



Services of the San Francisco  
Public Utilities Commission

## High-Efficiency Toilet and Urinal Replacement Program

### Program Rules

Thank you for your interest in the San Francisco Public Utilities Commission (SFPUC) free toilet and urinal replacement program. Replacing older, high water use toilets and urinals with high-efficiency models is one of the best ways to save water in your home. The program is available to all residential properties in San Francisco with an active SFPUC water service account.

To participate, your property must have existing toilets that use 3.5 gallons per flush or more and/or urinals that use more than 1.0 gallon per flush. Residential properties purchased after July 1, 2009 are not eligible for participation, because [San Francisco's Residential Energy and Water Conservation Ordinance](#) requires that old non-compliant toilets and urinals (as well as faucets and showerheads) be replaced with water-efficient models before the property is sold.

Fixtures eligible for the program are generally over 20 years old. Toilets rated 1.6 gallons per flush or less are not eligible for replacement. Visit [sfwater.org/prep](http://sfwater.org/prep) for guidance on determining fixture age and flow rates as well as how to photograph them to submit along with your application.

The following steps outline the process for participation in the SFPUC's free toilet and urinal replacement program:

1. Step 1. Complete the online application including at least two photos of your toilet(s) and the Health and Safety protocols document. Within approximately two business days of submission of an application, the SFPUC will notify applicants if they meet criteria to participate in a mandatory pre-inspection by phone.
2. Step 2. Participate in a mandatory pre-inspection by phone. Applicants will be contacted by the SFPUC to schedule a mandatory pre-inspection via telephone. A video call may be necessary depending if toilet replacement eligibility can be determined from applicant submitted photos. Applicants will be informed after the pre-inspection if their site is approved for fixture replacement.
3. Step 3. Respond to a request to schedule a fixture replacement date. The SFPUC's plumbing contractor will contact approved sites to schedule a date for fixture replacement.

### Program Terms and Conditions

If your property's fixture eligibility is confirmed during a mandatory pre-inspection, you must agree to

the following Program Terms and Conditions. By clicking the box in the online application form, you are confirming that you have read, understood, and agree with all the Program and Indemnification provisions. The Participant is defined as the water account holder, property owner(s), or the property owner's legal representative. The SFPUC's contractor will also provide you a copy of this agreement to sign at the time of fixture installation.

- All residents are given the appropriate notice for entry and agree to adhere to the health and safety protocols.
- Any bathroom or work area the contractor or employee must enter is cleaned and disinfected prior to the appointment.
- The employee or contractor will wave instead of shaking hands.
- The employee or contractor will practice 6 feet of social distancing while in the home/facility.
- Residents, contractors and employees present during the appointment will wear a mask.
- The employee or contractor will wear disposable gloves and will disinfect any surface area they have touched.
- The contractor will be alone in the bathroom during the inspection/installation and whenever possible, will keep the bathroom door closed as an additional preventative barrier.
- Participant agrees to allow entry and accompany a SFPUC representative or the SFPUC's designated contractor Bottom Line Utility Solutions, Inc. on the site to perform a pre- and/or post-installation inspection of the toilet(s) and/or urinal(s) when requested.
- The contractor shall have access to the property as necessary to install the high efficiency plumbing fixtures. The Participant must be present at the time of installation to permit entry to the property. A responsible adult must remain present at all times and follow all Health and Safety Protocols outlined in this [document](#) during the installation process.
- High-efficiency plumbing fixtures will not be installed at locations where abnormal site conditions exist, including but not limited to rotted flooring, broken waste flange, atypical rough-in dimensions, defective supply plumbing, hazardous materials in or around areas where work is being performed, and installation must not require carpentry or cosmetic repairs.
- Correction of any abnormal site conditions is the sole responsibility of the Participant.
- The installation of high-efficiency plumbing fixtures provided by the SFPUC is permanent. The contractor will prepare the old toilets and/or urinals for recycling. The Participant agrees to contact Recology to schedule a free pickup of the old plumbing fixtures under their bulky item pickup service. For larger sites, Recology will provide a cost estimate for the appropriate storage receptacle for dismantled old plumbing fixtures and schedule a date for removal.
- At the completion of the installation, the new high-efficiency toilets and/or urinals become property of the Participant. The SFPUC is not responsible for any manufacturer and/or contractor warranties. All products, services and labor are guaranteed and warranted solely by



## Plumbing Fixture Replacement Program (PREP)

### Application to Participate

requirements.

