

**2025 WaterSense  
Commercial and Multi-Family Toilet and Urinal  
Rebate Information and Rules**  
Effective January 1, 2025

This program offers water rebates to Commercial and Multi-Family accounts in the Thornton water service area to replace fixtures with WaterSense-labeled toilets and urinals. WaterSense-labeled products are independently tested and certified to be 20% more efficient than the standard product. The rebate is up to \$150 for flushometer toilets and urinals and up to \$75 for tank-type toilets purchased after project approval and installed by December 13, 2025. Some examples of qualifying customers include, but are not limited to:

- ◆ Apartment buildings & Multi-Family accounts with 3 or more living units
- ◆ Churches
- ◆ Hospitals
- ◆ Hotels
- ◆ Nursing homes
- ◆ Office buildings
- ◆ Restaurants
- ◆ Retail
- ◆ Schools
- ◆ Small businesses

Rebates are available on a first-come, first-served basis and are subject to the availability of funds.

**Program Steps:**

1. Contact Water Resources staff at 720-977-6600 or email [Water@ThorntonWater.com](mailto:Water@ThorntonWater.com) to detail the replacement project and to obtain written pre-approval.
  - ◆ Refer to [http://www.epa.gov/watersense/product\\_search.html](http://www.epa.gov/watersense/product_search.html) for a list of approved EPA WaterSense products. EPA WaterSense toilets and/or urinals must be on the approved list to qualify for the rebate. Dual flush toilets on the WaterSense list do not qualify for a rebate.
2. Email your completed [Commercial Water Efficiency Rebate Form](#) and [IRS W9 Form](#)<sup>1</sup>.  
[water@thorntonwater.com](mailto:water@thorntonwater.com) or make an appointment to drop off at:  
City of Thornton  
Infrastructure Maintenance Center  
12450 Washington Street  
Thornton, CO 80241
3. Thornton staff will contact you to schedule an inspection if the application is approved. City staff will notify you if the application fails to meet program requirements.
4. After inspection and submittal of an itemized receipt(s), the rebate will be in the form of Zelle, ACH Deposit, or credit to a City of Thornton utility account. Rebate credits can take up to three months to receive.

Questions? Contact 720-977-6600 or [water@ThorntonWater.com](mailto:water@ThorntonWater.com)

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<sup>1</sup> *Tax Notice:* All commercial rebates require submitting a W-9 form to Thornton. All personal information provided within the W-9 is kept confidential under the Privacy Act. The determination of whether your rebate is taxable or not may depend on several variables. We recommend contacting your tax professional.

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## Rebate Information and Rules

- ◆ The program applies to replacement toilets and urinals purchased in [2025](#), verified by the date on the sales receipt.
- ◆ New toilets and urinals must be EPA WaterSense-certified. Only EPA WaterSense toilets and urinals will be eligible for up to \$150 per flushometer toilets and urinals and up to \$75 for tank-type toilets. Itemized receipts are required for each installed fixture. Dual flush toilets on the WaterSense list do not qualify for a rebate.
- ◆ Toilet/Urinal retrofit projects of more than 10 fixtures must be pre-approved by Thornton water conservation staff before fixtures are purchased.
- ◆ After approval, you have 60 days to install new fixtures.
- ◆ The entire fixture must be replaced.
- ◆ Rebates are offered on a first-come, first-served basis and are subject to the availability of funds.
- ◆ Participants must be city of Thornton commercial or multi-family water customers with current, non-delinquent accounts. Sewer-only customers are not eligible. Single-family, condominium, duplex, or townhome residential water customers, please use the residential rebate form to apply for a rebate.
- ◆ This program is for replacing installed toilets only. New construction (the addition of new bathrooms) is not eligible for this rebate program.
- ◆ Commercial and multi-family water customers may only apply for this program if the building(s) are located within Thornton's water service area.
- ◆ Multi-family water accounts are defined as residential buildings with three or more housing units.
- ◆ Rebates are limited to a maximum of 100 fixtures per property per calendar year.
- ◆ Thornton staff may inspect the site, which will be scheduled before the rebate is issued to the account.
- ◆ Incomplete applications, failure to complete installation inspection(s), or failure to provide legible, itemized receipt(s) will result in denial of rebate.
- ◆ The rebate(s) will be in the form of a check.
- ◆ Applicants are responsible for the disposal of old toilets and urinals.
- ◆ *Waiver of Warranty* - The city of Thornton makes no representations or warranties regarding any make or model of approved fixture(s), including any warranties of merchantability or fitness for a particular purpose or water efficiency. This rebate program is subject to change and/or discontinuation without notice. The City of Thornton reserves the right to inspect installation on the premises or request additional information or documentation as needed. The City of Thornton is not liable or responsible for any act or omission of any contractor whatsoever, nor is the City of Thornton responsible for the condition of the plumbing and electrical wiring on the homeowner's side of the meters now or in the future.