

## SERVICE LINE WARRANTIES OF AMERICA FAQ

---

**Q: Aren't you, as my utility company, responsible for my lines?**

A: The City is not responsible for the lateral lines that provide service from the utility mains to your home. If you have a problem on the lateral service lines that connect to your home, you are responsible for the maintenance and repair.

---

**Q: What does the program cover?**

A: The Outside Water Line Warranty covers your outside water line for naturally occurring leaks or breaks. The Sewer Line Warranty covers your outside sewer line for naturally occurring leaks, breaks, or clogs, including those caused by tree root intrusion. The coverage will cover the repair or replacement (up to the program limit) of your utility line(s) due to normal wear and tear.

---

**Q: What causes cracks, holes, or leaks in utility lines?**

A: **Time:** Wear and tear over time. It can be that simple. Over time, seals can become dried out and your house can shift and settle. A small crack develops and leads to a leak. Next thing you know, your utility line has failed.

**Weather:** Freezing, thawing; rain, snow; each change of seasons brings with it a different challenge to your utility lines, and the potential for cracks and leaks.

**Landscaping:** We all admire the beauty of a landscape graced with trees and shrubbery, but plant roots are not friends of your utility lines. Wrapping themselves around your lines, they can easily cause cracks and leaks.

---

**Q: Doesn't my Homeowner's Insurance cover this type of Repair?**

A: Typically no. Most homeowner's policies will pay to repair the damage created by failed utility lines but not for the repair itself. We encourage you to call your insurance company to determine your actual coverage.

---

**Q: What do I do if I need a repair?**

A: Simply call SLW's 24-hour hotline number at 1-866-922-9006. They'll send a certified repair professional to your home, usually in less than 24 hours - including holidays and weekends.

---

**Q: What happens to my yard after the repair?**

A: Once an outside line is repaired or replaced, SLW's team will provide basic site restoration which includes filling all holes, mounding dirt to allow for settling, re-seeding grassy areas and mulching beds/natural areas to match existing landscape.

---

**Q: How will I be billed?**

A: The choice is yours. SLW can invoice you monthly, charge your card or deduct the monthly amount automatically from your checking account. You can make payments monthly or annually.

---

**Q: Is this a long-term commitment?**

A: You may cancel your warranty at any time.

---

**Q: The Coverage Cap looks adequate but is there an annual or lifetime restriction on how much SLW will pay to repair?**

A: No. Unlike some other warranties available, SLW will provide you with the full coverage per incident. SLW will pay up to your coverage amount each and every time you need a repair. SLW does not deduct prior repair expense from your coverage cap or limit the amount SLW will pay annually.

---

**Q: Will SLW be there when I need them?**

A: Yes. SLW's claim representatives are available 24 hours a day, 7 days a week to assist you in your time of need. More than 98% of all claims filed are approved and dispatched. Those denied are usually due to lapsed coverage.

---

**Q: Who will do the work?**

A: SLW employs qualified contractors from the local area.