



Plumbing Fixture Replacement Program Frequently Asked Questions

I am a tenant. Can I participate in the program?

The SFPUC's Plumbing Fixture Replacement Program (PREP) is intended to serve entire multi-unit apartment buildings, as well as single-family residences. If you are a tenant in a multi-unit building with old, eligible fixtures, contact your property owner/property manager to see if they want to apply on behalf of the entire building. Owners of condominiums in multi-unit buildings and complexes interested in participating are encouraged to do the same.

Tenants in single family residences may apply for PREP if they submit the SFPUC's PREP Property Owner's Notice and Release form along with their application.

Property owners, property managers or water account holders (with the agreement of all three parties if they are not one and the same) should coordinate submission of a single application accounting for all toilets and urinals in the entire building. Please visit sfwater.org/conservation for conservation assistance available for tenants.

I own multiple properties with separate SFPUC water service accounts. How do I apply to the PREP program for more than one property?

You only need one conservation.sfwater.org portal account to submit applications for multiple properties. Register/log on to conservation.sfwater.org and under *Manage Accounts and Settings*, click *Linked Accounts*. The ten-digit account number is required for each water service account you are adding. Once you have added the water service accounts for each of your properties, you will be able to choose from your accounts when applying for PREP, and multiple applications will show separately on your home page. Each individual water account requires its own PREP application.

Do I still need to comply with the [San Francisco's Residential and Commercial Water Conservation Ordinances](#) if I apply to participate in the PREP program?

Yes. Applying to the SFPUC's PREP program doesn't waive or eliminate your building's obligation to comply with San Francisco's Residential and Commercial Conservation Ordinances that require buildings to have water-efficient and leak-free toilets, urinals, showerheads, and faucets. Non-residential buildings that have failed to submit an affidavit by January 1, 2017 to the Department of Building Inspection (DBI) are out of compliance until the time they make the retrofits and submit their affidavit.

How long is the labor or product warranted?

Installation (labor) by Bottom Line Utility Solutions (BLUS) is warranted for 120 days. Warranty on parts is determined by the manufacturer (generally 1 year). For warranty questions, contact BLUS at 1 (800) 597-2835.

What will happen to my old toilet?

Old toilets will be prepped for recycling by Bottom Line Utility Solutions. Program participants must call Recology to schedule pick up toilet(s) for free as part of their bi-annual bulky item pickup. For larger or non-

residential sites, BLUS will coordinate a cost estimate for the appropriate storage receptacle for dismantled old plumbing fixtures and schedule a date for removal. For questions about toilet recycling, please contact [Recology](#) at (415) 330-1400.

I already had a Water-Wise Evaluation. Do I have to have another inspection to participate in the PREP program?

Yes. A mandatory pre-inspection is required and will be conducted by either a SFPUC representative or the SFPUC's designated plumbing contractor, Bottom Line Utility Solutions to verify total eligible fixtures for replacement, confirm no abnormal site conditions or plumbing configurations, and to plan for installation. If you had a previous Water-Wise Evaluation through the SFPUC's Water Conservation program, it may shorten the time needed for the mandatory PREP pre-inspection.

What kind of toilet and/or urinal will you be installing through this program?

The toilet and urinal models available for installation through this program meet high standards for water efficiency, performance and value. Tank toilets and urinals are [WaterSense](#) certified and flushometer toilets meet high performance standards under [Maximum Performance Testing](#) (MaP) Reports. Replacement fixtures will be limited to what is on the SFPUC's contract and the SFPUC's plumbing contractor will determine which models on the list to install based on properties' site conditions and existing fixtures. The contractor will provide participants a detailed specification sheet for each model of fixture installed. In general, tank style toilets installed in residential properties will be 1.0 gallon per flush (gpf) Seasons Keatings; tank style toilets installed in commercial properties who applied to PREP by December 31st, 2016 will be 1.28 gpf American Standard, Kohler Wellworth, or Toto EcoDrake; flushometer style toilets installed will be Zurn or Sloan; and urinals installed will be Zurn. Only "like for like" will be installed – that is, an existing tank toilet will be replaced by a new tank style toilet, an existing flushometer toilet will be replaced by a new flushometer, etc.

How do I determine the flow rate of my toilets, showerheads, or faucets?

Depending on the age of your existing plumbing fixtures or devices, manufacturers will likely have stamped the flow rate onto the device itself. Flush volumes for a standard tank-style toilet are often found on the bowl. A 1.6 gallon per flush (gpf) toilet will often have "1.6 gpf" printed on the back of the bowl where it connects to the tank. You can also look inside the tank for the printed manufacture date. Toilets manufactured before 1994 do not meet the Commercial Water Conservation Ordinance requirements.

Tank-style Toilet Flushometer-style Toilet Close-up of a stamped toilet. The blue square shows the typical location of the flow rate. The stamp on this toilet indicates that it flushes at 6.0 liters per flush or 1.6 gallons per flush.

Tank-style Toilet



The blue square shows the typical location of the flow rate.

Flushometer-style Toilet



The blue square shows the typical location of the flow rate.

Close-up of a stamped toilet



The stamp on this toilet indicates that it flushes at 6.0 liters per flush or 1.6 gallons per flush.

Showerheads with a flow rate of 2.5 gallons per minute (gpm) will have “2.5 gpm” imprinted somewhere on the fixture. Lavatory (bathroom) and kitchen faucets may also have a stamped flow rate on the aerator and can range from 0.5 gpm to 2.2 gpm.

If you are unable to locate a stamp for a showerhead or faucet you can use a marked flow bag and follow the instructions to measure the flow rate. The SFPUC provides water account holders with free flow bags, available at 525 Golden Gate Ave., first floor, Monday to Friday 8am-5pm.

SPFUC water conservation technicians also can help determine the flow rate and flush volumes of plumbing fixtures for property owners or water account customers who sign up for a free [Water-Wise Evaluation](#).

I have damaged flooring in my bathroom and plan on renovating after the installation. Will I be eligible for a toilet?

No. 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.

How should I prepare for a mandatory pre-inspection and for new fixture installation?

Please take the following steps:

- Complete and submit the required property owner release form (if you aren't the owner)
- Make sure access to all rooms with bathrooms that have old toilets and urinals is available so a SFPUC inspector and plumbers can easily enter.
- As appropriate per your building's procedures, post notice to your tenants to gain access to units that contain old toilets and urinals
- Clear away any ornaments and bathroom shelves above the toilet/urinal that may fall, injure the inspector, or otherwise interfere with the inspection
- Remove any remaining debris or obstruction nearby or around the toilet/urinal.
- Keep dogs and other pets contained and away from SFPUC inspectors and plumbing crews
- Make sure you or an authorized representative of your building or home are available at the scheduled start time and for the duration of the work