- The SFPUC is not responsible for damage that might occur to a Participant's property as a result of participation in the program. The SFPUC is not responsible for the quality of the toilet or urinal, or installation, and does not warranty any toilet, urinal or any fixtures component.
- The SFPUC does not warrant or guarantee that lower water bills may result from program participation.

**I hereby certify** that the property listed on this application is being served as a retail water customer of the SFPUC; The SFPUC provides high-efficiency toilets and urinals to achieve its water conservation goals by reducing public water demand. I agree to defend, indemnify and hold harmless the City and County of San Francisco (City) and all of its officers, agents, employees or authorized agents, employees or authorized representatives from any claims, suits, actions, losses or liability of every kind, nature and description resulting from participation in the High-Efficiency Toilet and Urinal Replacement Program, including but not limited to, the delivery, installation, product malfunction, plumbing malfunction, maintenance or use of high-efficiency toilets and/or urinals acquired from the SFPUC. This provision shall not apply if the loss is caused by the sole negligence or intentional tort of any person indemnified hereinabove.

In addition to Participant's obligation to indemnify City as specified herein, **Participant specifically acknowledges and agrees** that it has an immediate and independent obligation to defend City from any claim which actually or potentially falls within this indemnification provision, even if the allegations are or may be groundless, false or fraudulent, which obligation arises at the time such claim is tendered to the Participant by City and continues at all thereafter. City shall give Participant prompt notice of any claim covered by the foregoing indemnification provision and participant shall have the right to defend, settle or compromise any such claim, except that Participant shall seek City's prior written consent to settle or compromise any claim if the Participant contends that the City also shares in any liability.

Questions? Contact us by phone or email. **(415) 551-4730** [waterconservation@sfwater.org](mailto:waterconservation@sfwater.org)

Thank you for your interest in the San Francisco Public Utilities Commission (SFPUC) free toilet and urinal replacement program. Replacing older, high water use toilets and urinals with high-efficiency models is one of the best ways to save water in your home or business. The program is available to all residential properties in San Francisco with an active SFPUC water service account.

To participate, your property must have existing toilets that use 3.5 gallons per flush or more and/or urinals that use more than 1.0 gallon per flush. Toilets rated 1.6 gallons per flush or less are not eligible. Fixtures installed after 1994 do not qualify. Visit [sfwater.org/prep](http://sfwater.org/prep) for guidance on determining fixture age and flow rates.

Please answer all the questions below to complete the first step in the application process. Incomplete applications will be rejected.

APPLICANT INFORMATION	
<b>Applicant Name:</b>	
<b>Email Address:</b>	<b>Phone Number:</b>
<b>SFPUC Account Number:</b>	<b>Account Holder Name:</b>
<b>Property Address:</b>	<b>Zip Code:</b>
<b>Is the SFPUC Account Holder also the Property Owner?</b> (If not, account holders will be required to submit a property owner release form at a later date)	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Type of Property:</b> <input type="checkbox"/> Single family home <input type="checkbox"/> Multi-family building (apartments or condos) <input type="checkbox"/> Mixed-use (residential and commercial)	
Other (please specify):	

**Is the SFPUC Account Holder also the Property Owner?** (If not, account holders will be required to submit a property owner release form at a later date)  Yes  No

**PROPERTY INFORMATION**

**Type of Property:**

- Single family home
- Multi-family building (apartments or condos)
- Mixed-use (residential and commercial)
- Other (please specify):

**What year was your building built?**

**# of Bathrooms in Building:**

**# of Tank Toilets in Building:**

**# of Flushometer Toilets in Building:**

**# of Urinals in Building:**

**Have any *toilets* been installed or replaced since 1994?**

- Yes, how many? \_\_\_\_\_
- No

**Have any *urinals* been installed or replaced since 1994?**

- Yes, how many? \_\_\_\_\_
- No

**Are there any issues with the configuration of your existing plumbing fixtures or bathrooms that could complicate installation of new fixtures?** Examples of site conditions that could complicate installation include limited clearance between the fixture and bathroom/stall door, rotten/warped flooring, floor mounted urinals that require removal of walls and flooring to replace, and a history of clogged sewer drains.

