



HOME SERVICE CONTRACT COVER PAGE
WATER LINE PROTECTION PLAN

CONTRACT HOLDER:

Sack and Pa Opt Endorsement Line
ClientName
MailCompleteAddress
MailCityNm Ma MailZipCd



PROVIDER:

Service Line Warranties of Canada, Inc. ("SLWC")
11 Grandview Circle, Suite 100
Canonsburg, PA 15317-9840
Website: www.slwofc.ca
Phone: 1-866-922-9004

Account No.: To be assigned
Confirmation No.: To be assigned

SERVICE ADDRESS:

[Name]
[Address line]
[City, ST ZIP]

Dear [Name],

Thank you for enrolling in the Service Line Warranties of Canada **Water Line Protection Plan** Program. This Home Service Contract is for your Outside Water Line only and is subject to the enclosed "TERMS & CONDITIONS." The pricing for this Home Service Contract will be as provided in the marketing letter to which you responded in making your enrollment and may be subject to adjustment from time to time in accordance with the attached Terms and Conditions.

This contract begins at noon local time, on the enrollment date, unless otherwise noted or disclosed, and continues thereafter so long as you make timely payments. There is no deductible or service fee per occurrence.

Should you need to file a claim, please contact our emergency hotline at **1-866-922-9004**. Representatives are available to take your call 24 hours a day, seven days a week, including holidays.

We hope that you never experience an emergency, but if you do, we are here to service your needs.

Thank you again for your business.

Sincerely,

Service Line Warranties of Canada, Inc.

Please retain these documents for your reference.

Enclosed: GEN 1.0 WATER LINE PROTECTION PLAN Terms & Conditions

**TERMS AND CONDITIONS OF THE
SERVICE LINE WARRANTIES OF CANADA (“SLWC”)
WATER LINE PROTECTION PLAN PROGRAM (“SERVICE PROGRAM”)**

This Home Service Contract covers the consumer-owned portion of the **primary water service** line from a public or municipal water system up to the internal point of entry to your single-family home, (including a primary water line which may be buried or embedded in a concrete slab under your home) and provides service or repair for the broken or leaking **primary water** line serving your residential home *where the flow of the line is interrupted due to normal wear and tear*. This Home Service Contract is limited to \$5,000 per line repair occurrence. Determination of how a covered water line is to be serviced, repaired or replaced is entirely within the discretion of SLWC based on its professional judgment

By enrolling, you represent that your water line is in good working order.

This Home Service Contract covers only the home listed on the cover page. You may not assign or transfer this Home Service Contract to another person or to another home or property.

To initiate a service call under this Service Program, you must call SLWC, toll free at 1 866-922-9004 (assistance is available 24 hours per day, 7 days a week) before any work is performed. All work must be performed by an authorized SLWC contractor. Any exceptions to this are at the sole discretion of SLWC and in no event will SLWC’s liability for reimbursement on work performed by a non-SLWC contractor exceed \$500. If a permit or line location is required, we will secure proper permitting **before** work will commence; any repair will conform to applicable plumbing/excavating codes.

Please note that our approved contractors must have safe and clear access to, and safe working conditions at and around the work area.

This Home Service Contract starts on the enrollment date noted on the cover page, unless otherwise noted or disclosed, and continues thereafter so long as you make timely payments. This Home Service Contract may be canceled for nonpayment. Your account must be in good, current standing to receive any service or repair under this program.

This Home Service Contract **DOES NOT COVER:**

- a) any shared water line that provides service to multiple properties, detached houses, secondary buildings or branch lines including water systems for sprinklers, pools, hot tubs, and/or other outdoor systems, whether known or unknown; repair of meters, meter vaults, repair or replacement of curb valves or curb boxes;
- b) service lines owned by any utility or connected to a commercial facility or a mobile home, or the cost of repairing or replacing a meter(s) that is not being relocated as a means of repairing or replacing your water supply line;
- c) updating and/or moving lines where the flow of water is not disrupted, in order to meet code, law, or ordinances or to satisfy directives of the water utility company or others;
- d) damage to a water line that is caused directly or indirectly by you, a third party, natural disasters, acts of God, or by any insurable causes;
- e) Any damage/cleanup to the inside of the home, including personal property, or replacement or “matching” of any floor covering or affected area (e.g. carpet, hard wood, marble, ceramic tile, dry wall, paint, plaster or wallpaper, etc.). Restoration does not include landscaping services, such as replacing trees, sod or shrubs or repairing private paved and/or concrete surfaces, walkways leading to the home, or structures on your property.

After a water line is repaired, SLWC will provide basic site restoration service to the affected area limited to filling trenches, mounding (to allow for settling), raking and seeding (weather permitting) excluding sod. If slab cutting within the foundation walls is necessary to repair a broken water line, the resulting trench will be filled with gravel and covered with asphalt or cement as appropriate. Debris will be removed from the work area.

You have thirty (30) days from the date you enroll in the Service Program to cancel and receive a full refund of any payment you have made. After 30 days, you may cancel the Service Program at any time, and you will be reimbursed the pro rata share of any amount you paid, less 1) any costs paid towards a claim filed on your account and 2) a \$6.00 processing fee. SLWC will not pay any refund which is less than \$6.00, unless requested by you.

SLWC may modify the Service Program, including, but not limited to, from time to time, making changes to pricing, by giving you thirty (30) days’ written notice and may terminate the Service Program for nonpayment within thirty (30) days of the payment due date and with ninety (90) days’ written notice for any other reason. If SLWC cancels the program for reasons other than nonpayment, you will be reimbursed the pro rata share of any amount you paid for any portion of the Service Program period subject to cancellation.

IMPORTANT: Please retain this document for your records. The cover letter and these Terms and Conditions are the official copy of your Home Service Contract.

Service Line Warranties of Canada, Inc.
is a subsidiary of
UTILITY SERVICE PARTNERS, INC.
11 Grandview Circle, Suite 100
Canonsburg, PA 15317-9840
Phone: 1-866-922-9004 Web Site: www.slwofc.ca