



Water and Waste Department • Service des eaux et des déchets

2010 Residential Toilet Replacement Credit Program Summary

Statistics	2010 Actual	2010 Projections
Applications received ¹	2184	2600*
Credits eligible per received	2843	3400
Credits approved	2722 (95% approval rate)	Available ~4166 credits
Credit amount	\$163,320 (65% budget)	Available \$250,000
Advertizing amount	\$10,293	Available \$30,000
Credits denied ²	188	
Appeals	0	
Credits pending ³	154	
311 services requests ⁴	519	
Email requests	140	
CC&B updates ⁵	681	

*Projections were based on the 2009 Residential Toilet Replacement Credit Program.

2010 statistics are based on Access database queries run February 2, 2011.

¹ Applications received ranged from January 5, 2010 to January 7, 2011. (Year end January 7, 2011)

² Majority of credits denied were because customers did not recycle their old toilets at an approved recycling depot.

³ Majority of credits pending were because customers had balances on their water accounts.

⁴ Majority of the 311 service requests were to mail customers an application package.

⁵ CC&B (water billing system) updates were required because customer information did not match what they submitted on their applications.