

## **WATER AND SEWER SERVICE LINE WARRANTY**

As a City water customer, you have received mailing(s) from **Service Line Warranties of America (SLWA)** offering for sale warranty coverage for water and sewer service lines. These mailings have “**CITY OF ALLIANCE**” printed on the envelope and the top right hand corner of the first page. They also indicate that SLWA has partnered with the City of Alliance. This has raised questions by residents, many of which are answered below, and all of which can be answered by calling us at **330-823-3126**.

### **HAS THE CITY PARTNERED WITH SLWA?**

Yes. The City and SLWA have an agreement which provides that the City allows SLWA to mention us by name and reference a partnership.

### **IS THE CITY PAID FOR THIS AGREEMENT?**

No, the City is not compensated. The City opted not to be compensated in order to keep the costs to customers at the lowest.

### **WHY DID THE CITY MAKE THIS AGREEMENT?**

In short, because an awful lot of you have requested this product. In Alliance, maintenance of water and sewer lines is the responsibility of the property owner, from the tap at the main all the way into the building. When a homeowner has to replace part of one of these lines, the average cost is well over \$3,000. That is a tough bill for most of us to incur and residents wanted a protection.

### **WHY DID THE CITY PICK SLWA?**

SLWA was the first (and remains the only) company we were aware of which guarantees coverage for residents all the way to the City main. Many companies offering a similar warranty do not cover repairs and replacement within the City right of way. In Alliance we unfortunately have seen residents who purchased a service line warranty only to find out that their problem was not covered and they were stuck with the bill.

### **DO I HAVE TO HAVE A WARRANTY?**

No. This is a consumer decision. You should make the best decision for you, and the City's role is intended to be limited to helping provide you the information you need to make the best decision for you.

### **CAN I BUY A WARRANTY FROM SOMEONE ELSE?**

Yes, absolutely. Buying a service line warranty is a private consumer transaction and if you decide you want such a product then you should make the purchase you deem best for you. The City's involvement is best summarized this way:

- We want to make sure as a homeowner you are aware of your liability for service line maintenance
- We know that many of you, armed with this knowledge, desire warranty protection and often struggle to find a suitable plan
- We vetted SLWA to insure that the coverage includes your complete line maintenance obligation and that the coverage amounts are reasonable to cover normal costs'; and then entered an agreement to help bring a product many of you were asking for to your attention

Again, our role is to be a source of information to assist you in being a good consumer.