

Carlisle introduces service line warranty program

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Borough of Carlisle residents will see a mailing soon notifying them of a new Service Line Warranty program, which provides low-cost warranty protection for water and sewer lines, according to a release from the borough.

“Many citizens are unaware that they are responsible for the water and sewer lines that run between the utility connection and their houses,” Assistant Borough Manager Susan Armstrong said in the release. “If these lines break or leak, repairs can be very expensive.”

The new program is available to homeowners provided through the national League of Cities (NLC) Service Line Warranty Program, administered by Service Line Warranties of America (SLWA). The program offers residents an affordable way to manage the unexpected and often large expense involved with water or sewer line breaks.

Borough residents will receive offers for the water line warranty by mail soon. The cost for residents who choose to purchase the water line warranty protection is \$4.25 per month, and may cover repairs up to \$4,000 plus an additional \$500 for public sidewalk cutting, if needed. Offers for the sewer line warranty will also be available for residents who are interested in both products.

The program is offered at no cost to the borough and no public funds are used to promote the program.

While the borough entered into a marketing agreement with SLWA to highlight the availability of this program to its consumers, the borough is emphasizing that the program is optional and similar in nature to other offerings.

In other words, the election of coverage protection and selection of a provider is totally at the consumer’s discretion.

“The borough’s pricing/marketing agreement simply provides them with another option from which to choose,” Armstrong said in the release.

For questions regarding this warranty purchase option, contact Service Line Warranties of America at 866-922-9006. To learn more about SLWA, visit www.SLWofA.com.

The borough also issued a disclaimer which said that, in an effort to obtain savings for Carlisle water/sewer consumers, the borough recently sought competitive pricing proposals from interested providers. As a result of those efforts, SLWA submitted the lowest pricing program. The borough has agreed to assist SLWA in making its citizens aware of this program and its pricing.

The borough noted that it cannot represent that this program will offer the lowest price to meet their needs; however, SLWA did offer the most competitive option at the time the borough solicited the proposals.

It is expected that consumers will compare warranty pricing offers from all providers before making their selection.