



HOME SERVICE CONTRACT COVER PAGE  
OUTSIDE WATER SERVICE LINE

CONTRACT HOLDER:

[Name]  
[Address line]  
[City, ST ZIP]

PROVIDER:

Utility Service Partners Private Label, Inc. d.b.a.:  
*Service Line Warranties of America* ("SLWA")  
11 Grandview Circle, Suite 100  
Canonsburg, PA 15317-9840  
Website: www.slwofa.com  
Phone: 866-922-9006

Account No.: To be assigned  
Confirmation No.: To be assigned

**THIS IS A COPY OF THE OFFICIAL TERMS & CONDITIONS FOR YOUR REVIEW AND DOES NOT REFLECT A CONFIRMATION OF ENROLLMENT.**

SERVICE ADDRESS:

[Name]  
[Address line]  
[City, ST ZIP]

Dear [Name],

Thank you for enrolling in the Service Line Warranties of America Outside **Water** Line Service Program. This Home Service Contract is for your Outside Water Line only and is subject to the enclosed "TERMS & CONDITIONS".

In addition to our enclosed standard Terms & Conditions, the following additions are required by State Law or negotiated on your behalf by your city. These additions supersede any provision to the contrary in the Terms and Conditions;

Obligations of SLWA under this Home Service Contract are backed by the full faith and credit of SLWA and are not guaranteed by a service contract reimbursement insurance policy. THIS IS NOT A CONTRACT OF INSURANCE.

This contract begins at noon local time, thirty (30) calendar days after the enrollment date, unless otherwise noted or disclosed, and continues thereafter so long as you make timely payments. There is no deductible or service fee per occurrence.

Should you need to file a claim, please contact our emergency hot line at **1-866-922-9006**. Representatives are available to take your call 24 hours a day, seven days a week, including holidays.

We hope that you never experience an emergency, but if you do, we are here to service your needs.

Thank you again for your business.

Sincerely,

*Service Line Warranties of America*

*Please retain these documents for your reference.*

Enclosed: GEN 3.0 Outside WATER Line Terms & Conditions

**TERMS AND CONDITIONS OF THE  
SERVICE LINE WARRANTIES OF AMERICA ("SLWA")  
OUTSIDE WATER SERVICE LINE PROGRAM ("SERVICE PROGRAM")**

This Home Service Contract covers the consumer-owned portion of the **primary water service** line from a public or municipal water system up to the internal point of entry to your single-family home, (including a primary water line which may be buried or embedded in a concrete slab under your home) and provides service or repair for the broken or leaking **primary water** line serving your residential home *where the flow of the line is interrupted due to normal wear and tear*. This Home Service Contract is limited to \$4,000 per line repair occurrence. If public street or public sidewalk cutting is required to repair the line, an additional allowance is provided; up to \$4,000 for public street repair and up to \$500 for public sidewalk repair. Determination of how a covered water line is to be serviced, repaired or replaced is entirely within the discretion of SLWA based on its professional judgment.

***By enrolling, you represent that your water line is in good working order.***

This Home Service Contract covers only the home listed on the cover page. You may not assign or transfer this Home Service Contract to another person or to another home or property.

**To initiate a service call under this Service Program, you must call SLWA, toll free at 866-922-9006 (assistance is available 24 hours per day, 7 days a week) before any work is performed.** All work must be performed by an authorized SLWA contractor. Any exceptions to this are at the sole discretion of SLWA and in no event will SLWA's liability for reimbursement on work performed by a non-SLWA contractor exceed \$500. If a permit or line location is required, we will secure proper permitting **before** work will commence; any repair will conform to applicable plumbing/excavating codes.

*Please note that our approved contractors must have safe and clear access to, and safe working conditions at and around the work area.*

This Home Service Contract starts thirty (30) days after the enrollment date noted on the cover page, unless otherwise noted or disclosed, and continues thereafter so long as you make timely payments. This Home Service Contract may be canceled for nonpayment. Your account must be in good, current standing to receive any service or repair under this program.

This Home Service Contract **DOES NOT COVER:**

- a) any shared water line that provides service to multiple properties, detached houses, secondary buildings or branch lines including water systems for sprinklers, pools, hot tubs, and/or other outdoor systems, whether known or unknown; repair of meters, meter vaults, repair or replacement of curb valves or curb boxes;
- b) service lines owned by any utility or connected to a commercial facility or a mobile home, or the cost of repairing or replacing a meter(s) that is not being relocated as a means of repairing or replacing your water supply line;
- c) updating and/or moving lines where the flow of water is not disrupted, in order to meet code, law, or ordinances or to satisfy directives of the water utility company or others;
- d) damage to a water line that is caused directly or indirectly by you, a third party, natural disasters, acts of God, or by any insurable causes;
- e) Any damage/cleanup to the inside of the home, including personal property, or replacement or "matching" of any floor covering or affected area (e.g. carpet, hard wood, marble, ceramic tile, dry wall, paint, plaster or wallpaper etc.). Restoration does not include landscaping services, such as replacing trees, sod or shrubs or repairing private paved and/or concrete surfaces, walkways leading to the home, or structures on your property.

After a water line is repaired, SLWA will provide basic site restoration service to the affected area limited to filling trenches, mounding (to allow for settling), raking and seeding (weather permitting) excluding sod. If slab cutting within the foundation walls is necessary to repair a broken water line, the resulting trench will be filled with gravel and covered with asphalt or cement as appropriate. Debris will be removed from the work area.

You have thirty (30) days from the date you enroll in the Service Program to cancel and receive a full refund of any payment you have made. After 30 days, you may cancel the Service Program at any time, and you will be reimbursed the pro rata share of any amount you paid, less 1) any costs paid towards a claim filed on your account and 2) a \$6.00 processing fee. SLWA will not pay any refund which is less than \$6.00, unless requested by you.

SLWA may modify the Service Program by giving you thirty (30) days' written notice and may terminate the Service Program for nonpayment within thirty (30) days of the payment due date and with ninety (90) days' written notice for any other reason. If SLWA cancels the program for reasons other than nonpayment, you will be reimbursed the pro rata share of any amount you paid for any portion of the Service Program period subject to cancellation.

**IMPORTANT: Please retain this document for your records. The cover letter and these Terms and Conditions are the official copy of your Home Service Contract.**

**Service Line Warranties of America  
is a private brand name owned and operated by  
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