

# **Service Line Warranties of Canada**

## **Frequently Asked Questions (FAQs)**

### **What is the relationship between SLWC and the Town of Shelburne?**

Each agreement with a utility or municipality is a little different and is tailored to meet the needs of the community. The partnership allows Service Line Warranties of Canada (SLWC) to offer customers competitive monthly fees on available services to residents. Importantly, the decision by residents to sign up for a SLWC service plan is completely optional.

### **Why did Town of Shelburne partner with SLWC?**

SLWC is the nation's largest and most trusted source of utility line plans and is partnered with the Association of Municipalities of Ontario (AMO) and their commercial division Local Authority Services (LAS). An objective of the SLWC program is education because many residents are not aware that buried water and sewer lines on their property are their responsibility to maintain. A broken or blocked service line on the property can cost thousands of dollars to repair or replace and many times residents are unprepared for this unexpected expense. The Town's program with SLWC not only works to educate the residents but also provides a solution for residents that is entirely optional.

### **How common are utility line breakages and what are the common repair costs?**

Each year, SLWC, together with its parent HomeServe, performs tens of thousands of water and sewer service line repairs for customers across North America. It is very difficult to determine when a pipe may fail, with key contributors being the type of piping material, age of the service pipe, soil conditions and installation quality. Water line repairs can be costly – a replacement averages \$2,500 nationally. With the modest cost of SLWC's service plan, homeowners would still see financial benefit if the service line didn't break for another few decades – versus saving the monthly fee at current rates.

### **Doesn't my homeowner's insurance already cover these repairs?**

Typically, no. Most homeowners are surprised to learn that they are responsible for the repair and replacement of broken or leaking utility lines if they are on their property. While most basic homeowners' policies will pay to repair the damage created by failed utility lines, they typically do not cover the cost of the repair of the line itself. SLWC encourages residents to call their insurance company to determine your actual coverage.

### **Why does SLWC use the Town of Shelburne's logo in its marketing materials?**

The Town of Shelburne's agreement with SLWC allows the company to use the Town's logo in communications to indicate that there is a formal relationship in place and to let residents know that the offering is legitimate, it is for the residents benefit and has the approval of the

Town. All of the mailings SLWC sends to Town of Shelburne residents are first reviewed and approved by the Town prior to use.

SLWC is committed to transparency in all of its communications. All SLWC materials clearly state that the services the company offers are voluntary and that they are offered by SLWC, a private company that is separate from the city.

**Isn't it unethical/unseemly for cities to partner with a private entity?**

It is not a new idea for the public and private sectors to work together; it is about bringing Town of Shelburne residents a solution to a real problem facing homeowners around the country. SLWC brings the best of the private sector, including efficiency and expertise, to relieve the burden on homeowners facing expensive repairs. At the same time, SLWC supports communities by helping us, as local decision-makers, tackle the problem of making sure all of our community's water and sewer infrastructure is maintained. It is good practice to bring together the best of what public and private entities have to offer.