

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



**Please fill out and mail back to  
Southington Water Department  
in the enclosed envelope.**

**Sign up today and be  
protected!**

## SERVICE LINE REPAIR PLAN • KEY TERMS AND 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 pits, coverage includes the repair or replacement of leaking or non functioning meter pit valves. Town of Southington Water Works Department (SWWD) or its agent will determine whether to repair or replace any covered parts. Repair or replacement includes excavation, as required, in the area of repair or replacement. Also includes the cost of water service shut off/turn on by SWWD and the restoration of paving and soil (including filling, loaming and seeding) in areas disturbed by excavation of up to \$10,000.00 annually and per incident.

In the event of a service leak, customers are responsible for notifying the Southington Water Department at (860) 628-5593, Monday through Friday, from 8:30 A.M. to 4:30 P.M. After hours, customers are to call (860) 621-2429 to report a service leak.

Please be advised that if there is a service leak on a customer's property which causes a slippery or hazardous condition, as determined by the Southington Water Department or one of its agents, on the customer's property, any other property or any public street, the customer is solely responsible for making such premises safe and the Southington Water Department shall not be liable for any damage caused by such slippery 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, workload, and staffing levels. As discussed in this Section A, the Southington Water Department reserves the right to delay service to a customer's property if the Southington Water Department determines that there are unsafe working conditions on the property and the Southington Water Department will only provide services when the customer eliminates the unsafe working conditions.

### B. Exclusions: What is NOT covered under the Plan

The Plan does not include: repairs or any work specifically and 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 above. Items such as pressure reducing valves, booster pumps, stop and waste valves, lawn and/or fire sprinkler systems are not included in the Plan. The Plan does not include: repair of any leaks inside the premises, such as the customer shut off (cellar) valve; preexisting damages; new service installations; relocation or alteration of existing water service lines; and repairs and/or replacement of parts damaged directly or indirectly as a result of a customer or any other party working or excavating on the customer's property or in the vicinity of the water service line or its associated parts.

The Plan does not include repair or replacement related to improperly installed pipes and appurtenances and any damage caused by the freezing or thawing of service lines.

The Plan does not include the repair or replacement of water lines that are in a wetlands area or that run under a body of water such as a lake, river, stream, pond or ocean. The Plan also does not include the repair or replacement of the portion of a service line that runs under any structure that obstructs the ability to excavate and repair the service line, including, but not limited to, a deck, pavers, concrete floor or patio, retaining wall, etc.

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

### C. Plan Eligibility

You must own or have a written legal responsibility and authority to provide repairs for the water service line (and associated parts) to a residential dwelling served by SWWD. You must own the property traversed by the water service line, or you must show proof of a valid Right of Access that permits access for the repair and/or replacement of the water service line if it crosses any intervening property. Service line can be no greater than 2" in diameter, must conform to the design standards of SWWD Rules and Regulations and cannot be installed under concrete slabs, decks, patios, pools or other structures that would prevent reasonable access for repair purposes. SWWD reserves the right to deny plan coverage for any reason.

Separate Plan coverage is required for each additional service connection and/or service line at a premise. Plans are not transferable.

### D. Enrollment

Charges will be added to your quarterly water bill. Your plan begins within 30 days after your service line has been approved. Applicant will be notified of their start date by letter. Any partial payments towards your water bill will be applied first to the line protection plan. SWWD reserves the right to make an on-site inspection of your service line and associated parts to ensure they are in proper operating condition before accepting any responsibility under the Plan.

### E. Cancellation/Termination

After initial one year commitment, you may cancel this repair plan at any time by notifying SWWD in writing at 605 West Queen St, PO Box 111, Southington, CT 06489 or by calling 860-628-5593. Customers are not eligible for any refund upon cancellation.

Cancellation becomes effective at the end of the billing cycle. The line Protection Plan will automatically cancel upon transfer or sale of the property.

SWWD may also terminate this repair plan for non-payment of the fee and reserves the right to terminate this repair plan if SWWD determines that:

- 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 unsafe working conditions at the site that the property owner or person responsible for the service line refuses to correct.
- 3.) The property owner or person responsible for service line does not allow or permit the servicing or replacement of any parts necessary to maintain the parts covered.

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

### F. Limitations

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

All work in relation to the Plan must be 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. The Plan will not pay for any labor, parts or costs for repair or replacement of any covered items performed by any unauthorized parties or any water damage caused by leaks. All repair work completed under this plan is guaranteed for a period of one (1) year for failures or defects in material or workmanship.

### G. Renewals

Charges will be added to your quarterly water bill, one-fourth (1/4th) of the annual fee for The Line Protection Plan. To cancel your plan, please call us at 860-628-5593. Information and prices contained in this brochure are accurate as of 1/15/21. Revised on 1/15/21. SWWD reserves the right to change the items covered or the price of the repair plan without prior notice.

