



City of Culver City Official Courtesy Notification

Warranty to Cover the Cost to Repair or Replace Your Utility Service Line



Customer Name
Customer address 1
Customer address 2
City, state zip code

April XX, 2015

Dear Property Owner:

A private utility service line is the water or sanitary sewer pipe that runs between the public utility connection and the home's exterior. Typically, these pipes are located outside and buried underground. Many residential property owners are unaware that repair or replacement of their utility service lines are their responsibility.

As a sewer line ages, the mortar used to bind its joints loosens, becomes brittle, and may flake away inviting dirt and tree roots to enter the pipe and create blockages. Water pipes are continuously under pressure and may leak or fail over time due to their age.

On March 9, the City Council of Culver City approved an agreement with Service Line Warranties of America (SLWA) to offer utility service line warranties to qualified residential property owners. In May 2015, SLWA will be mailing warranty offer letters introducing the program to Culver City homeowners. SLWA is a subsidiary of Utility Service Partners, who was endorsed by the National League of Cities in 2010. Through the National League of Cities partnership, the warranty program has been implemented in over 240 cities across the country. SLWA maintains an A+ rating with the Better Business Bureau and in 2013, received the BBB Torch Award for Marketplace Ethics in western Pennsylvania, which is where they are headquartered.

The purpose of this notice is to answer frequently asked questions about the program prior to its launch.

Is the City requiring me to purchase an SLWA warranty?

No, participation is voluntary. Purchase of an SLWA utility line warranty to cover the cost of repairs to a broken, leaking or a clogged water or sewer line located on your property is at the homeowner's discretion. By entering into the agreement with SLWA, the City's intent is to educate property owners that they are responsible for their utility service lines and to provide them an opportunity to purchase repair coverage from a reputable company.

How much does it cost to repair a utility service line that fails?

SLWA estimates can range from hundreds to upwards of \$3,500 per repair incident depending on the extent of the repair required.

How much is covered by the policy?

For water, the policy covers up to \$4,000 with no deductible and if necessary, an additional \$500 to cover the cost of public sidewalk construction.

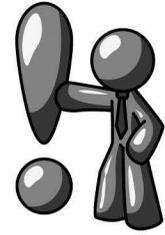
For sewer, the policy covers up to \$4,000 with no deductible and if necessary, an additional \$4,000 to cover the cost of public sidewalk and street construction.

Typically, the warranties cover repairs due to normal wear and tear for the portion of the outside utility line that runs between the public utility connection and the exterior of the home.



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Who would perform the work?

SLWA is in the process of adding licensed, insured and qualified local plumbers to their Contractor Network who will perform the repairs.

What does an SLWA policy cost?

An annual water line warranty costs \$76 and an annual sewer line warranty is \$112.

How do I contact SLWA if I have more questions?

Residents should call 1-855-535-7141, visit slwofa.com or email service@slwofa.com with questions about the program or to enroll.

Who do I contact at the City of Culver City if I have more questions?

Joe Susca, Public Works-Senior Management Analyst at joe.susca@culvercity.org or by phone at 310-253-5636.