



## LEAK-FREE SACRAMENTO PROGRAM

### CUSTOMER APPLICATION

Dear City Customer:

Thank you for your interest in the City of Sacramento's Leak-Free Sacramento Program. We are committed to working with you to sustain and integrate water, energy and greenhouse gas emissions reduction, helping the City of Sacramento's economy and environment while ensuring social equity. The Department of Utilities (DOU) Leak-Free Sacramento program is designed to help disadvantaged area communities (DACs) single family residential homeowners with leak repairs.

The Program offers:

Under this program, the contracted plumber may replace/repair parts with EPA WaterSense approved products when possible, and are not limited to:

- Repair Toilets
- Replace Toilets
- Replace Aerators
- Replace Kitchen Faucets
- Repair Kitchen Faucets
- Repair Disposal Leak
- Replace Lavatory Faucets
- Repair Lavatory Faucets
- Replace Tub and Shower Valves
- Repair Hot Water Heater
- Replace Hot Water Heater
- Replace Quarter-Turn Angle Valve
- Repair Supply Line
- Repair a Leak in Wall
- Repair/Reroute Slab or Home Exterior Leak
- Repair Irrigation System
- Replace Hose Bibbs

To be eligible you must:

1. Be receiving City of Sacramento Water service at the property;
2. Live within one of the DAC areas. (see attached map)
3. Own the home and the land on which the home rests (mobile homes in a mobile park that owns the land are common example of homes not eligible for assistance).
4. Be the permanent resident (s) in the home for which plumbing assistance is needed.
  - a. The customer(s) must verify permanent residency by documentation (such as a grant deed or mortgage statement) to the home.

To participate, please follow the below steps:

1. **Fill out the Application:** Complete pages 2-4 (Cover Page, Customer Agreement) and attached the appropriate verification documents of home ownership and residency. Gather your supporting information and submit to [LeakFree@cityofsacramento.org](mailto:LeakFree@cityofsacramento.org) or mail to:

City of Sacramento Department of Utilities  
Leak-Free Sacramento Program  
5730 24<sup>th</sup> Street, Building 22  
Sacramento, CA, 95822

Thank you. We look forward to working with you!

Phone: (916) 808-5605

Website: [www.sacwaterwise.com](http://www.sacwaterwise.com)



## City Of Sacramento Department of Utilities (DOU) Leak-Free Sacramento Program Application Cover Page

Please check below the items that apply to you and that you are submitting with your application packet.

- Customer Agreement (Required, see pages 3)**
- Description of potential leak (if applicable, see page 4)**
- Verification documents of home ownership and residency (Required for eligibility)**

Approved Program participants will complete the following steps:

1. Once your application has been approved, you will be contacted to schedule a home inspection by the City's contracted plumber. The contracted plumber will locate any leaks inside and outside of your home.
2. Then the contracted plumber determines any repairs/replacements needed in the home. As a customer you will sign and receive a copy of the Leak-Free Sacramento Work Authorization Form and Leak Detection and Repair Agreement Form (if applicable) from the Leak-Free Sacramento contracted plumber, these forms will detail which leaks were found on your property and the repairs/replacements that are needed.
3. Following the completion of the project you will sign and receive a copy of the Leak-Free Sacramento Work Completion Form from the Leak-Free Sacramento Program contracted plumber to insure that the repairs were completed.



### Customer Agreement (Signature Required)

Please read the following contract carefully. If you have any questions on its content, call (916) 808-5605, or email [LeakFree@cityofsacramento.org](mailto:LeakFree@cityofsacramento.org)

Participant Information			
Name of Participant/Customer:			
Address:	City:	State:	Zip:
Water Account:	Phone:	Email Address:	

I, the participant, hereby request to participate in the City of Sacramento’s Leak-Free Sacramento Repair Program. I understand and agree to the following conditions of participation:

- I understand that, as a participant, I will be required to work with a contracted plumber through the City of Sacramento’s Leak-Free Program.
- **I understand that I will not receive monetary reimbursement for this project; funding for my project will be transferred directly to the business indicated.**
- I understand that this is a limited, first-come, first served program, and that I am eligible for one contractor site visit and they are only given for projects which have applications that are approved; the City can deny any application that does not meet program requirements.
- I understand that if I am asked for supplemental documents (proof of home ownership) to my application, I must supply them within two weeks from the time I am asked for them from program staff. If I fail to return them within this time frame, my application will be withdrawn and I must wait one month before re-applying.
- I understand the improvements to my plumbing system may not result in lower water bills.
- I understand that Plumbing assistance will **not** be rendered if such assistance will result in hazardous environmental conditions or allow an existing hazardous environmental condition to continue. If a hazardous environmental condition is found, such as mold, asbestos, lead it must be abated per the applicable regulations.
- I understand that my home must be habitable and safe for occupation to be eligible for services. Examples of circumstances that would make a home not eligible include areas open to the outside, lack of complete roofing, floors that are too unstable for toilets to be seated properly or a home settled from its original support structure in a way that makes work on it unsafe. If the contracted plumber notes concern regarding structural stability or general safety of the home, it will be assessed by the Leak-Free Program staff and referred to City of Sacramento Code Compliance as needed.

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

