



Please Reply by March 1, 2024

Many homeowners are not aware that repairs to the exterior water service or sewer/septic lines that run between your home and the public utility connection are the responsibility of the homeowner.

Water service and sewer/septic lines are subjected to changing soil conditions, ground shifting and corrosion—which may cause a breakdown without warning, leaving you responsible for the cost of repair or replacement. Replacement of these lines can be expensive—costing you thousands of dollars in unforeseen expenses.

The City of Canal Fulton has partnered with Service Line Warranties of America (SLWA),* an independent company, to help eligible homeowners be prepared and have the best possible service in the case of such an emergency. So you're invited to enroll in Exterior Water Service Line Coverage and Exterior Sewer/Septic Line Coverage from SLWA. Accept this *optional* coverage and you'll receive as many service calls as you need up to \$8,500 per call for covered water service or well line repairs, and as many service calls as you need up to \$8,500 per call for covered sewer/septic line repairs (30-day wait includes a money-back guarantee for both) and no deductible. You will also have access to a 24/7, 365-day-a-year emergency repair service hotline to schedule a repair. Once you have made your service call, SLWA will take care of your covered repair, dispatching a qualified plumber to your home and paying the bill directly. Peace of mind starting for as little as \$5.75 per month. Your emergency is dealt with and your water service or sewer/septic line is back to normal.

In the event of an emergency, these plans can save you a significant amount of money and the time of finding a plumber, which can be difficult in the best of times. Having these plans also helps eliminate worry, as you can be sure of a professional job completed by local, licensed and insured plumbers. These are the only service line protection programs for homeowners fully supported by the City of Canal Fulton.

Please take the time to read the information on the back of this letter. If you would like to sign up for a plan, simply complete and return the enclosed form or call SLWA toll-free at 1-844-257-8795. We certainly hope that you never have an exterior water service or sewer/septic line emergency, but if you should ever have a problem, you'll be glad you're covered. These programs are managed by SLWA, and no public funds were used for the mailing of this letter.

For fastest processing, please visit www.slwofa.com.

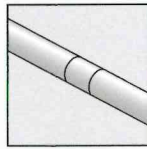
Sincerely,

City of Canal Fulton

*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 purchase this plan will not affect any service you have with your local utility or community. Your local utility or community and SLWA entered into an agreement to introduce these plans. See *eligibility requirements and coverage limitations in this package*.

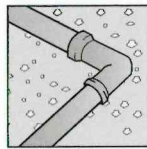
What would you do in an exterior line emergency?

The illustration shows where things may go wrong with your exterior lines and how much a licensed and insured plumber would typically charge customers who don't have coverage. How would you cope if it happened to you? With coverage, it's not something to worry about; you'll have no bill to pay for covered repairs up to the service call benefit amount.



Replace water service line (26–100 ft.)
\$2,832

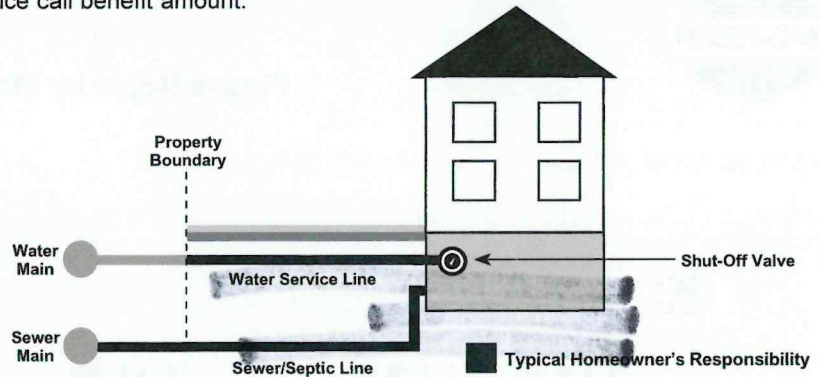
Plan Members:
No Charge†



Replace sewer/septic line (26–75 ft.)
\$5,754

Plan Members:
No Charge†

†National average repair costs as of January 2023. No charge for covered repairs up to the service call benefit amount.



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

Take A Look At The Benefits You'll Receive

- Covered Repairs** – Guaranteed for one full year.
- 24-Hour Emergency Repair Service Hotline** – Open 24 hours a day, 365 days a year.
- Our Promise to You** – Simply call SLWA toll-free at 1-844-257-8795 any time, and your coverage can be canceled at your request.

Exterior Water Service Line Coverage



Exterior Sewer/Septic Line Coverage



Visit www.slwofa.com to protect your exterior lines or call toll-free 1-844-257-8795

Available: MON-FRI 8AM-8PM | SAT 10AM-4PM EST

Important Questions & Answers

What am I responsible for?

As a homeowner, you are responsible for your exterior water service line and exterior sewer/septic line on your property.

Does my homeowners insurance cover this?

Most basic homeowners insurance policies do not cover repair or replacement due to normal wear and tear of these lines.

Does this coverage include well lines?

Yes, coverage provides for repair or replacement of either water service or well lines, as explained in the "What's Covered" section.

Who is eligible for coverage?

To be eligible, you must own both the residential single structure and the land it is located on. You are not eligible if your home is a recreational vehicle or otherwise intended to be moved; your property is used for commercial purposes; you know of any current problems with your exterior water service or exterior sewer/septic lines before enrollment, your entire line(s) is shared with a 3rd party or covered by a homeowners' association or the like, or your exterior sewer/septic line has failed a smoke or dye test, camera inspection or any other proactive test without resolution. In IA, properties with more than 4 dwelling units are not eligible.

