

Frequently Asked Questions

Optional Water and Sanitary Sewer (Wastewater) and In-home Plumbing Protection Plans Available to Region of Peel Residents

- **Who is Service Line Warranties of Canada?**
 - Service Line Warranties of Canada (SLWC) is a private company that provides **optional and voluntary** water and or sanitary sewer (wastewater) pipe protection.
 - SLWC is an accredited Better Business Bureau organization with an A+ rating.
 - SLWC has helped more than 140,000 homeowners across North America save over \$90 million in service line repair costs.
 - Information about Service Line Warranties of Canada can be found at www.slwofc.ca/peel or by calling 1-866-922-9006.

- **Why has the Region of Peel chosen to work with SLWC to offer water, sanitary sewer pipe protection and in-home plumbing repair?**
 - To help educate residential property owners about their **responsibilities for the maintaining, repairing and replacing of their private side (from inside their homes to the property line) water and sanitary sewer pipes.**
 - To offer homeowners optional and voluntary affordable protection for unexpected costs of repairing or replacing non-functioning water and sanitary sewer pipes, as well as broken interior plumbing systems.
 - To help reduce expenses to property owners and the Region of Peel because the plans encourage residents to report water and sewer leaks in a timely manner. Timely water pipe repairs conserve water and reduce water loss for the Region. Timely sewer pipe repairs minimize wastewater pollution helping the environment.
 - To help with cost savings for the Region with fewer resident calls and involvement in private side infrastructure repairs that is the responsibility of the property owners.
 - To encourage residential enrollment in the program the Regional logo has been added to assure residents of the program's legitimacy. It is intended that this will result in more enrollments which in turn allows SLWC to offer warranty programs at lower prices.

- **Is this a Regional program?**
 - No, this is not a Regional program, SLWC is a program partner. As such SLWC is solely responsible for the management and service of the warranty programs. A homeowner who chooses to enroll in this program should do so with the understanding that the Region in no way warrants or is liable for the work or performance of SLWC. The Region only wants to make residents aware of this program since water and sanitary sewer pipe repairs can be very expensive.

- **Did the Region provide homeowner mailing information to SLWC?**
 - The Region did not provide SLWC mailing information (resident names and addresses) as that would be a breach of confidentiality according to our privacy policies. SLWC purchased its records which are accessible through public information.

- **Did the Region spend tax dollars to pay for this mailing?**
 - No, SLWC pays for all aspects of the program including marketing, customer service and repairs.

- **Is the Region receiving any compensation from SLWC?**
 - No, SLWC does not offer the Region compensation for allowing the use of the Region's logo on enrollment letters. The logo was used to assure residents of the program's legitimacy resulting in more enrollments which in turn allows SLWC to offer warranty at lower prices.

- **Why was SLWC chosen over another company to provide this service to homeowners?**
 - Region of Peel staff took an existing RFP that was used by the City of Hamilton, with all appropriate requirements met through our legal and purchasing groups, to enter into an agreement with SLWC. Other companies are not in any way precluded from approaching Peel to enter into a similar type of agreement. Peel staff are in continuous communications and will be monitoring the program with SLWC to ensure that our residents receive excellent service.

- **What Warranty Plans are being offered?**
 - **Water Line Warranty** – Covers the cost of repairing broken or leaking outside water pipes to the property line
 - **Sewer Line Warranty** – Covers the cost of repairing broken, leaking or clogged outside sanitary sewer pipes to the property line
 - **In-home Plumbing Warranty** – Covers the cost of broken or leaking water or sanitary sewer pipes inside the house including drain lines connected to the main sewer stack. The coverage does not include faucets, fixtures, venting issues or gas lines.

- **Are the Warranty Plans considered to be insurance?**
 - The Plans are a warranty service offered by SLWC as an independent private provider. Although the plans use terms like deductible, coverage and exclusions, they are not insurance as most people understand but a contract pledge to arrange a qualified competent contractor to repair your service pipes.

- **What are the costs for each of these programs?**
 - The **water service line warranty program is \$5* per month or \$55* annually**
 - The **sanitary sewer line warranty program is \$6.25* per month or \$70* annually**
 - The **in-home plumbing repair warranty program is \$6.75* per month or \$76* annually**

*Plus HST

- **How much warranty coverage is provided for each program?**
 - The water service line warranty program provides \$8,000 coverage per repair incident
 - The sanitary sewer line warranty program provides \$16,000 coverage per repair incident
 - The in-home plumbing repair warranty program provides \$3,000 coverage per repair incident

Information about each of these new programs will be sent to residents separately in an effort not to overwhelm them or cause confusion. However, if they are interested in signing up for all three programs at once that option is available to them at any time.