

<<MR. SAMPLE A SAMPLE>>  
<<MAIL\_ADDRESS1>>  
<<MAIL\_ADDRESS2>>  
<<MAIL\_CITY, ST ZIP>>



<<Month X, XXXX>>

**Re: Water Service Line Repair**  
Coverage for Town of Tecumseh Homeowners

<<Mailcode-xxxx>>

**Reminder - Please disregard if you have already enrolled**

Dear <<Sample A. Sample>>,

Did you know that repairs to the water line that runs between your home and the public utility connection that is damaged due to normal wear and tear are the responsibility of the homeowner? This line is subjected to the same elements that can cause our public service lines to decay – age, ground shifting, fluctuating temperatures and more.

The Town of Tecumseh understands the importance of water conservation and protecting the environment. While efforts are underway in many communities to improve public water and sewer systems, these fixes don't address the water line located on your property. Homeowners can spend from hundreds to thousands of dollars to repair a broken or leaking water line on their property – and that can be hard on a budget.

This is why we are pleased to remind you of a voluntary service line repair program which provides repair coverage for your outside water or well line, up to \$5,000 per service call with as many service calls as you need for covered repairs. The Service Line Warranties of Canada (SLWC) Exterior Water Service Line Coverage is the only service line protection program for homeowners endorsed by the Town of Tecumseh and Local Authority Services (LAS). The program provides coverage 24 hours a day, 365 days a year.

SLWC, an independent provider, administers the program and is a BBB Accredited Business with an A+ rating. SLWC has helped more than 140,000 homeowners across North America save over \$90 million in water and sewer service line repair costs.<sup>1</sup>

*Enroll today and pay a monthly price of \$4.58, conveniently billed quarterly or annually.*

To enroll in this *optional* program return the completed bottom portion of this letter in the enclosed envelope or call 1-844-616-8444 to speak with an SLWC agent Monday through Friday 9am-5pm EST. Or visit [www.slwofc.ca](http://www.slwofc.ca) where you can enroll online – and learn about other service line protection products available in your area. This program is administered by SLWC, and no public funds were used for the mailing of this letter.

Please enroll by <<Date>>.

Sincerely,



Robert Judson  
EVP Customer Experience/SLWC

<sup>1</sup>SLWC repair cost data, 2003-2017.

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.

**For fastest processing, please visit [www.slwofc.ca](http://www.slwofc.ca).**

**Please mark your selection:**

- ☐ **Yes, please enroll me in Exterior Water Service Line Coverage for just \$13.74 billed quarterly.**
- ☐ **Yes, please enroll me in Exterior Water Service Line Coverage for just \$54.96 billed annually.**

By signing below, I agree to the terms on the reverse side, understand there are limitations and exclusions, and meet the eligibility requirements for this coverage. SLWC will invoice me based on my selection above and I will select a payment method on the invoice. I understand this optional coverage is based on an annual contract and will *automatically renew annually* on the same payment terms I selected at the then-current renewal price. I can always cancel at any time.

\_\_\_\_\_  
**Signature** (required)

<<Mailcode-xxxx>>

Please make any corrections to your name or address.

<<Mr. Sample A. Sample>>  
<<Serv\_Address1>>  
<<Serv\_Address2>>  
<<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](http://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

**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. You agree to resolve disputes related to this plan by arbitration or in small claims court, without resort to class action or jury trial. 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](http://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.



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