

<<MR. SAMPLE A SAMPLE_XX>>
<<MAIL_ADDRESS1_XXXXXXX>>
<<MAIL_ADDRESS2_XXXXXXX>>
<<MAIL_CITY_XX, ST ZIP>>



Response Requested:
Within 30 Days

Information Regarding Your Water Service Line

The exterior water service or well line that runs underground on your property and any damage to it is your responsibility. A breakdown to this line from normal wear and tear is not typically covered by basic homeowners insurance. Replacing your exterior water service line could cost thousands of dollars in unplanned repair costs.

The Town of Tecumseh and the **Local Authorities Service (LAS)** have endorsed Service Line Warranties of Canada (SLWC), a leading provider of emergency home repair programs across North America, to offer eligible homeowners Exterior Water Service Line Coverage.

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

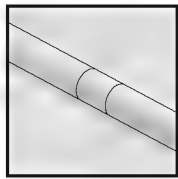
- Up to \$5,000 per service call for covered repairs
- Multiple service calls annually up to your service call benefit amount
- 24-hour repair hotline
- Priority repair status
- Repairs performed by local, licensed and insured contractors
- One-year guarantee on all covered repairs

Take action to help protect your exterior water service line for just \$5.18 per month. Complete and return the enclosed form or call 1-844-616-8444. This program is managed by SLWC, and no public funds were used for the mailing of this letter.

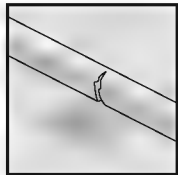
For fastest processing, go to www.slwofc.ca, or complete and return the enclosed form with your payment by <<Month X, XXXX>>.

Service Line Warranties of Canada ("SLWC"), 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 now offers this optional service plan as an authorized representative of Northcoast Solutions of Canada, ULC, 2200 HSBC Building, 885 West Georgia Street, Vancouver, British Columbia V6C 3E8. Your choice of whether to participate in this service plan will not affect any service you have with your local utility or community.

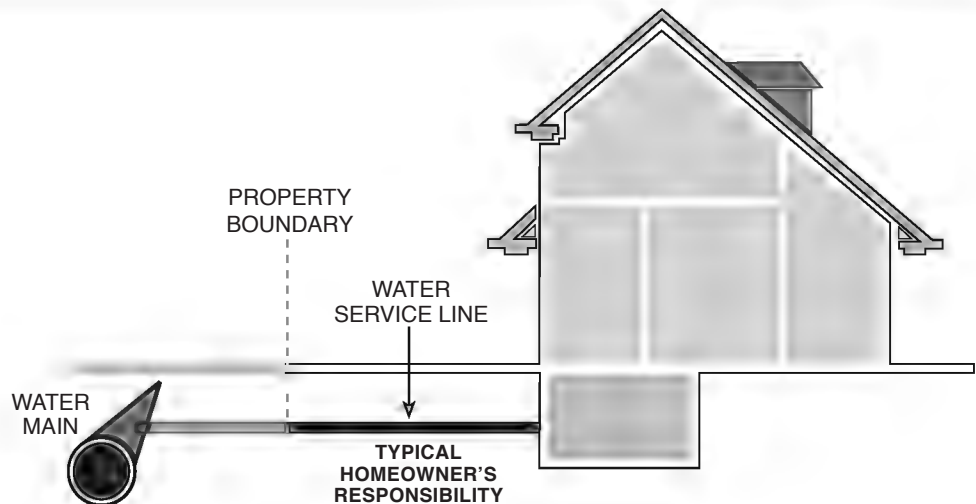
Now it's easy to avoid the frustration and cost of unexpected repairs



Replace water service line (26–100 ft.)
\$2,585
Plan Members: No Charge*



Locate, excavate and repair leak
\$798
Plan Members: No Charge*



The service line beyond the property boundary may be an additional responsibility of the homeowner and is included in this coverage.
If your home has a private well, coverage also provides protection against repair or replacement of your water service line from the well casing to the external wall of your home.

*Average repair costs within the SLWC network as of March 2018. No charge for covered repairs up to your service call benefit amount.

