

Quick Facts

Help homeowners in your community save time and money by introducing the SLWC Service Line Warranty and In-Home Plumbing Repair Programs! Offered at no cost to municipalities and utilities, the program:

- Educates homeowners about their service line responsibilities
- Provides service from licensed, local-area contractors, keeping revenue in the local economy
- Ensures timely repairs that help conserve water and reduce ground pollution
- May help generate revenue through royalty payments

About



Service Line Warranties of Canada (SLWC) is part of HomeServe, a leading provider of home repair solutions serving over 4.5 million customers across Canada and the U.S. SLWC partners with municipalities and utilities

to provide water and sewer line repair coverage and in-home plumbing repair services to Canadian homeowners.



Local Authority Services (LAS) is a preferred provider of competitively priced and sustainable co-operative business services for Ontario municipalities and the broader public sector. LAS helps its customers "save money, make money, and solve capacity." LAS was created in 1992 by the Association of Municipalities of Ontario (AMO).



SLWC is a corporate partner of FCM. FCM has been the national voice of municipal government since 1901. Their members include more than 2,000 municipalities of all sizes, from Canada's cities and rural communities, to northern communities and 20 provincial and territorial municipal associations. Together, they represent more than 90 percent

of all Canadians from coast to coast to coast. FCM advocates for municipalities to be sure their citizens' needs are reflected in federal policies and programs. Year after year, their work benefits every municipal government and taxpayer in Canada, and their programming delivers tools that help municipalities tackle local challenges.



Building Peace of Mind, One Community at a Time

Service Line Warranty & In-Home Plumbing Repair Program

Helping homeowners save thousands of dollars in service line and in-home plumbing repair costs



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Overview

Residential property owners are responsible for the maintenance of the buried water and sewer lines that run from the public (main) connection to the exterior of the home. When these lines break, leak or clog, the homeowner is often surprised to learn that homeowner's insurance does not cover the cost of an often expensive repair.

A homeowner's private lines are subjected to the same elements as the lines that comprise the public infrastructure – ground shifting, tree-root invasion, extreme weather, age and more. While municipalities are responsible for repairs to the public infrastructure, what solution is available to homeowners when the lines on their property fail?

The Service Line Warranties of Canada (SLWC) Water and Sewer Line Warranty and In-Home Plumbing Repair Programs educate homeowners about their service line responsibilities while providing affordable and optional repair coverage.

"The City highly recommends this service to other municipalities because it offers residents a low-cost solution to the problem of dealing with broken, leaking, clogged or even frozen water and sewer lines. We have received many compliments from residents for having made this service available to them. Even those who choose not to enroll in this optional program are better educated about their service line responsibilities, which is very important to the City."

John Savoia, Financial Planning and Policy, City of Hamilton

Serving your
local community

LAS



Throughout North America
HomeServe has:



1,000+
Partners



4.5 Million+
Customers



7.6 Million+
Service Contracts



1.7 Million
Repairs performed in
the past three years



\$522 Million
in repair costs saved by
customers in the past
three years

Frequently Asked Questions



What would the warranty program cost the city and homeowners?

There is no cost to the city for this program, and homeowner participation is completely voluntary. For a small monthly fee, homeowners can purchase warranty protection that covers repairs to the buried lateral lines on their property. The SLWC Service

Line Warranty and In-Home Plumbing Repair Programs provide generous repair coverage for the homeowner and royalty opportunities for the city.

How does the program work?

SLWC handles all aspects of the program, including educational outreach, billing, customer service and contractor management and completion of all repairs to local code. SLWC even handles the mailing to homeowners in the community.



What happens when a homeowner experiences a service line break or leak on their property?

With one call to the Service Line Warranties of Canada toll-free number, a licensed contractor from the area will be dispatched to make the repair – usually completed within 24 hours. There is no paperwork to complete, no hidden service fees or deductibles, and no annual or lifetime limits on the number of repair occurrences. Contractors are thoroughly vetted through a third-party compliance management vendor that performs extensive background checks.



Why is the warranty program important?

Many people believe that water and sewer lines will last hundreds of years without failing, but the truth is, there are many reasons other than life expectancy of the pipes that contribute to infrastructure failure – such as tree root intrusion, rust and weather. The SLWC Service Line Warranty Program provides peace of mind to municipal homeowners and leadership.