- Yes, please describe \_\_\_\_\_
- No

**Is there anything else we should know about your building that would affect installation of new high-efficiency plumbing fixtures?**

**Participant specifically acknowledges and agrees to the program rules and conditions above:**

Participant Signature \_\_\_\_\_

Date \_\_\_\_\_



San Francisco  
**Water Power Sewer**  
Services of the San Francisco Public Utilities Commission

**San Francisco Public Utilities Commission  
Plumbing Fixture Replacement Program (PREP)  
Property Owner's Notice and Release**

Congratulations, your water-conscious tenant at \_\_\_\_\_, would like to participate in our free Plumbing Fixture Replacement Program where we are providing San Francisco residents and businesses with new high-efficiency toilets and/or urinals and free installation. Direct replacement of old, inefficient plumbing fixtures will help assure long term water savings and reductions in their water and sewer bills.

By participating in the program, the San Francisco Public Utilities Commission (SFPUC) will provide new high-efficiency toilets and/or urinals, professional plumbing installation, a toilet seat, a wax ring with bolts, and a water supply line all at no cost to you or your tenant.

**Program Participation Agreement**

I (Owner) hereby certify that I am the legal owner of the house, or multi-family building property that is being served as a retail customer of the SFPUC. I agree to defend, indemnify and hold harmless the SFPUC and the City and County of San Francisco and all of its officers, agents, employees or authorized agents, employees or authorized representatives from any claims, suits, actions, losses or liability of every kind, nature and description resulting from my tenant's participation in the SFPUC Plumbing Fixture Replacement Program, including but not limited to, the delivery, installation, product malfunction, plumbing malfunction, maintenance or use of high-efficiency toilets and/or urinals acquired from the SFPUC. This provision shall not apply if the loss is caused by the sole negligence or intentional tort of any person indemnified hereinabove.

By signing below I agree I have read and agree to the **Program Terms and Conditions**.

Owner Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Owner Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

Address: \_\_\_\_\_

Last Updated 7/7/2020

## PLUMBING FIXTURE REPLACEMENT PROGRAM (PREP)

### Health and Safety Protocols for Customers, Employees and Contractors

The SFPUC has established health and safety protocols to mitigate the spread of Coronavirus. Our employees and contractors will never report to work sick, and we ask that all customers reschedule if they or any member of their household is sick or exhibiting symptoms.

#### Please sign below to acknowledge and accept these health and safety protocols:

- All residents are given the appropriate notice for entry and agree to adhere to the health and safety protocols.
- Any bathroom or work area the contractor or employee must enter is cleaned and disinfected prior to the appointment.
- The employee or contractor will wave instead of shaking hands.
- The employee or contractor will practice 6 feet of social distancing while in the home/facility.
- Residents, contractors and employees present during the appointment will wear a mask.
- The employee or contractor will wear disposable gloves and will disinfect any surface area they have touched.
- The contractor will be alone in the bathroom during the inspection/installation and whenever possible, will keep the bathroom door closed as an additional preventative barrier.

**On the day of the appointment:** *Our employees and contractors are required to ask all customer contacts the following questions before they can enter a residence/facility:*

1. Has anyone in your home/facility tested positive for COVID-19 in the past 14 days?
2. In the past 14 days have you or anyone else in your household had any potential COVID-19 symptoms?
3. Have you or anyone in your household/facility had close contact with a person who tested positive for COVID-19 in the last 14 days?

Our employees and contractors are required to reschedule the appointment if the answer to any of the above questions is yes or if:

- Members of the household/facility present during the appointment refuses or is unable to wear a mask or adhere to the physical distancing guidelines
- Employees/contractors observe anyone at the site visibly sick
- The bathroom or work area has not been properly cleaned and disinfected

By acting responsibly and transparently, the SFPUC can continue to provide the core Water Conservation services while mitigating the spread of the Coronavirus. Thank you for partnering with us in this important work.

I agree to the terms specified above.

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Name

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Signature

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Date

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Address

Sample Application