

City of White Sulphur Springs

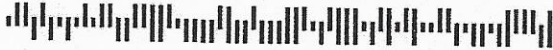
Important Information for White Sulphur Springs Homeowners

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WHITE SULPHUR SPRINGS, MT 59645-0651



Please reply by:
October 22, 2018

Dear

This letter contains important information about your responsibilities as a homeowner in the event of an emergency with your water or well service line.

The exterior water service line that runs from your utility's responsibility to your home is your responsibility as the homeowner. If you were unfortunate enough to suffer a break or burst in this line, it would be up to you to find a plumber and get the leak repaired.

The City of White Sulphur Springs has partnered with Service Line Warranties of America (SLWA) to help eligible homeowners be prepared and to have the best possible service in the case of such an emergency. So you're invited to enroll in Exterior Water Service Line Coverage from SLWA. Accept this *optional* coverage and you'll receive protection with no annual limit (30-day wait period with a money-back guarantee) for covered water service line repairs with as many service calls as you need up to \$8,500 per call and no deductible. You will also have access to a 24/7, 365-day-a-year emergency repair service hotline. Once you have made your service call, SLWA will take care of your covered repair, dispatching a qualified plumber to your home and paying the bill directly. Peace of mind for only \$6.75 a month. Your emergency is dealt with and your water supply is back to normal.

In the event of a covered emergency, this plan can save you a significant amount of money—a service line replacement may cost you thousands of dollars. It can also save you the time of finding a plumber, which can be difficult in the best of times, let alone in an emergency. Having this plan also helps eliminate worry, as you can be sure of a professional job completed by local, licensed and insured plumbers. This is the only service line protection program for homeowners fully supported by the City of White Sulphur Springs.

Please take the time to read the information on the back of this letter. If you would like to sign up for this plan, simply complete and return the attached form below or call toll-free 1-844-257-8795. We certainly hope that you never have an exterior water service line emergency, but if you should ever have a problem, you'll be glad you're covered with Exterior Water Service Line Coverage. This program is managed by SLWA, and no public funds were used for the mailing of this letter.

For fastest processing, please visit www.slwofa.com.

Sincerely,

The City of White Sulphur Springs

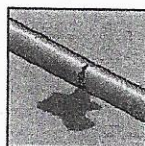
Utility Service Partners Private Label, Inc., known as Service Line Warranties of America ("SLWA"), with corporate offices located at 11 Grandview Circle, Suite 100, Canonsburg, PA 15317, is an *independent company separate from the City of White Sulphur Springs* and offers this optional service plan as an authorized representative of the service contract provider, North American Warranty, Inc., 175 West Jackson Blvd., Chicago, IL 60604. Your choice of whether to participate in this service plan will not affect the price, availability or terms of service you have with your local utility or municipality.

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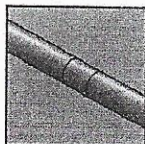
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What would you do in an exterior water service line emergency?

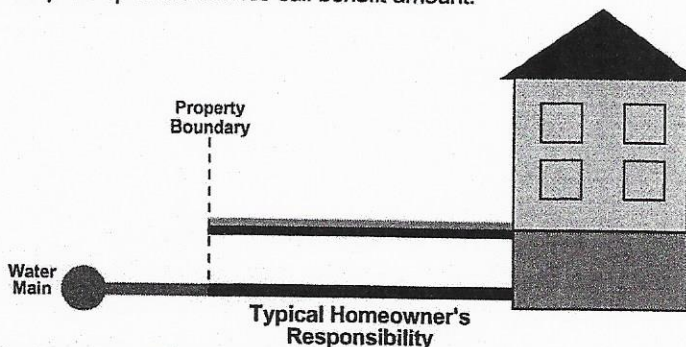
The illustration shows where things may go wrong with your exterior water service line—and how much a licensed and insured plumber would typically charge customers who don't have coverage. How would you cope if it happened to you? With Exterior Water Service Line Coverage, it's not something to worry about; you'll have no bill to pay for covered repairs up to the service call benefit amount.



Locate, excavate and repair leak **\$798**
Plan Members: **No Charge***



Replace water service line (26–100 ft.) **\$2,585**
Plan Members: **No Charge***



The service line beyond the property boundary may be an additional responsibility of the homeowner and is included in this coverage. If your home has a private well, coverage also provides protection against repair or replacement of your water service line from the well casing to the external wall of your home.

