



## Information Regarding Your Water Service and Sewer/Septic Lines

The exterior water service or well line and exterior sewer/septic line that run underground on your property and any damage to them are your responsibility. A breakdown to these lines from normal wear and tear is not typically covered by basic homeowners insurance. Replacing your exterior water service or sewer/septic line could cost thousands of dollars in unplanned repair costs.

The City of Oberlin has partnered with Service Line Warranties of America (SLWA), a leading provider of emergency home repair programs nationwide, to offer eligible homeowners Exterior Water Service Line Coverage and Exterior Sewer/Septic Line Coverage.

With *optional* coverage, you will be protected against the cost and inconvenience of exterior water service and sewer/septic line breakdowns, including:

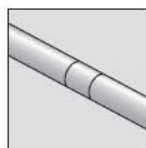
- Up to \$8,500 per service call for covered water service line repairs and up to \$8,500 per service call for covered sewer/septic line repairs (30-day wait includes a money-back guarantee for both)
- Multiple service calls annually up to your service call benefit amount
- 24-hour repair hotline
- Priority repair status
- Repairs performed by local, licensed and insured contractors
- One-year guarantee on all covered repairs

Take action to help protect your exterior water service and sewer/septic lines starting for as little as \$5.75 per month. Complete and return the enclosed form or call 1-844-257-8795. This program is managed by SLWA, and no public funds were used for the mailing of this letter.

**For fastest processing, go to [www.slwofa.com](http://www.slwofa.com), or complete and return the enclosed form with your payment**

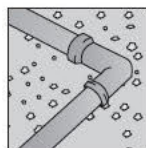
Utility Service Partners Private Label, Inc., known as Service Line Warranties of America (“SLWA”), with corporate offices located at 4000 Town Center Boulevard, Suite 400, Canonsburg, PA 15317, is an *independent company separate from your local utility or community* and offers this optional service plan as an authorized representative of the service contract provider, North American Warranty, Inc., 175 West Jackson Blvd., Chicago, IL 60604. Your choice of whether to participate in this service plan will not affect any service you have with your local utility or community.

## Now it's easy to avoid the frustration and cost of unexpected repairs



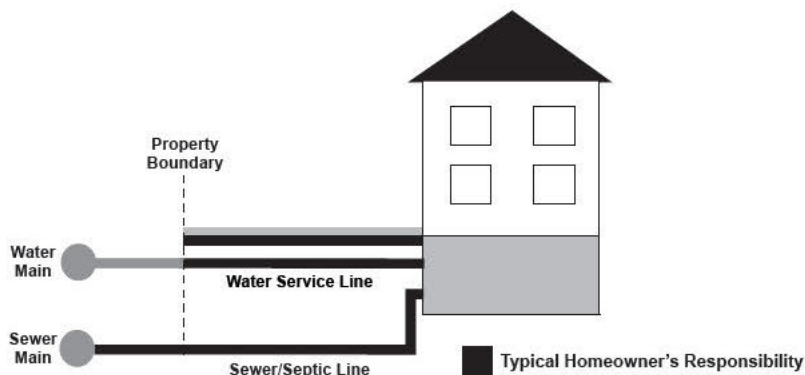
Replace water service line (26–100 ft.)  
**\$2,585**

Plan Members:  
**No Charge†**



Replace sewer/septic line (26–75 ft.)  
**\$3,389**

Plan Members:  
**No Charge†**



The water and sewer/septic lines beyond the property boundary may be an additional responsibility of the homeowner and are not included in this coverage. Septic tanks, leaching fields, pumps or grinders are not covered.

†National average repair costs within the SLWA network as of March 2018. No charge for covered repairs up to your service call benefit amount.

### For more information

Visit [www.slwofa.com](http://www.slwofa.com)

