plumbers List the same way you would normally select a plumber – by shopping around and obtaining multiple bids or estimates.

Do all of the plumbers install the same toilets?

No, each Participating Plumber may provide and install any high-efficiency toilet from our List of Qualifying Toilet Models which can be found on our website at www.sonomacountywater.org/direct-install. Shop around and work with your selected Participating Plumber to get the toilets you prefer.

How many toilets or urinals will be changed?

All toilets and urinals at the property will be retrofitted with new, qualifying high-efficiency fixtures. Our goal is to replace 100% of the old, water wasting toilets and urinals.

Can I install my own toilet instead?

Yes, you can select your own toilets from our List of Qualifying Toilet Models and install them yourself (or hire any plumber) by participating in our rebate program. You can get up to \$150 back for each qualifying high-efficiency toilet. See program information for complete details at www.sonomacountywater.org/sanitation-rebates.

I got a rebate for my toilets in the past. Can I still participate?

No, unless you did not change all of your toilets. This program is for replacing older, pre-1993 toilets that are designed to flush at more than 1.6 gallons per flush. If you have received a rebate in the past, your toilets are already efficient.

Why is the sanitation district paying for this?

Rather than expanding treatment plant capacity, the zones and districts are reducing the amount of wastewater that flows to the treatment plant by helping you save water. A new high-efficiency toilet can use as much as 63% less water per flush without any sacrifice in performance. It's a win-win solution!