# SOUTHINGTON WATER DEPARTMENT SERVICE LINE PROTECTION PLAN



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

605 West Queen Street  
P.O. Box 111  
Southington, CT 06489-0111  
(860) 628-5593 • Fax (860) 621-0491  
[www.southington.org](http://www.southington.org)

# SIGN UP AND BE PROTECTED

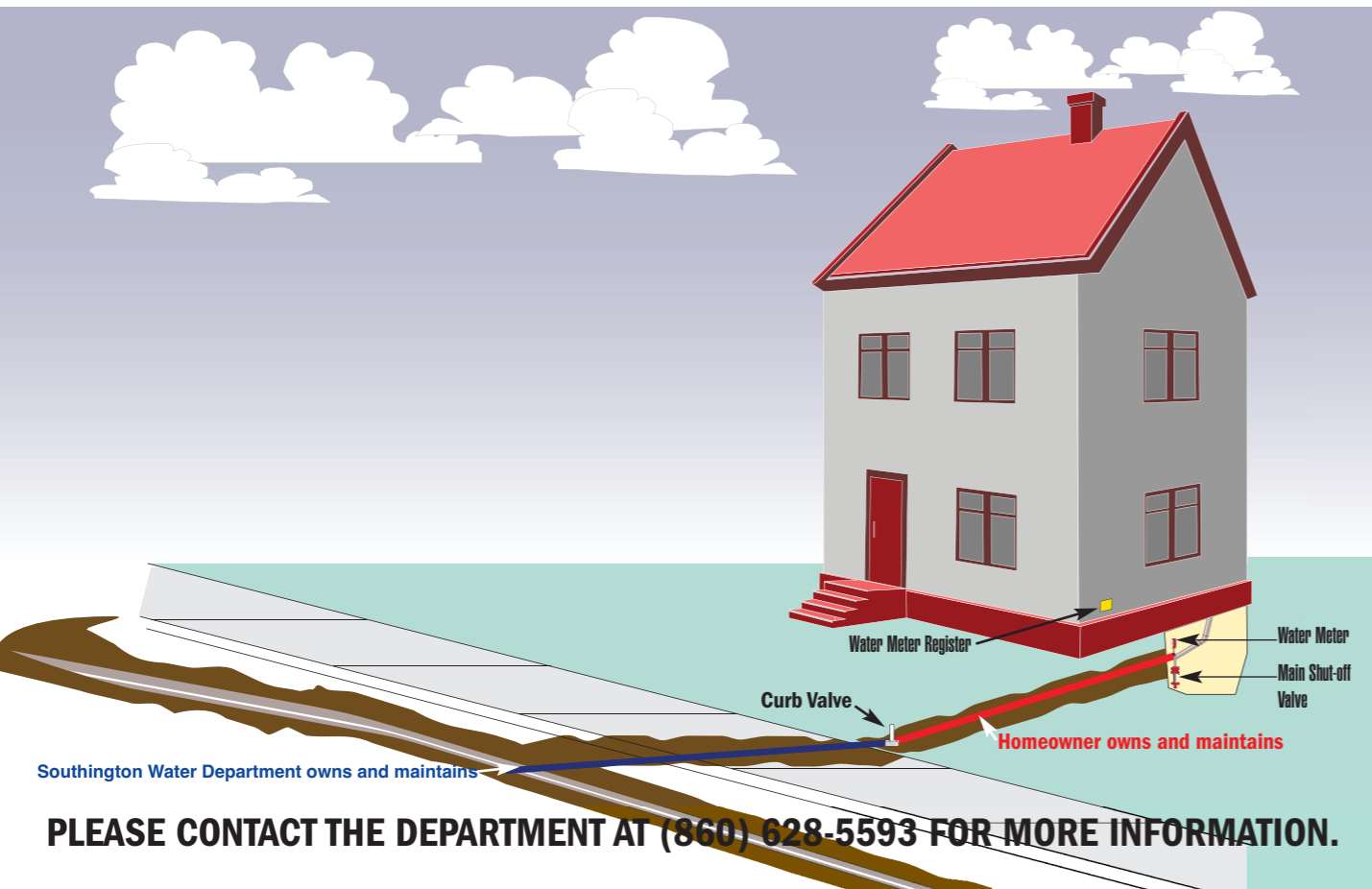
Southington Water Department customers own and are responsible to maintain their water service pipe from the curb valve to their premises. Most homeowners insurance does not cover repairs to these pipes\* and service line protection will protect you from unexpected repair bills for only pennies a day.

Possible repair expenses could result in thousands of dollars in repair bills.

Leak detection, line replacement, landscaping, concrete and/or asphalt restoration are possible expenses that can be incurred when a line needs replacement or repair. Our service line protection plan covers up to \$10,000 annually and per incident.

In the event of a service leak, all you must do is contact the Department. We are available 24 hours a day, and our service person will respond. The Department will coordinate a contractor and the repair.

\*Please check your homeowners policy.



Southington Water Department owns and maintains

Homeowner owns and maintains

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

## FACTS TO KNOW:

- **Cost \$50.00/year, \$12.50 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 \$75 to \$300 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 understand I must schedule an appointment for an inspection prior to approval.** 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 \_\_\_\_\_