

# Sanitary Sewer and Water Line Warranty Programs



## NLC Service Line Warranty Program

National League of Cities (NLC) Service Line Warranty Program, administered by Service Line Warranties of America (SLWA), is available to Whitewater residents.

This program covers the cost of repairing broken or leaking water or sewer lines that may be the responsibility of the homeowner. These types of repairs can be expensive and are usually not covered by homeowner's insurance.

For more information, or to enroll, visit [www.slwofa.com](http://www.slwofa.com).

Local residential property owners should have received multiple letters this year from Service Line Warranty of America (SLWA). SLWA is a private company that provides optional and voluntary sanitary sewer and water line warranty programs for the portion of sewer and water lines that are the responsibility of a homeowner. Water lines are considered private property (homeowner responsibility) from the curb stop to your home, and sewer lines are considered private property from the City sewer main (which runs down the center of your street) to your home. Many homeowners are unaware that they are responsible for these lines; and when they fail, the repair can cost thousands of dollars.

The City is working with SLWA to make homeowners aware of their responsibility for their utility lines. However, this is not a City program, and SLWA is solely responsible for the administration and service of the warranty programs. If you are interested in a warranty program, please check with your homeowner's insurance provider to ensure you are not already covered.

It is important to note that these warranty programs do not cover property damage as a direct result of a sewage backup in the City's sewer main; however, the City Council has recently approved an assistance program intended to help cover such costs. If you experience a sewage backup in your home, please contact the Department of Public Works at 262-473-0560.

For more information: Call Service Line Warranties of America  
1-866-425-6221

## Frequently Asked Questions

Q: Who is Service Line Warranties of America (SLWA)?

A: SLWA is a private company that provides optional water and/or sewer service line warranties to homeowners. SLWA was selected by the National League of Cities (NLC) as a warranty service provider. The NLC, representing more than 218 million Americans, is the nation's oldest and largest organization devoted to strengthening and promoting cities as centers of opportunity, leadership and governance. After a decade in business, SLWA has an A+ rating with the Better Business Bureau.

The program is offered at no cost to the city and no public funds are used to promote or operate the program. Importantly, SLWA is solely responsible for the administration and service of the warranty programs.

Q: Did the City really write the letter sent out by SLWA?

A: The city reviewed and endorsed the letter.

Q: Is the City making any money as a result of their work with SLWA?

A: No. The City of Whitewater makes no money from SLWA's warranty program.

Q: How many reports of sewer backups does the City of Whitewater receive each year on average?

A: The City of Whitewater receives several reports of sewer backups each year.

### City of Whitewater Reports of Sewer/Water Backups

Year	Private Property Laterals	City Main Infrastructure
2013	26	4
2014	25	0
2015	25	6
2016*	14	1

\*thru November 15, 2016

Most of the reports are due to blockages within the private portion of the sewer line and are the responsibility of the homeowner to repair.

Q: Does my homeowner policy cover my homeowner laterals or damage caused by a backup in the City's main infrastructure?

A: Every homeowner should check with their homeowner's insurance provider to see if their policy covers lateral damage or backups. Please make sure to check if lateral repair is covered as well as the damage to your home or personal property caused by the backup.

Q: Does the SLWA warranty cover damages inside of the house?

A: No. The external water and sewer line warranties do not provide coverage for inside the house.

Q: If SLWA doesn't cover my property inside my home and the City is not responsible for the damage to the inside of my home, how is a homeowner to repair the damage and/or replace their personal property?

A: On April 7, 2016, the City of Whitewater Common Council approved a new "No-Fault Sanitary Sewer Backup Damage-Reimbursement Policy". The purpose of the policy is to provide a method for assisting homeowners with the financial burden of a sewer backup, which resulted from a condition within the city's sanitary sewer system or lines, even when the city is not legally liable for the resulting damage. The City of Whitewater will provide up to \$7500 for residents to assist with cleanup costs, property damages and mechanical equipment essential to the habitation of the residence irrespective of whether the city is legally liable. Included in the \$7500 limit is reimbursement of personal property and/or possessions up to \$1000. The program has an annual aggregate limit of \$30,000 per all occurrences. Please note the policy has a maximum of \$7500. Homeowners should check with their homeowner's insurance provider to see if they are covered or if additional protection can be purchased. For more information: No Fault Sewer Backup Damage Reimbursement Policy.

Q: What causes water or sewer lines to fail?

Water and sewer lines break every day due to a variety of reasons.

· Time: Wear and tear, ground shifting and age can result in fitting failure and pipe corrosions. A small crack or pinhole can develop and lead to a leak.

· Weather: Rain, snow; freeze, thaw; each change of seasons brings with it a different challenge to your utility lines and the potential for cracks and leaks. The extreme weather seen around the country in recent years has really put a strain on public and private infrastructure.

· Landscaping: We all admire the beauty of a landscape graced with trees and shrubbery, but tree roots are not friends of your utility lines. Wrapping themselves around your lines, they will eventually cause cracks, leaks and clogs.

Q: If my water or sewer line breaks, can't I just call my local plumber to come out and make an inexpensive repair?

A: Costs vary, but repairs to a broken, leaking or clogged water or sewer line can range from hundreds to thousands of dollars. Plus, not all plumbers have the necessary equipment to do the job quickly and properly.

Q: What items are excluded as part of the warranty?

A: For information on warranty exclusions, visit [Service Line Warranties of America](#)

Q: If I have a sewer/water line problem already, can I call and utilize the warranty program if I sign up today?

A: No, SLWA requires your line to be in good working condition at the time of enrollment.