



City of Vallejo • Commercial Services • 555 Santa Clara Street, Vallejo, CA 94590
Phone: (707) 648-4345 Fax: (707) 638-3520 vallejowaterbilling@cityofvallejo.net

LEAK ALLOWANCE REQUEST FORM

Customers who wish to request a leak adjustment must use this form. A leak on the customer's side of the meter is the responsibility of the property owner to repair. However, the City of Vallejo may provide a leak adjustment as a courtesy and incentive for customers to expedite their repairs to minimize water loss. Leak adjustments are not required nor guaranteed to be granted for every request submitted. Only one adjustment will be allowed during a consecutive twelve-month period and will only occur after all leaks have been repaired and verified via meter reading. An adjustment is only issued after the City receives a copy of the repair invoice that indicates what was repaired. Adjustments are normally only allowed on 50% of the excess amount above normal usage for up to two consecutive billing periods, pursuant to the Vallejo Municipal Code Section 11.44.110. *Completion of this form **does not** guarantee an adjustment will be made to your water bill.*

1. CUSTOMER INFORMATION

Name:		Water Account Number:	
Phone:		Service Address:	
Email:		City, State, ZIP:	

2. TYPE OF LEAK

☐ Sprinkler/Irrigation	☐ Toilet	☐ Other (please specify): _____
☐ Sink/Faucet	☐ Pipe	_____

3. DATES

Date Leak Occurred		Date Repair Occurred	
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4. REQUIRED DOCUMENTATION ATTACHED

Copy of Repair Invoice (if repaired professionally)	Yes	☐	No	☐
--OR--				
Copy of Repair Receipts (if repaired by owner, tenant, agent)	Yes	☐	No	☐
--AND--				
Proof of Financial Hardship (see page 2 for additional information)	Yes	☐	No	☐

5. BRIEF DESCRIPTION OF LEAK AND ACTION TO REPAIR

6. EXPLAIN THE EXTREME ECONOMIC OR FINANCIAL HARDSHIP

I declare under the penalty of perjury under the laws of the State of California that the foregoing is true and correct. I, the undersigned, experienced a leak at the above service address. I have had the leak repaired, as evidenced by the attached receipt(s), and I am requesting an adjustment to my account. Further, I understand that I must make payments on my account equivalent to one-half of the account balance due at the time of submission of this form and that I will pay all the future monthly charges to keep my account current until the leak allowance request decision has been made. Further, I acknowledge that I am responsible for any remaining balance due after the leak allowance has been made.

Applicant Signature: _____ Date: _____

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LEAK ALLOWANCE REQUEST FORM (Continued)

For a leak allowance to be considered, the following terms and conditions apply:

To ensure that your application gets processed in a timely manner, please carefully review the following guidelines. Kindly complete this form in its entirety and attach all required supporting documentation to request a leak adjustment.

The following information **MUST** be included for this request to be considered:

- Customers must submit a complete City of Vallejo Leak Allowance request form. Leaks must be repaired prior to review of the account. No exceptions.
- Customers must attach both receipt of repair and proof of financial hardship. Incomplete applications will not be accepted.
- Copies of receipts for labor and/or parts. If repair was performed by a professional, please include receipt/invoice. If repaired, please include receipts for parts and/or materials. Receipts must be dated and included for consideration of adjustment. If applicable, please include any supporting photos.

The following are general guidelines:

- Only one leak adjustment credit within a consecutive 12-month period will be provided.
- A partial payment of at least 50% of the original water bill amount is required on or before the due date of this bill.
- **Proof of Financial Hardship:** there is currently no income requirement to qualify for a leak allowance adjustment. However, the City of Vallejo requires you to submit documentation showing your income. This can be in the form of a current pay stub, tax return, bank statement, or any other financial document that shows your income.
- Once a customer submits a leak allowance request form and makes an approved payment, the City of Vallejo will place a hold on the customer's account to ensure the repaired leak affected water consumption. **This process can take anywhere from 1 to 3 business cycles.** Customers may receive a 10-day notice if there is a balance remaining on their account. This is normal. However, if a customer receives a 48-hour shutoff notice on their door, please contact our office. The hold on the account may have been removed.
- If a customer is approved for a leak allowance adjustment, the City of Vallejo will make the adjustment resulting in a credit to the account. Please note, **the leak adjustment credits are not likely to cover 100% of a bill.** Customers are responsible for any remaining balance due after the adjustment has been made.
- There is the possibility that a request for a leak adjustment may be denied. If so, the City of Vallejo will mail a denial letter and the customer must pay the balance owed upon receipt.

OFFICIAL USE ONLY

The Water Leak Allowance will be calculated as follows:

CALCULATION	AMOUNT
1. Total Water Consumption in Current Year During Leak Period (in Units)	
2. Total Water Consumption in Prior Year During the Same Period (in Units)	
3. Max Number of Excess Units to Adjust (Subtract Line 2 from Line 3, if 0 or negative then no adjustment)	
4. Adjustment Percentage* (Enter Adjustment Factor of Either 50% or 100%)	
5. Number of Units Adjusted (Multiply Line 3 and Line 4)	
6. Enter Current Billing Rate Per Unit	
7. Water Leak Adjustment Amount (Multiply Line 5 and Line 6)	

*Adjustment Percentage: An adjustment percentage of 50% is allowed for leaks such as leaking toilets and dripping faucets. An adjustment percentage of 100% is allowed in the case of concealed leaks in underground or unexposed pipes.

Approved: ☐ Yes ☐ No

Amount Approved: _____ Approved by: _____ Date: _____ rev.8.22.24