



Case Study

Innovative Rebate and Direct Installation Programs, Sunshine Coast Regional District, BC

By Jennifer Wong

Historically, the average Sunshine Coast Region District (SCRD) water customer uses approximately 620 litres of water every day, considerably higher than many other west coast communities.¹ In 2006, the SCRD initiated a toilet rebate program (that reimburses homeowners \$200 for HET toilets that use less than 4.8L and \$100 for low flow toilets that use 6 L of less per flush) and a bathroom fixtures program where dual flush toilets, faucet aerators and low flow showerheads are installed directly into homes.² This program is one of the most aggressive and successful water efficient appliances and fixtures program in BC. The SCRD estimates that participating houses save 59.97 L through efficient showerheads, 47.75 L through aerators and 171.39 L from toilets every day.³

The support for rebate program was Board driven. Analysis showed that the program was as cost effective or in some areas more cost effective than developing infrastructure to support high water demand.⁴ The rebate program's 2007 \$693,000 budget was funded through user fees charged to customers.⁵

Summary: Annual Water Savings (Toilet Replacement Program)

	<u>Showerhead Water Savings (L)</u>	<u>Aerator Water Saving (L)</u>	<u>Toilet Water Savings (L)</u>
Household/Daily	59.97	47.75	171.39
Household/Annually	21,889.05	17,429.21	62,558.87
2006 Households	19,590,702.25	18,649,249.70	81,952,118.14
2007 Households	11,032,082.61	15,477,134.33	71,567,345.91
Total Households	30,622,784.85	34,126,384.04	153,519,464.05

The biggest barriers to implementing the program were liability concerns and implementing a process to verify old toilets had been taken out of circulation. Liability issues were managed by contracting Sustainable Solutions International, a distributor, that subcontracted an installation company who holds their own insurance and provides a 90 day warranty on labour. To verify rebates, the SCRD put into place a system where staff physically count and sign off on each toilet taken out of commission before rebates were issued.

¹ SCR D Water Conservation Webpage: http://www.scrd.ca/index.php?page_id=240

² The Toilet Rebate Plan: <http://www.scrd.ca/files/File/Water/Toilet%20Rebate%20Change.pdf>

³ Interview with Brett Wildeman, Water Conservation Assistant, Sunshine Coast Regional District. July 2008.

⁴ Interview with Dion White, Manager of Sustainable Services, Sunshine Coast Regional District. July 2008.

⁵ Interview with Dion White, Manager of Sustainable Services, Sunshine Coast Regional District. July 2008.