For more information

Visit www.slwofc.ca

Call 1-844-616-8444 | Mon-Fri 9am-5pm 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. Your property is not eligible if you are aware of any pre-existing conditions, defects or deficiencies with your exterior water service line prior to enrollment. If you live in a development community with a condominium, co-op or homeowners association, your exterior water service line may not be an individual homeowner's responsibility, so please check with your association before accepting this coverage. If your entire exterior water service line is shared with any third party or covered by a homeowners', condominium or like association, then you are not eligible for coverage. Benefit Details: Coverage provides, up to the benefit amount, for the covered cost to repair or replace a leaking, frozen, low pressure, or permanently blocked exterior water service line, for which you have sole responsibility or responsibility is shared by no more than one additional dwelling, from your utility's responsibility or external wall of your well casing to the external wall of your home, that is damaged due to normal wear and tear, not accident or negligence. Not covered: Repair to any water line that branches off the main water service line; any shared water line that provides service to multiple properties or secondary buildings; and damage from accidents, negligence or otherwise caused by you, others or unusual circumstances. Additional exclusions apply. Disputes resolved by arbitration, without class action or jury trial, unless otherwise stated in your full Terms and Conditions. Making a Service Call: Your plan starts the day your form is processed, giving you 12 months of coverage during the first year. 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 Service Line Warranties of Canada (SLWC) 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 1-844-616-8444 or go to www.slwofc.ca. SLWC is an independent company, separate from your city, local utility or municipality, providing emergency home repair services and protection solutions to homeowners across North America. If you would prefer not to receive solicitations from SLWC, please call 1-844-616-8444.

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

<<Mailcode-xxxx>>

For fastest processing, visit www.slwofc.ca.

Please correct name and address information below, if necessary, before submitting.

<<Mr. Sample A. Sample>>
<<Serv_Address1_xxxxxxx>>
<<Serv_Address2_xxxxxxx>>
<<Serv_City, ST Zip>>



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.slwofc.ca, and I acknowledge that I can access these documents. I can change my preferences or request paper copies online or by calling SLWC.

E-mail: _____

Phone: _____

E-Z PAY (see back of letter)

I have enclosed a check for my first payment of:

- ☐ \$5.18 per month
☐ \$15.54 per quarter
☐ \$62.16 per year

I authorize SLWC to charge my account for Exterior Water Service Line Coverage at the frequency specified and my financial institution to debit these payments from the account provided. I understand that, regardless of the payment frequency I select, my optional coverage is based on an annual policy and will be *automatically renewed annually* on the same payment terms selected at the then-current renewal price. I understand that I may revoke my authorization at any time without additional cost to me, by calling 1-844-616-8444, subject to providing notice of 10 days. To obtain a sample cancellation form, or for more information on your right to cancel a Pre-Authorized Debit Agreement (PAD), contact your financial institution or visit www.cdnpay.ca. I understand that this is a personal PAD Agreement, and I have certain recourse rights if any debit does not comply with this agreement. For example, you have the right to receive reimbursement for any debit that is not authorized or is not consistent with this PAD Agreement. To obtain more information on your recourse rights, contact your financial institution or visit www.cdnpay.ca. This service contract is provided by Northcoast Solutions of Canada, ULC and is managed by SLWC. I confirm that I am the homeowner and have read the information in this package and meet the eligibility requirements for this service contract. I acknowledge that SLWC may share certain information with Northcoast Solutions of Canada, ULC to facilitate my program. When the form is complete, return in the enclosed postage-paid envelope to: SLWC, PO BOX 328 Canonsburg, PA 15317-9918, or call 1-844-616-8444.

Prices include applicable HST. Additional local tax may apply.

Please respond by

<<x/x/xxxx>>

Signature (required)

PLEASE MAKE PAYABLE TO SLWC

<<MatchbackID>>

<<Mailcode>>

<<Customer_No>>

CREDIT/DEBIT CARD

I authorize SLWC to charge my first and all future payments for Exterior Water Service Line Coverage to my credit/debit card at the frequency specified. I understand that, regardless of the payment frequency I select, my optional coverage 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. I have the option to cancel this contract at any time without additional cost to me by calling 1-844-616-8444. 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 this coverage.

- ☐ \$5.18 per month
- ☐ \$15.54 per quarter
- ☐ \$62.16 per year

Prices include applicable HST. Additional local tax may apply.

☐☐

Exp. Date:

Card Number:



Signature (required)

ONE-TIME CHECK OR MONEY ORDER

I have enclosed my check or money order for my payment of \$62.16, which includes applicable taxes, for optional Exterior Water Service Line Coverage. 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 this coverage.

Please be sure to sign and date your check or money order in the amount of \$62.16, which includes applicable taxes, for this coverage.
PLEASE MAKE PAYABLE TO SLWC



Signature (required)