Call 1-844-257-8795 | Mon-Fri 8am-8pm, Sat 10am-4pm EST

**Important Coverage Information:** Eligibility: An owner of both a residential home permanently secured to the ground and the land it is located on may be eligible for coverage. This includes single family homes (inclusive of manufactured housing) and townhomes. Recreational vehicles or homes on wheels and properties used for commercial purposes are not eligible for coverage. In GA, residential properties containing more than two dwelling units are not eligible. In IA, residential properties containing more than four dwelling units are not eligible. Your property is not eligible if you are aware of any pre-existing conditions, defects or deficiencies with your exterior water service or exterior sewer/septic lines prior to enrollment. If you live in a development community with a condominium, co-op or homeowners association, your exterior water service or exterior sewer/septic lines may not be an individual homeowner's responsibility, so please check with your association before accepting this coverage. If you live in a multi-family structure and do not own the entire structure, it will be your responsibility to provide Service Line Warranties of America (SLWA) with a signed release from all other homeowners for any work which may affect their portion of the structure. Benefit Details: Coverage provides, up to the benefit amount, for the covered cost to repair or replace the following exterior lines, for which you have sole responsibility, that are damaged due to normal wear and tear, not accident or negligence. *Exterior Water Service Line Coverage:* A leaking, frozen, low pressure, or permanently blocked exterior water service line from your utility's responsibility or external wall of your well casing to the external wall of your home. *Exterior Sewer/Septic Line Coverage:* A leaking or permanently blocked sewer line that takes wastewater away from the exit point within your home up to your utility's responsibility, or septic line that takes wastewater away from the exit point within your home up to the point of connection to the septic tank on your property. Not covered: Damage from accidents, negligence or otherwise caused by you, others or unusual circumstances; any shared exterior lines that provide service to multiple properties or secondary buildings; and the product-specific exclusions below. Additional exclusions apply. Disputes resolved by arbitration, without class action or jury trial, unless otherwise stated in your full Terms and Conditions. *Exterior Water Service Line Not Covered:* Repair to any water line that branches off the main water service line. *Exterior Sewer/Septic Line Not Covered:* Septic tanks; leach fields; grinder pumps; lift stations, or any non-conforming drain line, such as a basement or storm drain; and repairs to any line that branches off the main line. Making a Service Call: Your plan starts the day your form is processed, and there is an initial 30-day waiting period before you can make a service call, giving you 11 months of coverage during the first year. Upon renewal/reactivation (if applicable), you will not be subject to a waiting period. Cancellation: You may cancel within 30 days of your start date for a full refund (less any claims paid, where applicable). Cancellations after the first 30 days will be effective at the end of the then-current billing month, and you will be entitled to a pro-rata refund less any claims paid (where applicable). You may also contact SLWA to cancel if you find your utility or municipality provides similar coverage to you at no charge, and you will receive a refund less any claims paid (where applicable). Renewal: The plan is annual. For E-Z Pay/Direct Pay, credit card or debit card customers, unless you cancel, your plan automatically renews annually at the then-current renewal price with your same payment terms.

To see full Terms and Conditions with complete coverage and exclusion details prior to enrolling call 1-844-257-8795 or go to [www.slwaterms.com](http://www.slwaterms.com). SLWA is an independent company, separate from your city, local utility or municipality, providing emergency home repair services and protection solutions to homeowners across the U.S. If you would prefer not to receive solicitations from SLWA, please call 1-844-257-8795.

**E-Z Pay/Direct Pay:** A paperless and stress-free way to pay for your coverage. Payments are automatically debited from the bank/checking account of your choice as your payment becomes due, at no additional cost.

# ACCEPTANCE FORM

Please confirm your name and address below and make any changes if necessary.



By providing my e-mail address, I request that I be notified when my current and future service agreements and any related documents are available at [www.slwofa.com](http://www.slwofa.com), and I acknowledge that I can access these documents. I can change my preferences or request paper copies online or by calling SLWA.

E-mail Address \_\_\_\_\_ Phone # 

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## 1. Choose Your Protection Plan(s)

<b>BEST VALUE</b>	FIRST-YEAR SAVINGS OF 10% OFF when you select both plans		
	MONTHLY	QUARTERLY	ANNUALLY
<b>Exterior Water Service Line Coverage and Exterior Sewer/Septic Line Coverage</b> 2004SZKHH071COHZ-9999 2004SZKHJ027COHZ-9999	<input type="checkbox"/> <del>\$13.50</del> \$12.14	<input type="checkbox"/> <del>\$40.50</del> \$36.42	<input type="checkbox"/> <del>\$162.00</del> \$145.68
<b>Exterior Water Service Line Coverage</b> 2004SZKHH071AOHZ-9999	<input type="checkbox"/> \$5.75	<input type="checkbox"/> \$17.25	<input type="checkbox"/> \$69.00
<b>Exterior Sewer/Septic Line Coverage</b> 2004SZKHJ027BOHZ-9999	<input type="checkbox"/> \$7.75	<input type="checkbox"/> \$23.25	<input type="checkbox"/> \$93.00

## 2. Choose Your Payment Method

**E-Z Pay** (see back of letter)  
I have enclosed a check, payable to SLWA, for my first payment for the plan(s) selected and understand that all future payments, plus any applicable taxes, will be debited from this account.

**Credit/Debit Card**  
I authorize SLWA to charge my first and all future payments, plus any applicable taxes, for the plan(s) selected to my credit/debit card.

VISA    MASTERCARD    AMEX    DISCOVER   

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Card Number Exp. Date

**One-Time Check or Money Order**  
I have enclosed my check or money order, payable to SLWA, for my one-year payment for the plan(s) selected.

Yes, please sign me up for the protection plan(s) from SLWA I have selected. If I have chosen E-Z Pay or credit/debit card, I understand that, regardless of the payment frequency I select, my optional plan(s) is based on an annual contract and will be *automatically renewed annually* on the same payment terms I selected at the then-current renewal price (currently \$13.50 per month if I select both plans). I have the option to cancel this contract(s) at any time without additional cost to me by calling 1-844-257-8795. I confirm that I am the homeowner and have read the information in this package, understand there are limitations and exclusions, and meet the eligibility requirements for coverage.

**Signature (required)**  
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