

**SUMMARY OF THE BOROUGH OF BEAVER  
EXTERIOR WATER SERVICE LINE PROTECTION PROGRAM  
with repairs arranged by our vendor, Service Line Warranties of America  
TERMS AND CONDITIONS**

**Service Line Warranties of America (“SLWA”) is your point-of-contact for all questions or concerns regarding the servicing of this Program. Contact SLWA at 1-844-257-8795.**

You must call SLWA for Covered Repairs. For Covered Repairs, there must be an operational failure to the exterior water service line on your property (“System”). You are responsible for charges beyond the Benefit Limit. Under this Program, “normal wear and tear” is characterized by deterioration that occurs naturally over time resulting from standard use.

**What is a Covered Repair?**

Repair or replacement of the following damaged due to normal wear and tear:

- A blocked, leaking, low pressure (meaning 30 pounds per square inch with 2 or fewer fixtures open), or frozen System pipe that provides fresh or drinkable water to the Home.
- Non-functioning stop boxes, shut-off valves, pressure reducing valves, and backflow prevention devices that are part of your System.

**What sections are covered?**

- If supplied by a utility: the System pipe from the utility’s responsibility to the stop valve or corporation stop.

**What is the maximum amount paid for Covered Repairs?**

- Up to \$8,500 per Service Call (“Benefit Limit”).

**What restoration is included?**

- Restoration to any area disturbed by the Covered Repair is limited to filling, raking, and reseeded of grass, reinstallation of existing soft landscaping and shrubbery, and patching of paved surfaces, including sidewalks.
- Debris will be removed from the restoration area

**Exclusions**

**What is not covered?**

1. Damages, losses or expenses, whether from accident, negligence or otherwise, caused by you or any person or entity other than SLWA or Beaver or (b) unusual circumstances, meaning war, government regulations, pandemics, riots, hostilities, strikes, work slowdowns, acts or threats of terrorism, fires, explosions, or acts of God including but not limited to natural disasters, earthquakes, tidal waves, and extreme weather (such as tornadoes, drought, hurricanes, and floods).
2. Damages necessary to access the repair area.
3. Correction of, or reimbursement for, any repairs or restorations made by you or anyone not authorized by SLWA
4. Any repairs or replacements when no operational failure of the System has occurred.
5. Any replacement, correction, upgrade, or move of the existing System including the meter in order to meet any code, law, regulation, ordinance, or utility directive, if not directly related to the necessary Covered Repair. Any shared sections of the System including the meter that provides service to multiple properties or secondary buildings not covered by this Program.
6. Any section of the System that is shared with any third party not covered by this Program.

7. Lines that branch off the primary System.
8. Any tanks or appliances.
9. Sprinkler heads, control systems or any other irrigation equipment.
10. For restoration: replacement of any decorative paving, pathways or landscaping features.

### **Service Calls**

#### **What is a Service Call?**

A visit to your property by one of SLWA's approved technicians where either work is performed to diagnose and complete a single Covered Repair or it is determined that the repair is not covered ("Service Call").

#### **Does anything have to be paid for a Service Call?**

There is no fee to make a Service Call.

#### **How can a Service Call be requested?**

Call SLWA and a service representative will schedule a Service Call. You will not be reimbursed for work not authorized by SLWA. Technicians must have safe and clear access to, and safe working conditions at and around, the work area. In order for you to make a Service Call, you must be in good standing with Beaver. Whether a System is to be repaired or replaced is entirely within the discretion of SLWA.