



Water and Waste Department • Service des eaux et des déchets

2009 – 2019 Residential Toilet Replacement Credit Program Summary

Statistics	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009	Total
Applications received	981	1286	1272	1245	1264	1740	2357	3280	3727	2279	848	20,279
Credits per applications received	1239	1605	1612	1572	1613	2219	2969	4300	4815	2972	1124	26,040
Credits approved	1400	1500	1333	1442	1546	2043	2685	4057	4166	2722	981	23,875
Credit amount	\$84,000	\$90,000	\$79,980	\$86,520	\$92,760	\$122,580	\$161,100	\$243,420	\$249,960	\$163,320	\$58,860	\$1,432,500
Advertising amount	\$0	\$0	\$3,233	\$9,482	\$8,556	\$12,191	\$10,136	\$4,386	\$20,854	\$9,240	\$9,137	\$87,215
Credits denied ¹	65	85	109	120	155	166	312	403	513	206	32	2,166
Appeals	0	0	0	0	0	0	0	0	0	0	1	1
Credits pending	1	225	207	37	28	115	92	129	291	192	115	N/A
311 services requests ²	31	92	123	154	227	272	297	315	723	452	197	2,883
Email requests	37	21	40	40	61	63	78	64	136	122	38	700
CC&B updates ³	116	161	237	101	167	140	219	479	864	563	151	3,198

Note: 2009 – 2019 statistics are based on Access database queries run January 24, 2020.

¹ Majority of credits were denied because customers did not recycle their old toilets at an approved recycling depot or did not purchase an approved toilet (i.e. WaterSense labelled).

² Majority of the 311 service requests were to mail customers an application package.

³ Utility billing system (CC&B) updates were required because our customer information did not match what the customer submitted on their applications.