What should I know about this coverage?

What's covered: Coverage provides, up to the applicable benefit limit, to repair or replace the following, that have experienced an operational failure, for which you have sole responsibility, that are damaged due to normal wear and tear, not accident or negligence. **Exterior Water Service Line Coverage:** The water line from your utility's responsibility or external wall of your well casing to the water meter or main shut-off valve inside your home. Repair or replacement of non-functioning stop boxes, shut-off valves, pressure reducing valves and backflow prevention devices is also covered. **Exterior Sewer/Septic Line Coverage:** The sewer line from the external wall of your home up to your utility's responsibility, or septic line from the external wall of your home up to the point of connection to the septic tank on your property, including branch drains from the point they exit the home to the point the re-enter the home.

Not covered: Damage from accidents, negligence or otherwise caused by you, others or unusual circumstances and the following product-specific exclusions: **Exterior Water Service Line Not Covered:** Branch lines; any tanks or appliances. Additional exclusions apply. **Exterior Sewer/Septic Line Not Covered:** Septic/collection tanks; leaching fields; grinder pumps; non-conforming drain lines; or branch lines. Additional exclusions apply. See full Terms and Conditions with complete coverage and exclusion details prior to enrolling by calling 1-844-257-8795 or going to www.slwofa.com. Costs on covered repairs may exceed the benefit limit, in which case you pay the difference between the cost and the benefit limit. Disputes resolved by arbitration, without class action or jury trial, unless otherwise stated in your full Terms and Conditions.

When can I make a service call?

Your plan(s) start the day your enrollment is processed. There is an initial 30-day waiting period before you can make a service call, providing 11 months of coverage during the first year. Upon renewal/reactivation (if applicable), there is no waiting period.

What is the cancellation policy?

Cancel any time by calling SLWA at 1-844-257-8795 or visiting www.slwofa.com. If you cancel either plan within 30 days of your start date, you will get a full refund of the cancelled plan(s) (less claims paid, where applicable). Cancellations after the first 30 days will result in a pro-rata refund of the cancelled plan(s) (less claims paid, where applicable).

What is the term of my service agreement?

The plan is annual. Unless you cancel, your plan automatically renews annually at the then-current renewal price with your same payment terms.

What is E-Z Pay?

E-Z Pay is 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.

Who is SLWA?

SLWA is an independent company, separate from your local utility or community. If you would prefer not to receive solicitations from SLWA, please call 1-844-257-8795.

Acceptance Form

Reply ID: Please see below for applicable Reply ID



For fastest processing
scan here.

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

Traci & Mitchell Meredith, 448 Tammy Cir, Canal Fulton, OH 44614-9312

By providing my e-mail address, I request that I be e-mailed my current and future service agreements and any related documents, and I acknowledge that I can access these documents. I can change my preferences or request paper copies online or by calling SLWA. The phone number and e-mail address provided below are good ways to reach me.

E-mail Address _____

Phone #

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1. Choose Your Protection Plan(s)

**TAKE 10% OFF for the first year
when you select both plans**

	Best Value			
	Exterior Water Service Line Coverage and Exterior Sewer/Septic Line Coverage		Exterior Water Service Line Coverage	Exterior Sewer/Septic Line Coverage
PAYMENT SCHEDULE	Reply ID: 2308SJWX9243COHZ-9999 Reply ID: 2308SJWX9276COHZ-9999		Reply ID: 2308SJWX9243AOHZ-9999	Reply ID: 2308SJWX9276BOHZ-9999
MONTHLY	<input type="checkbox"/> \$13.50	\$12.14	<input type="checkbox"/> \$5.75	<input type="checkbox"/> \$7.75
QUARTERLY	<input type="checkbox"/> \$40.50	\$36.42	<input type="checkbox"/> \$17.25	<input type="checkbox"/> \$23.25
YEARLY	<input type="checkbox"/> \$162.00	\$145.68	<input type="checkbox"/> \$69.00	<input type="checkbox"/> \$93.00

2. Choose Your Payment Method

- ☐
- E-Z Pay**
- (see back of letter)

By signing below, I authorize SLWA to use account information from the enclosed check to make electronic fund transfers to automatically initiate my first and future debits to my bank account at the frequency and amount specified in the Payment Schedule, plus any applicable taxes, in connection with my payments for the plan(s) selected. I understand my check will be converted to an electronic debit for my first payment, instead of deposited as a paper check.

- ☐
- Credit/Debit Card**

By signing below, I authorize SLWA to charge my first and future payments, plus any applicable taxes, for the plan(s) selected to my credit/debit card at the frequency and amount specified in the Payment Schedule.

☐ VISA ☐ MASTERCARD ☐ AMEX ☐ DISCOVER

Card Number Exp. Date

- ☐
- Annual Check or Money Order

I have enclosed my check or money order, payable to SLWA, for my annual payment for the plan(s) selected.

Yes, please sign me up for the protection plan(s) from SLWA I have selected. I understand this 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), plus any applicable taxes, unless I cancel. I can cancel this contract(s) any time at no additional cost, without obligation to make future plan payments, by calling 1-844-257-8795 or visiting www.slwofa.com. **Your Data:** See privacy policy at www.slwofa.com/privacy. I agree I have read the coverage details in this package and confirm I am the homeowner, meet all other eligibility requirements, and understand the coverage limitations and exclusions.

Signature (required)

