

Water-Wise Evaluations

Service provides customers with an evaluation of their property's water usage. This service is available to all San Francisco residents and all retail customers of San Francisco Public Utilities Commission. During a Water-Wise Evaluation, Water Conservation technicians will:

- Review consumption history of each water account
- Check toilets for leaks and determine flush volumes
- Determine flow rates of showerheads and faucets
- Provide free high-efficiency showerheads and faucet aerators, as needed
- Provide standard toilet replacement parts for toilets
- Make recommendations to reduce outdoor use

For more information or to schedule an appointment, contact (415) 551-4730 or email waterconservation@sfgwater.org.

Free Conservation Materials and Devices (while supplies last)

Customers can pick up free devices at 1155 Market Street 1st Floor, from 8am to 5pm Mon-Fri by providing a copy of their water bill and/or proof of San Francisco residency and a photo ID. Customers requesting more than 10 devices of each type will need to schedule a water-wise evaluation before receiving the free devices. The following items are also provided during a water-wise evaluation for all property types if applicable.

- "Practical Plumber's Handbook"
- 1.5 gpm Faucet Aerators for residential properties
- 1.5 gallon per minute Niagara Shower Heads
- Standard Toilet Flappers
- Toilet Dye Tabs (toilet leak detection tablets)

Low-Income Direct Toilet Installation

Low-income San Francisco residents participating in the Community Assistance Program (CAP) may be eligible to receive a high efficiency toilet for free, installation included. The Direct Install program includes a required onsite water audit, during which a water conservation expert checks for leaks, provides free water-saving devices such as showerheads and aerators, and confirms eligibility for toilet replacement. A licensed plumber will then replace toilets that qualify – free of charge.

You must meet the following criteria to participate in the Direct Install program:

- Be a San Francisco residential water customer
- Participate in the Community Assistance Program (CAP) or have been previously inspected and deemed eligible for the Direct Install program. To apply for the CAP that provides discounts to qualifying single-family low-income water customers in San Francisco, call SFPUC Customer Service at (415) 551-3000 to request an application or download an application online at www.sfgwater.org.
- Have a toilet installed before 1994 and flushes at 3.5 gallons or more
- Contact the water conservation section to schedule and participate in a free water inspection to verify eligibility of the toilet and receive water saving devices and tips on how to reduce water use.

For more information about this program, give us a call us at 415-551-4790.

This is only a partial list of programs offered. For more information about SFPUC Water Conservation Programs, please refer to <http://conserve.sfgwater.org>

High-Efficiency Toilet and Urinal Rebates

Any single-family customer, multi-family customer, tenant, or San Francisco renter who purchases a high-efficiency toilet from San Francisco Public Utilities Commission's qualifying list that is **replacing** a pre-1994, inefficient toilet may qualify for a rebate. Single residential properties are limited to three toilet rebates per property.

High Efficiency Toilets (HETs)

Up to \$125 rebate (tank style) - HETs flush an average of 1.28 gallons per flush or less and include dual-flush models from San Francisco Water Power Sewer's list of qualifying HET's

Up to \$300 rebate (flushometer style) - HETs flush at 1.28 gallons per flush, bowl and flushvalve combinations chosen from San Francisco Water Power Sewer's qualifying list

High-Efficiency Urinals (HEUs)

Up to \$300 - HEUs flush volumes range from 0.5 gallons per flush to waterless models (NOTE: installing waterless urinals requires a plumbing permit through DBI Plumbing Inspection Division 415-558-6054)

Customers requesting more than 10 fixture rebates are required to have a pre-installation inspection by the Water Conservation Section to verify the property's eligibility to participate in the program. Applications, eligibility rules, and the qualifying list of toilets and urinals are available online at <http://conserve.sfwater.org> or call 415-551-4730 and a rebate packet can be mailed to customers.

Clothes Washer Rebates

Residential Clothes Washers — Any single-family customer, multi-family customer, tenant, or renter who purchases a **single** clothes washer.

San Francisco Water Power Sewer and Pacific Gas and Electric Company (PG&E) together are offering a streamlined rebate process to customers who purchase high-efficiency clothes washers. Customers are now eligible to receive a combined water/energy rebate for the purchase of a qualified water and energy-efficient clothes washer.

Currently **tiers 2 and 3** from the Consortium for Energy Efficiency (CEE) product list of qualifying clothes washers qualify for a rebate of \$125. (NOTE: SFPUC does not rebate clothes washers that use silver ion technologies)

For residential clothes washer rebate program rules, to apply on-line, obtain an application form, or a current list of qualifying models and their rebate amounts visit www.waterenergysavings.com. For more information on this program, please call PG&E's Smarter Energy Line at (800) 933-9555, Monday through Friday, 8:30 A.M. to 5:00 P.M.

Commercial Clothes Washers — A customer who purchases a commercial washer or a multi-family account purchasing a commercial clothes washer for installation in common-area laundry facilities may be eligible for a rebate of up to \$200 for installing high efficiency models. Leased high-efficiency clothes washers are now eligible for rebates of up to \$200 per clothes washer under a 5 year lease contract. Approved qualifying list available online at <http://conserve.sfwater.org>

Sustainable Gardening Workshops

SFPUC provides funding to Garden for the Environment, San Francisco's only organically maintained public demonstration garden. The partnership with includes a free series of organic gardening workshops designed to provide participants with the tools to implement sustainable landscape design, including climate appropriate and colorful plant selection, efficient watering practices, and pest control products that help prevent pollution runoff into the soil and surrounding ocean and bay waters. For more information, please visit gardenfortheenvironment.org.

This is only a partial list of programs offered. For more information about SFPUC Water Conservation Programs, please refer to <http://conserve.sfwater.org>