

Who is Service Line Warranties of Canada?

- Service Line Warranties of Canada or SLWC is a private company that provides optional water and/or wastewater warranty plans to homeowners.
- SLWC is an accredited Better Business Bureau organization that has maintained an A+ rating.
- SLWC's program was established through an agreement and by-law through Council.

Why has the Town of Parry Sound chosen to work with SLWC to offer warranty plans?

- To educate residential property owners about their responsibilities for the maintenance, repair and replacement of water and sewer service lines (portion from their homes to the property line) – at no cost to the Town.
- To make available to residents optional affordable protection for unexpected costs of repairing or replacing non-functioning water and services lines, as well as, broken interior plumbing and drainage systems.
- The Town can be assured that all repairs are performed to code and that all appropriate permitting is pulled. Additionally, SLWC only uses qualified local contractors so repair dollars stay within the community helping the local economy.
- Reduce expense to property owners and the Town because the Plans encourage residents to report water and sewer leaks in a timely manner. Timely water line repairs conserve water and reduce water loss for the Town. Timely sewer line repairs minimize wastewater pollution helping the environment.
- Other cost savings for the Town are expected with fewer calls and involvement of Town personnel regarding infrastructure that is the responsibility of property owners.
- SLWC does offer the Town itself compensation for allowing the use of the Town logo on the warranty offering letters that homeowners receive. The support of the

Town alerts residents of the legitimacy of the program resulting in more enrolments, which in turn allows SLWC to offer the warranties at lower prices to residents because of the increased participation. The revenue the Town receives helps to keep Parry Sound's water and wastewater rates down.

Is this a Town program?

This is **not** a Town program, but rather SLWC is a program partner. As such, SLWC is solely responsible for the administration and service of the warranty programs.

A homeowner, who chooses to enrol in this optional warranty program, should do so with the understanding that the Town in no way warrants or is liable for the work or performance of SLWC. The Town wishes to make residents aware of the availability of this product since water, wastewater line and in-home plumbing repairs can be very expensive.

Homeowners are encouraged to take the opportunity to consider enrolling in this program as many were directly impacted by the negative effects of frozen water lines this past winter. Accessing warranty protection will assist residents who may become inconvenienced and experience difficulties with their water lines due to severe cold weather potentially causing pipes to freeze and prevent running water service to their homes.

How will the Town provide customer info for the marketing letters?

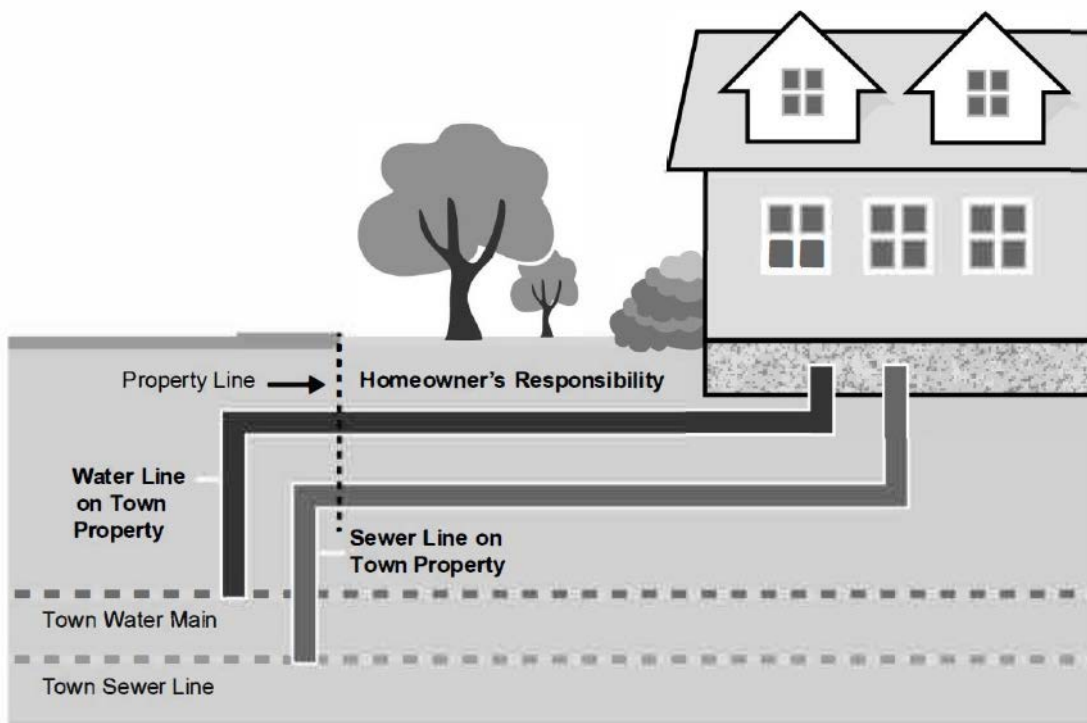
The Town is conducting an opt-in program request, as opposed to an opt-out program. All water and wastewater customers will be given a flyer in their quarterly invoice asking if they agree to have their personal information provided to a third party mailing house to receive promotional materials about these programs. If customers agree, information will only be provided to the third party mailing house for mailing purposes only and will not be provided directly to the program administrator - Service Line Warranties of Canada.

In agreement with the Water Account Privacy Statement and the Non-Disclosure Agreement between the Town and the third party mailing house, only resident names and addresses are shared for the delivery of promotional materials.

Program details

The Service Line Warranty program provides water and sewer service line warranties to cover repair costs to the private portion of the service lines. These warranty plans include:

- **Water line warranty** - Covers the cost of repairing broken or leaking outside water lines
- **Sewer line warranty** - Covers the cost of repairing broken, leaking or clogged outside sewer lines
- **In-home plumbing & drainage warranty** - Covers the cost of broken or leaking water or sewer lines inside the house, including drain lines connected to the main sewer stack. This does not cover faucets or fixtures, venting issues or gas lines.



Water line warranty

- Covers repair costs to restore flow to frozen, leaking or broken water lines located outside the home to the property line.
- Up to \$5,000 coverage per repair incident.

Wastewater (Sewer) line warranty

- Covers repair costs to restore flow to frozen, leaking, broken or clogged sewer laterals located outside the home to the property line.
- Up to \$8,000 coverage per repair incident.

In-home plumbing repair

- Covers cost of repairs to clogged, leaking or broken water and sewer lines inside the home, including drain lines connected to the main sewer stack.
- Up to \$3,000 coverage per repair occurrence.

One phone call to SLWC and a local, licensed, reputable plumber will make the repair to your satisfaction and according to Ontario Building Code.

Are the warranty plans considered insurance?

The Plans are a warranty service plan offered by SLWC as an independent private provider. Although the Plans use terms like deductible, coverage and exclusions the Plans are **not insurance**, but a contract pledge to arrange a contractor to repair your service lines.

Ask your insurance provider if your policy covers repairs to water and sewer line systems. If your policy does not cover water or sewer utility lines, consider the optional Service Line Warranty Program.

How to sign up

If you have provided permission for you to receive promotional materials regarding these warranty programs, you will receive a letter from the Town of Parry Sound in the Fall of 2017 outlining these optional programs. In it will be instructions on how to contact Service Line Warranties of Canada to enrol if you are interested.