

[COMMUNITY] residents can enroll in a service program that will help area homeowners save money and time when they are faced with a repair to the homeowner-owned service lines that connect their home to [COMMUNITY's] system.

“Unexpected household repair emergencies happen, and we want our residents to be prepared,” said [NAME, TITLE]. “This opt-in repair service plan will help them save money on repairs and make it easy to get them done.”

The program is from Service Line Warranties of Canada, a leading provider of home service solutions. Service Line Warranties of Canada was chosen by the Local Authorities Services as an approved service partner for members of the Association of Municipalities of Ontario.

Unexpected service line repairs can be costly and are not typically covered by basic homeowners' insurance or by [COMMUNITY] Public Works. Some homeowners are not even aware that they are responsible for maintenance of these service lines.

Residents are encouraged to contact their home insurance provider and find out if their water and sewer service lines are covered. Some damages may be covered, but the actual repair or replacement of the pipes may not. Some insurance companies are now offering service line coverage as a “rider” to a homeowner policy.

However, a homeowners insurance policy rider may require a deductible and an out-of-pocket cost upfront, with the homeowner being reimbursed after the fact. Service Line Warranties of Canada does not have any call-out fees or deductibles and pays the contractor directly up to the benefit amount.

Plan holders have access to SLWC's Repair Hotline that is accessible 24 hours a day, 365 days a year to bring local, licensed and insured contractors to their home for repairs.

Residents will occasionally see information in the mail from Service Line Warranties, and those mailings include the [COMMUNITY] logo to indicate that the mailing is legitimate, [COMMUNITY] leaders are aware of and have reviewed the Program and there is a partnership between [COMMUNITY] and SLWC.