



Case Study: City of Hamilton

Hamilton, Ontario, Delivers a Complete Solution for Residential Service Line Breaks and Leaks

The City of Hamilton, Ontario's fifth-largest city with over 560,000 residents, added leak protection to complement its service line repair plans enhancing residents' peace of mind and satisfaction with the City.

The City has been challenged with aging water/sewer infrastructure

To educate and protect homeowners against private line issues, the City offers optional repair plans through a long-standing partnership with Service Line Warranties of Canada (SLWC).

As a complement, the City adopted the ServLine Leak Protection Program, which protects residents from an excessive water bill resulting from a leak and delivers a better customer experience than the City's legacy leak adjustment policy.

Solving for a need and educating the community

Many City of Hamilton homeowners were unaware of their responsibility for exterior service lines, which resulted in angry calls and dissatisfaction with the City when an issue occurred. In 2014, the City decided to take action and selected SLWC to provide a program to educate homeowners and offer optional repair plans for water, sewer, and interior plumbing lines.

Homeowners appreciate that, in addition to education about their responsibilities, the program informs them about options to protect them. SLWC ensures that service line repairs are provided in a timely manner and that the individuals performing the work are licensed professionals.

Key City of Hamilton Program Stats:



Over 146,000 customers enrolled in the ServLine Leak Protection program



Over 27,000 plans enrolled in the SLWC program



Over 10,000 claims to date

198 ServLine claims handled in the last year, saving residents over **\$168K**



\$4.3 million in repair savings for City residents

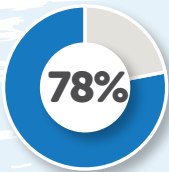


4.7 out of 5 stars post-claim satisfaction

"We have received many compliments from residents for having made this service available to them, and even those who choose not to participate are better educated about their service line responsibilities, which is very important to the City. Our recent addition of ServLine adds an extra layer of financial protection. We are proud to offer this complete solution to our residents."

John Savoia
Financial Planning and Policy
City of Hamilton

SLWC is an important safeguard for homeowners.



of homeowners believe the utility provider should educate them about repairs and preventative measures*



of Canadians do not have funds to address unexpected expenses, such as urgent major repairs to their home

A complementary program

The ServLine Leak Protection Program offers financial protection for residents from an excessive water bill resulting from a leak and helps the City recapture lost revenue associated with leaks. The program manages all customer service and administrative functions, allowing City staff to focus on other responsibilities. Plus it overcomes the limitations of the City's legacy leak adjustment program, such as lifetime caps and landlord exclusion.

ServLine seamlessly transitioned from the old plan in 2022 as an in-rate program. The cost was rolled into the City's water rate and added to each customer's bill.

SLWC Cares

The City and SLWC are aligned on their missions of serving community residents in need. As part of the partnership, City residents can apply for pro-bono repairs through the SLWC Cares program. In the past two years, SLWC has completed four repair jobs for homeowners who were unable to afford repairs that were affecting their health and safety.

In January 2023, SLWC donated \$5k to Habitat for Humanity, Hamilton's latest project that will make affordable homes a reality for five local families.



Mike Van Horne, Service Line Warranties of Canada General Manager, left, presents check to Sean Ferris, Habitat for Humanity Hamilton Chief Executive Officer.