*National average repair costs within the SLWA network as of March 2018. No charge for covered repairs up to your service call benefit amount.

Take A Look At The Benefits You'll Receive	Exterior Water Service Line Coverage
1. No Annual Limit – With as many service calls as you need for covered repairs, up to \$8,500 per call.	✓
2. 24-Hour Emergency Repair Service Hotline – Open 24 hours a day, 365 days a year.	✓
3. Our Promise to You – If you are ever dissatisfied with Exterior Water Service Line Coverage, simply call SLWA toll-free at 1-844-257-8795, and your coverage will be discontinued at your request.	✓

Visit www.slwofa.com to protect your water service line
Or call toll-free 1-844-257-8795 | Available: MON-FRI 8AM-8PM | SAT 10AM-4PM EST

Important Questions & Answers

What am I responsible for?

As a homeowner, you are responsible for your exterior water service line.

Does my homeowners insurance cover this?

Most basic homeowners insurance policies do not cover repair or replacement due to normal wear and tear of the water service line.

Does this coverage include well lines?

Yes, coverage provides for repair or replacement of either water service or well lines, as explained in the "What's covered" section.

Who is eligible for coverage?

An owner of both a residential home permanently secured to the ground and the land it is located on may be eligible for coverage. Recreational vehicles or homes on wheels and properties used for commercial purposes are not eligible for coverage. In GA, residential properties containing more than two dwelling units are not eligible. In IA, residential properties containing more than four dwelling units are not eligible. Your property is not eligible if you are aware of any pre-existing conditions, defects or deficiencies with your exterior water service line prior to enrollment. If you live in a development community with a condominium, co-op or homeowners association, your exterior water service line may not be an individual homeowner's responsibility, so please check with your association before accepting this coverage. If you live in a multi-family structure and do not own the entire structure, it will be your responsibility to provide Service Line Warranties of America (SLWA) with a signed release from all other homeowners for any work which may affect their portion of the structure.

What should I know about this coverage?

What's covered: Coverage provides, up to the benefit amount, for the covered cost to repair or replace a leaking, frozen, low pressure, or permanently blocked exterior water service line, for which you have sole responsibility, from your utility's responsibility or external wall of your well casing to the external wall of your home, that is damaged due to normal wear and tear, not accident or negligence.

Not covered: Repair to any water line that branches off the main water service line; any shared water line that provides service to multiple properties or secondary buildings; and damage from accidents, negligence or otherwise caused by you, others or unusual

circumstances. Additional exclusions apply. You agree to resolve disputes related to this plan by arbitration or in small claims court, without resort to class action or jury trial. To see full Terms and Conditions with complete coverage and exclusion details prior to enrolling call 1-844-257-8795 or go to www.slwatерms.com.

When can I make a service call?

Your plan starts the day your form is processed, and there is an initial 30-day waiting period before you can make a service call, giving you 11 months of coverage during the first year. Upon renewal/reactivation (if applicable), you will not be subject to a waiting period.

What is the cancellation policy?

You may cancel within 30 days of your start date for a full refund (less any claims paid, where applicable). Cancellations after the first 30 days will be effective at the end of the then-current billing month, and you will be entitled to a pro-rata refund less any claims paid (where applicable). You may also contact SLWA to cancel if you find your utility or municipality provides similar coverage to you at no charge, and you will receive a refund less any claims paid (where applicable).

What is the term of my service agreement?

The plan is annual. For E-Z Pay/Direct Pay, credit card or debit card customers, unless you cancel, your plan automatically renews annually at the then-current renewal price with your same payment terms.

What is E-Z Pay/Direct Pay?

E-Z Pay/Direct Pay is a paperless and stress-free way to pay for your coverage. Payments are automatically debited from the bank/checking account of your choice as your payment becomes due, at no additional cost.

What quality of repair can I expect?

Local, licensed and insured plumbers perform covered repairs, which are guaranteed against defects in materials and workmanship for one year.

Who is SLWA?

SLWA is an independent company, separate from your city, local utility or municipality, providing emergency home repair services and protection solutions to homeowners across the U.S. If you would prefer not to receive solicitations from SLWA, please call 1-844-257-8795.