WHAT IT COULD COST IF YOU HAVE AN UNEXPECTED WATER LINE LEAK

Leak Detection $100+ per hour

Line Replacement $3,000 or more

Landscaping $350 or more

Concrete and Asphalt Restoration $500 or more

SERVICE LINE REPAIR PLAN - KEY TERMS & CONDITIONS & RESIDENTIAL PLAN

A. THIS PLAN

Includes all parts, material and labor required to repair or replace leaking water service lines. For customers who have outside meter, seamless liners can be placed inside the repair or replacement of any cracked parts. Repair or replacement includes excavation, as required. In the case of repairs or replacement, also includes the cost of all water service shut-off by SWWD and the restoration of same with all fees. To avoid backfilling and wedging in most instances, excavation is done by directional drilling of up to 150,000 and may not be required.

In the event of a service leak, customers are responsible for notifying the Southington Water Department at (860) 623-3059 to report a service leak.

For the repair or replacement of a service line that causes a stoppage or hazardous condition, as determined by the Southington Water Department or one of its agents, on the customer’s property, any property or any public street, the customer is solely responsible for making such property safe and the Southington Water Department shall not be liable for any damage caused to such stoppage or hazardous condition.

The Southington Water Department or its agents will promptly respond to requests for service and in most cases, the Southington Water Department will dispatch repair crews within twenty-four (24) hours of receiving a call for service. However, customers should be advised that response times will vary based on several factors, including but not limited to, weather conditions, seasonal, and staffing levels. As discussed in this Section A, in the Southington Water Department reserves the right to delay service in a customer’s property if the Southington Water Department determines there are unusual weather conditions on the property and the Southington Water Department will only provide service when the customer completes the unsafe weather conditions.

B. Exclusions: What IS NOT covered by the Plan

The Plan does not include repairs or work specifically or solely for the purpose of increasing water pressure or flow to the premises and any repair or replacement work not specifically identified as covered in Section A below items such as pressure reducing valves, booster pumps, shut-off valves, backflow preventers, or any other systems or equipment are not included in the Plan. The Plan does not include repair of any leaks inside the premises, such as on the customer shall shut-off water valves, providing damages, new service installations, relocation or modification of existing service lines, and replacement of a service line damaged indirectly or directly as a result of a customer or any other party working or excavating on the premises or in the vicinity of the water service line or its associated parts. The Plan does not include damage caused by deep-seated installations and any damage caused by the freezing or thawing of service lines.

The Plan does not cover repair or replacement of water lines that are in a residential area or that can emit a body of water such as a lake, river, stream, pond or ocean. The Plan does not include the repair or replacement of service lines in which a portion or portions of the service line run underneath concrete floors or patios. The Plan does not cover damages caused by “force majeure” such as an earthquake, hurricane, volcanic eruption, flooding, main break, landslide, natural disaster, civil disobedience, riot or war.

C. Plan Eligibility

The Plan is for residential customers only, as defined as a residential dwelling served by SWWD. The Plan is not available to a commercial, industrial or other or use served by SWWD. The Plan is available to a service line as defined in the Rules and Regulations of SWWD Rules and Regulations and cannot be installed under concrete slabs, decks, patios, pools or sidewalks.

D. Enrollment

The Plan is available to all residential customers who have a water service line to a residence. The Plan is not available to businesses, industries or other uses served by SWWD.

The Plan does not cover damages caused by “force majeure” such as an earthquake, hurricane, volcanic eruption, flooding, main break, landslide, natural disaster, civil disobedience, riot or war.

E. Terms and Conditions

1. The service line or its associated parts do not conform to the standards listed in the Rules and Regulations of SWWD.

2. There are unusual weather conditions at the site that the property owner or person responsible for the service line appears to correct.

3. A property owner or person responsible for the service line does not allow or prevent the servicing or replacement of any parts necessary to maintain the parts covered.

4. The Southington Water Department also reserves the right to discontinue the Plan or any other plan on the end of their existing terms or otherwise at the complete discretion of the Southington Water Department.

5. Cancellation

SWWD shall not be liable for any incidental or consequential damages, including water damage caused by leaks. SWWD will not be held liable for any damages caused to one’s own property unless such damage is the direct result of negligence of SWWD or its agents.

6. General

If any work is performed by the Southington Water Department, an agent of the Southington Water Department or a contractor authorized by the Southington Water Department to provide repair or replacement work for the Plan, the Plan will not pay for any jobs, parts or labor for repair or replacement of any covered items performed by any person or company other than SWWD. The Plan may be revoked upon cancellation of the Plan or any other plan at the end of their existing terms or otherwise at the complete discretion of the Southington Water Department.

7. Renewals

If any work is performed in the premises in accordance with the terms of the Line Protection Plan. To cancel your plan, please call (860) 623-3059. Information and prices contained in this brochure are accurate as of 3/1/13. SWWD reserves the right to change the rates charged and the rates of the repair plan without prior notice.

The Southington Water Department is offering a Service Line Protection Plan to all residential customers to protect against unexpected water service repairs.
FACTS TO KNOW:

- **Cost $48.00/year, $12.00 billed quarterly on your water bill.**

- **Leaks to service lines can be caused by age, temperature changes, pipe material, ground shifting, soil conditions, tree roots, etc.**

- **Customers currently enrolled in other protection plans will be covered immediately upon expiration of the prior plan. There is no lapse in coverage.**

- **In addition to the repair of the water line, coverage includes restoration of sidewalks, driveways, lawn and landscaping effected by the repair.**

- **Plan covers the fee for operating the curb valve when a customer is in need of plumbing repair. Costs can range from $50 to $150 for emergencies after regular business hours.**

- **Knowledgeable service staff on call 24 hours a day to assess circumstances and coordinate repairs done by a licensed, insured contractor approved by the Southington Water Department.**

**SOUTHINGTON WATER DEPARTMENT SERVICE LINE PROTECTION APPLICATION**

Name

Account

Billing Address

Service Address

Daytime Phone

Please sign me up for the Southington Water Dept Line Protection Plan. I have read & agree to terms and conditions of the Southington Water Department Line Protection Plan. I am owner or have written legal responsibility and authorization to provide repairs for the water service line (and associated parts) to the residential dwelling at

______________________________________________

I understand there is one year initial commitment and the annual charge will be billed quarterly on my water bill. I can cancel this plan after a one year initial commitment by notifying the SWD in writing. Customers are not eligible for refund upon cancellation.

Print Name: ____________________________________

Signature: ______________________________________

Date: __________________________________________

For Office Use Only:

30 Days Start_______________________Initial_______

**PLEASE CONTACT THE DEPARTMENT AT (860) 628-5593 FOR MORE INFORMATION.**